

## **OVERALL PERFORMANCE STANDARDS FOR ELECTRICITY SUPPLIERS IN THE KINGDOM OF CAMBODIA**

In exercise of powers conferred by Article 7(e) and 7(k) of the Electricity Law promulgated by the Royal Decree No NS/RKM/0201/03 dated February 02, 2001, the Electricity Authority of Cambodia has made the new Regulations called “**Overall Performance Standards for Electricity Suppliers in the Kingdom of Cambodia**” to fix the Overall Standards of Performance of Licensees relating to the quality of supply and services.

These Regulations shall apply to Distribution Licensees, Retail Licensees and those Consolidated Licensees whose licenses include Distribution or Retail license in the Kingdom of Cambodia. The licensee is required to maintain minimum standards of performance for all consumers in the manner of prescribe hereafter in these Regulations.

The main contents of these Regulations are as follows:

### **1 STANDARDS FOR SCHEDULED OUTAGE**

The outage of supply due to the planned maintenance is called Scheduled Outage. The scheduled outage shall not be for a continuous period of more than 12 (twelve) hours. In each case of scheduled outage of duration one hour or more, the supplier shall notify the consumers at least 2 (two) days in advance. The supplier shall keep record of all scheduled outage.

### **2 STANDARDS FOR RESTORATION OF SUPPLY IN CASE OF INTERRUPTION**

In case of interruption to supply, the supplier shall restore the supply in 60 (sixty) percent cases within 6 (six) hours and in all cases within 24 (twenty-four) hours after being notified of the incident. However, in case of MV cable fault, the supplier shall restore the supply within 3 days. The supplier shall keep record to show the date and time when the interruption to supply was reported, name of the consumer, date and time of restoration of supply and work done to restore the supply.

### **3 STANDARDS FOR RESPONSE OF SUPPLIERS IN CASE OF COMPLAINTS ON VOLTAGE**

In case of complaints relating to voltage at the point of delivery the supplier shall investigate and resolve. The complaint on voltage is considered resolved if the voltage at the point of delivery is within the limits given in the Technical Standards issued by Ministry of Industry Mines and Energy. The supplier shall keep record to show the date of receiving complained on voltage, name of the consumer, nature of complaint, dates of investigating and resolving the complaint and work done.

### **4 STANDARDS FOR RESPONSE OF SUPPLIERS IN CASE OF COMPLAINTS ON INCORRECT METER READING**

In case of complaints on incorrect meter reading the supplier shall investigate into the complaint and intimate the consumer the results of investigation in all cases within 10 (ten) working days of receipt of the complaint and shall keep record to show the date of receiving the complaint about incorrect meter reading, name of the consumer, nature of complaint and date of intimating the results of investigation to the consumer.

## **5 STANDARDS FOR SUPPLIERS TO REPLACE DEFECTIVE METER**

If a meter provided by the supplier is found to be defective, the supplier shall replace it within 30 (thirty) days and shall keep record to show the date when the meter was found to be defective, name of the consumer and date of replacing the meter with a good meter.

## **6 STANDARDS FOR TESTING OF METERS WHEN REQUESTED BY CONSUMER**

The supplier shall, upon request of the consumer and on payment of prescribed fees, test the meter serving the consumer. On test, if the error of the meter is found to be beyond the permissible limits, the meter shall be replaced and the fees paid by the consumer for test of the meter shall be refunded. The supplier shall keep record to show the date when the consumer requested to test the meter and made payment of the meter testing fees, name of the consumer, and date of meter testing and date of intimating the test results in writing to the consumer.

## **7 STANDARDS FOR RESPONSE OF SUPPLIERS TO CONSUMERS COMPLAINTS ON BILLS**

In case of consumers' complaints on non-receipt of bill or incorrect bill the suppliers shall convey its decision on these complaints and shall keep record to show the date of complaint about incorrect billing, name of the consumer, nature of complaint, date of intimating the decision of the supplier to the consumer.

## **8 STANDARDS FOR RESPONSE OF SUPPLIERS TO CUSTOMERS' APPLICATION FOR NEW CONNECTIONS**

The supplier shall give the connection to a small or medium consumer within the time limit provided in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia and shall keep record to show for new connection to small and medium consumers, the name of the applicant, date of application, date of intimation of amount of connection fee and deposit, date of payment and date of giving supply.

## **9 STANDARD FOR REFUND OF DEPOSIT TO CONSUMER**

The security deposit shall be returned by the supplier to the consumer within 15 (fifteen) days after the termination of the supply agreement and after adjustment of outstanding dues and shall keep record to show the name of consumer, date of termination of supply agreement, date of return of the security deposit to the consumer.

## **10 STANDARD FOR RECONNECTION AFTER TEMPORARY DISCONNECTION**

The temporary disconnection could be due to reasons stated in Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia and shall keep record to show the name of consumer, date and time of receipt of information about removal of cause of disconnection and date and time of restoration of supply.

## **11 SUBMISSION OF PERFORMANCE REPORT TO EAC**

The supplier shall submit the information on its performance during a year with reference to each Standards of Performance to EAC as provided in Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia. The information shall indicate, for each standard, the total

number of cases, number of cases in which the performance of the licensee was within the limits given in the standards and number of cases in which the licensee failed to perform within the limit.

## **12 EXEMPTION**

The Overall Performance Standard shall remain suspended during Force Majeure condition such as war, mutiny, riot, strike, lockout, fire, flood, lightning, earthquake or accident or cause beyond the control of the supplier.

## **13 POWER TO REMOVE DIFFICULTIES**

If any difficulty arises in giving effect to any of the provisions of these Regulations, EAC may, by general or special order, direct the supplier to do anything consistent with the provisions of the Electricity Law which appear to it to be necessary or expedient for the purpose of removing the difficulties.

For the Detail information, you can read in the Website: Laws, Rule and Regulations.