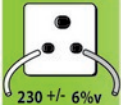


09. On power quality and safety



- Receive a minimum of 24 hours' notice for any planned interruption of electricity supply.
- In case of a breakdown, you should be informed of the time taken to restore the supply.
- Be protected from dangers arising from supply of electricity and unsafe use of electricity by other consumers.
- You are entitled to receive a supply of electricity in compliance with the standard voltage and frequency.

Obligations;

01. When obtaining a new connection;

- Complete internal wiring and other requirements as per the standards specified by the service provider.
- Pay additional charges, if any additional visit to be made due to non-fulfillment of (a) above.

02. When disconnecting and reconnecting;

- Settle all due charges in respect of electricity supply prior to quitting any premises.
- Give at least 02 working days of notice prior to quitting the premises.

03. When providing security deposit;

- Provide a new security deposit or balance amount within 07 days of receipt of the notice.

04. When regard to meter and metering;

- Provide a secured location with easy access for reading the meter.
- Do not damage or alter the registering of meter intentionally or negligently.

05. With regard to your electricity bill;



- Settle the outstanding balance within 14 days of receiving the monthly electricity bill, if failed pay interest at the rate approved by the Commission.

06. When making complaints;



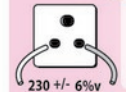
- Retain proof of any correspondence had with service provider in respect of any complaint to be submitted to service provider or the commission when required.

07. When entering into your premises



- Allow entry into your premises between 8.00 am and 5.00 pm for routine work such as inspecting electrical line or plant, meter reading, removing inspecting or reinstalling any meter etc.

08. On power quality and safety



- Refrain from using electricity or any electrical appliance which can be dangerous or unsafe to any other consumer.
- Maintain minimum safety clearance when constructing a building or any other construction.

This leaflet provides you only a guideline on your electricity rights and obligations.

For more information, please refer the Statement of "Rights and Obligations of Electricity Consumers" available at the office of your Grama Niladari, Divisional Secretariat, Area Engineers/Branch Managers of CEB/LECO and at their Customer Service Centers. It is also available on our website (www.pucsl.gov.lk)

This is in accordance with the Statement of
Rights and Obligations of Electricity Consumers published in
pursuant to Section 3(1) (e) of Sri Lanka Electricity Act No. 20 of 2009

ELECTRICITY Consumer Rights and Obligations



இலங்கை மின்சார சபையின் சார்பில்
இலங்கைப் பொதுப் பயன்பாடுகள் ஆணைக்குழு
PUBLIC UTILITIES COMMISSION OF SRI LANKA



ELECTRICITY Consumer Rights and Obligations

Do you Know;

- Public Utilities Commission of Sri Lanka has published a statement of rights and obligations of electricity consumers.
- Service providers have duties and responsibilities to provide satisfactory services to you.
- You also have to fulfill certain obligations to get satisfactory services from the service providers.

To get satisfactory services from your service provider, you should know what rights and obligations you have as a consumer.

Let us see some of the rights and obligations related to main areas of services. For more details please read the information given at bottom of the leaflet.



Rights;

01. When obtaining a new connection;

- Not only the owner but also an occupant can obtain a new electricity connection.
- Receive the first electricity bill within 60 days from obtaining the supply.
- Supply shall be connected to you without any undue preference or discrimination.
- If you are a retail consumer supply shall be connected within 10 working days from the date of payments.
- Receive a copy of the agreement entered with the service provider.

02. When disconnecting and reconnecting;

- Supply shall not be disconnected without a prior notice.
- Supply shall not be disconnected when there is a genuine dispute.
- If the electricity supply is disconnected for non-payment of electricity bill, it shall be reconnected within 2 working days after settling all arrears of payment.

03. When providing security deposit;

- Receive at least 07 days' notice of a requirement to provide a new or balance amount of security deposit.
- Not to pay a security deposit in excess of an amount equal to 02 months' average usage of electricity.
- Get your security deposit refunded along with accrued interest in case of the terminating of your agreement.

04. With regard to meter and metering;

- Get the meter installed at a secured location on your premises.
- Be charged only for the correctly registered consumption of electricity.
- Get your meter tested for accuracy and obtain a copy of the test report within 10 working days' after making the relevant payment.

05. With regard to your electricity bill;

- Electricity bill shall be issued to you once in every 30 days +/-3 days (i.e. 27 to 33 days period).
- Receive 14 days to make the payment of electricity bill.
- You can receive an estimated bill and it shall be confirmed or revised based on the next meter reading.

06. When making complaints;

- When you are dis-satisfied with your electricity supply or use of electricity, you can lodge a complaint in writing to the respective Area Engineer of CEB/Branch Manager of LECO and get a resolution within 14 days from the date of complaint.
- If your complaint to be submitted to the higher authority for resolution, you have to be informed of the same by the Area Engineer/Branch Manager within 14 days from the date of complaint.
- However a resolution has to be provided to you within 28 days from the date of complaint.
- If your complaint is not resolved or dis-satisfied or dis-agreed with the resolution provided by your service provider, you can refer it to the Commission for further action.

07. When entering into your premises

- You can ask the representative of your service provider to prove his identity before entering into your premises.
- You can recover compensation from the service provider for any disturbance, disability or damage caused to you or any damage caused to your land or movable property pursuant to entry.

08. When making changes to your account

- Upon fulfillment of service provider's requirements, you can transfer existing electricity supply to another consumer or change the tariff category.
- A temporary supply can be obtained for constructing a building and it can be made permanent once the construction is completed.

