

**KINGDOM OF CAMBODIA
NATION RELIGION KING**

ELECTRICITY AUTHORITY OF CAMBODIA

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

UNDER ELECTRICITY LAW OF THE KINGDOM OF CAMBODIA

Approved by EAC's session No. 36 dated 2 April 2004

REGULATIONS ON OVERALL PERFORMANCE STANDARDS FOR ELECTRICITY SUPPLIERS IN THE KINGDOM OF CAMBODIA

ELECTRICITY AUTHORITY OF CAMBODIA

- Seen the Electricity Law of the Kingdom of Cambodia, which was promulgated by the Royal KRAM No. NS/RKM/0201/03 of February 2, 2001
- Seen the Royal Decree of Preahbath Samdech Preah **NORODOM SIHANOUK**, the king of the Kingdom of Cambodia No. NS/RKT/0201/03 of February 17, 2001 on the appointment of Excellency **TY NORIN** as Chairman of Electricity Authority of Cambodia
- In accordance with the consultation with concerned Ministries and institutions, licensees and public, made from 25 December 2003 to 25 February 2004
- In accordance with the decision of Session No. 36 of EAC dated 2 April 2004

DECIDES

Article 1. – To issue Regulations called “**Overall Performance Standards for Electricity Suppliers in the Kingdom of Cambodia**” under Electricity Law of the Kingdom of Cambodia for fixing the Overall Standards of Performance of Licensees relating to the quality of supply and services.

Article 2. – These Regulations have the whole contents as attached document.

Article 3. – These Regulations shall apply to Distribution Licensees, Retail Licensees, and Consolidated Licensees having Distribution license or Retail license in the Kingdom of Cambodia.

Article 4. – These Regulations shall come into force from the date of signing and shall remain in force until revised as per a new decision.

Phnom Penh, Date 2 April 2004
Chairman of EAC

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CHAPTER 1

PURPOSE, TITLE, JURISDICTION AND DEFINITIONS

1.1 PURPOSE

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 hereby make the following Regulations to fix the Overall Standards of Performance of Licensees relating to the quality of supply and services.

1.2 TITLE

These Regulations shall be called “**Overall Performance Standards for Electricity Suppliers in the Kingdom of Cambodia**”.

1.3 JURISDICTION

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 prescribed hereafter in these Regulations.

Provided that the Electricity Authority of Cambodia, by specific orders, may exempt a licensee or an area from such provisions of these regulations and for such periods as stated therein.

1.4 DEFINITIONS

In these Regulations, unless the context otherwise requires, the following terms shall have the following meanings:

Electricity Law:

The Electricity Law of the Kingdom of Cambodia promulgated by the Royal Decree No. NS/RKM/0201/03 dated 2 February 2001.

Performance Standards for a Supplier:

Standards or level of service, which a supplier is expected to provide to its customers.

Guaranteed Performance Standards:

Standards or level of service, which is fixed by Regulators and is guaranteed by the Supplier to be provided to each customer.

Overall Performance Standards:

Standards or level of service, which is fixed by Regulators for a Supplier to implement for overall customers but not give individual guarantees.

Supplier:

A licensee authorized to supply electricity by a distribution or retail license issued by EAC. Unless the context otherwise requires, words or expressions occurring in these regulations and not defined above shall bear the same meanings as in the Electricity Law and Regulations on General Conditions of supply of electricity in the Kingdom of Cambodia or in absence thereof, the meaning as commonly understood in the electricity supply industry.

CHAPTER 2

OVERALL PERFORMANCE STANDARDS

2.1 STANDARDS FOR SCHEDULED OUTAGE

Electrical Equipments and lines are prone to failure without proper maintenance. Regular and periodic maintenance has to be carried out to preserve the fitness of the facilities to an acknowledged level to maintain quality supply to consumers. The work to be carried out and the time when the work is to be carried out are planned in advance. In order to carry out maintenance work, in majority of instances the facilities are required to be taken out of service. Depending on the availability of spare capacity, such maintenance work may or may not cause a discontinuity of electricity supply. As the maintenance is planned in advance, it is possible to fix the timing of work in such a way that minimum inconvenience is caused to the consumers. 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 cases where the normal supply is not round the clock, the period of scheduled outage together with the period of non-supply in continuity with the scheduled outage, if any, shall not exceed 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 by radio, TV, newspaper, loudspeaker, poster, and pamphlets or any other suitable process.

The supplier shall keep record of all scheduled outage. The record should show date and period of the scheduled outage, the details of the facility maintained, maintenance work carried out, date and method of notifying the consumers.

2.2 STANDARDS FOR RESTORATION OF SUPPLY IN CASE OF INTERRUPTION

The discontinuity of supply to consumers due to failure of a facility or due to a facility taken out of service in an emergency to prevent damage to the facility, life or property is called an interruption to power supply. Such interruptions are un-planned, un-expected and un-anticipated.

In case of interruption to supply, the supplier shall restore the supply in 60 (sixty) percent cases within 6 (six) hours after being notified of the incident.

The supplier shall restore the supply 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.

In cases where the normal supply is not round the clock, and the limiting period stated above ends in a period of no supply, and the consumer gets supply immediately on start of the next period of supply, it will be considered that the supply has been restored within the allowed time limit.

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.

2.3. STANDARDS FOR RESPONSE OF SUPPLIERS IN CASE OF COMPLAINTS ON VOLTAGE

The voltage at the point of delivery should not vary beyond the limits allowed in the Technical Standards issued by Ministry of Industry, Mines and Energy. Till the Technical Standards are issued by Ministry of Industry, Mines and Energy, the voltage at the point of delivery should not vary beyond +10 (plus ten) per cent or -10 (minus ten) per cent of the declared voltage.

In case of complaints relating to voltage at the point of delivery the supplier shall contact the consumer and investigate into the complaint in all cases within 10 (ten) working days of receipt of the complaint.

The supplier shall resolve 60 (sixty) percent of complaints on voltage within 6 (six) months of receipt of the complaint.

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.

2.4 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.

The supplier 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.

2.5 STANDARDS FOR SUPPLIERS TO REPLACE DEFECTIVE METER

Unless an exemption is granted by EAC, the Supplier shall not give supply without a proper meter. A meter is considered as defective, if on testing, the error of the meter is found to be beyond the permissible limit as given in the Technical Standards issued by Ministry of Industry, Mines and Energy. Till the Technical Standards are issued by Ministry of Industry, Mines and Energy, for small and medium consumers, the permissible limit shall be (+/-) 3 (plus/minus three) per cent at all loads in excess of one-tenth of full load and up to full load. Provided that for Big and Bulk consumers, the permissible limit shall be (+/-) 1 (plus/minus one) percent or as agreed and stated in the supply agreement.

If a meter provided by the supplier is found to be defective, the supplier shall replace it within 30 (thirty) days.

The supplier 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.

2.6 STANDARDS FOR TESTING OF METERS WHEN REQUESTED BY CONSUMER

Regulation 69 of the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia provides that the supplier shall, upon request of the consumer and on payment of prescribed fees, test the meter serving the consumer. If the meter is to be removed for testing, a temporary meter shall be installed. The supplier shall serve due notice on the consumer of the time and place of test and permit the consumer or his authorized representative to witness the test. The supplier shall intimate the test results in writing to 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 bills for the period the meter was defective shall be revised as per regulations in General Conditions of Supply.

The supplier shall get the meter tested and intimate the test results in writing within 30 (thirty) days of application by the consumer and payment of meter testing fees, if any.

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.

2.7 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 in 40 (forty) percent of all cases within 15 (fifteen) days and in 90 (ninety) percent of all cases within 30 (thirty) days.

The supplier 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.

2.8 STANDARDS FOR RESPONSE OF SUPPLIERS TO CUSTOMERS' APPLICATION FOR NEW CONNECTIONS

The supplier shall intimate, in 80 (eighty) percent of the cases within the time limit provided in Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia, to the applicants in case of small or medium consumers the amount of connection fee and deposit to be paid by applicants.

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 in 80 (eighty) percent of the cases provided the consumer's installation is found satisfactory.

The supplier 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.

2.9 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, if any, in 90 (ninety) percent of the cases. In other 10 (ten) percent of the cases, the deposit shall be returned within next 15 (fifteen) days.

The supplier 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.

2.10 STANDARD FOR RECONNECTION AFTER TEMPORARY DISCONNECTION

The temporary disconnection could be due to reasons stated in Regulation 99 of the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia.

In cases of temporary disconnection due to non-payment of charges – When the consumer gives proof of payment during working hours before 12 (twelve) noon on a working day, the supplier shall reconnect the supply within 6 (six) hours in 90 (ninety) percent cases. When the consumer gives proof of payment at any other time, the supplier shall reconnect the supply within 24 (twenty-four) hours in 90 (ninety) percent cases.

In cases of temporary disconnection due to other reasons - The supplier, in 90 (ninety) percent of cases, shall reconnect the supply within 24 (twenty-four) hours after verification of the removal of the cause of disconnection.

The supplier 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.

2.11 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.

CHAPTER 3

MISCELLANEOUS

3.1 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.

3.2 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 that appear to it to be necessary or expedient for the purpose of removing the difficulties.