

Guidelines for the information of consumers about their right to complaint to the supplier or EAC

Sometimes the consumer is not satisfied with the service provided by the supplier or disputes the correctness of the meter, meter reading or the bill in relation to the supply and use of electricity. In such cases the consumer can file a complaint first with the supplier first. To file complaints and resolve the disputes efficiently and transparently, EAC has approved Procedures and Regulations to be followed by the consumers and suppliers.

A. Complaint to the Supplier

A consumer should know his rights and procedures to file a complaint, which are given in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia approved by EAC. The main points of the Procedure to file a complaint are given below.

A1. Category of complaint to the supplier

1. **Complaints on voltage:** If the voltage of supply is not within the limits prescribed in technical standards, the accessories connected to supply may get damaged or not work satisfactorily. In such cases, the consumer has right to complaint to the supplier to keep the supply voltage within limits as prescribed in the Technical Specification. This complaint can be made in writing or by phone to the supplier.
2. **Complaints on interruption/failure of supply:** In case of failure of power supply, the consumer can make a complaint in writing or by phone to the supplier.
3. **Complaints about meters and meter readings:** In case the meter does not work, or is slow or fast or the meter is read incorrectly by supplier's staff, the consumer may complaint in writing to the supplier.
4. **Complaint about non-receipt of energy bill or receipt of incorrect bills:** In case the consumer has not received the bills or received incorrect bills, the consumer can make a complaint in writing to the supplier.
5. **Complain on disconnection or reconnection:** In case the supply is disconnected without giving a notice to be given as per the provision in Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia or without reasons, the consumer can make a complaint in writing. After the reasons of disconnection have been resolved, if the supplier failed to reconnect within the time period stated in Standard of Performance, the consumer can make a complaint in writing to the supplier.
6. **Complain on delay in giving new connection:** If at any stage in giving a new connection, the supplier has not taken action within the time period stated in the Regulations on General Conditions of Supply, the applicant can make a complaint in writing.

A2. Modality of making complaint to the supplier

1. In the written complaint, the consumer shall write the following:
 - a. Name and address of the supplier
 - b. Shall clearly explain the problem or the action of the supplier with which he/she is not satisfied.

- c. Name and address and consumer number of the consumer.
2. The consumer shall give the complaint to the office of the officer of the supplier who in charge of complaint resolution and obtain a receipt.
3. If the consumer is not satisfied with the action taken by the Officer in charge of complaint resolution, the consumer may make a complaint to the higher officer of the supplier, giving copies of first complaint.

B. Complaint to EAC

If the complaint of the consumer is not resolved within the time specified in the Regulations on Overall Performance Standards, or If the consumer is not satisfied with the final response of the supplier on the complaint, the consumer can make a complaint to EAC giving copies of all complaints made to the supplier and other details.

The complaints to EAC shall follow the modality and procedures as stated in **Procedure for Filing Complaint and for Resolution of Complaint by EAC** .

The consumer shall file the complaint as per the following procedure:

- a. The complaint shall be made in writing.
- b. Complainant shall write his family name, given name, age, business or occupation, nationality, sex, telephone number, present address and consumer number, if any.
- c. If the complaint is made on behalf of a legal person, the complainant shall inform the name and address of the legal person as well the name and position held by the complainant.
- d. Shall clearly write the name and present address of the supplier /defendant.
- e. Shall state exact subject of complaint in an easy to understand and clear manner.
- f. The complaint shall give reference of the Law, conditions of the license, code or any standard relating to the complaint, if known.
- g. Shall attach the copies of all documents that complainant considered as necessary for evidence in the case.
- h. Attachments, if any, should be indicated in the complaint.
- i. The prayer of the complainant with justification explaining why the prayer should be conceded
- j. The complainant shall sign or give a thumb print on the complaint.
- k. Shall send by post or courier or delivered in person to the office of the EAC.