

## Regional Public Consultation , Southern Province Summary of Public comments and Responses

### ELECTRICITY

WRITTEN SUBMISSIONS			
No	Name	Submission in Brief	Response
01	Ms Somalatha Devanarayana	People forget the red notice and when CEB comes to disconnect, people are willing to pay at the moment. But CEB disconnect nevertheless. How can you make an arrangement where people can settle the outstanding amount and avoid disconnection when the disconnection crew has already arrived.	As per the guideline the customer gets 24 days grace period for bill payment. Hence this request cannot be accommodated.
02	Ms. Kalyani Manel Jayasinghe	Requesting relocating/shifting a pole located near house and is posing significant danger to the house. She had been asked to pay Rs.14,000 for pole shifting and she cannot afford it. Requesting to do it from CEB funds	Commission has already issued a guideline on this and steps will be taken by the Commission to inform consumer on the said procedure.
03	Mr. Sarath Indika	The transparent cover in the Electric meter enclosure/box has discoloured which makes it difficult to read the meter reading and other information. Requesting a new cover for meter box.	First please make a written request from the licensee. If no response is received, please inform the Commission for its intervention.
04	Mr. Bimal Ravishantha Wljewickrama	The meter is not accessible from outside to the meter reader and he has been getting estimated bills for a while. He has taken up it with CEB who has not provided a solution. Requesting a solution.	The consumer has an obligation to provide the facility to read the meter. Discuss with the licensee for an agreeable solution.
05	Thalapitiya	Ask whether interest can be charged for late payment and if so what is the interest rate	Licensee has the right to charge interest for late payment. Annually declared by the commission which is 13.89% per annum for 2018
06	Kalawitiya	Asks whether a written permission given to draw electric line above own house can be revoked later on	Commission has already issued a guideline on this. The consumer is requested to make a request from licensee.
07	J suriyaarachchi	Asks what is the procedure for pole shifting and	Commission has already issued a guideline on this. The

		what is the cost of that.	consumer is requested to make a request from licensee. The consumer will be informed about the said guideline.
08	Ms. Vinitha Gamage	There is a poor labourer (address given) who cannot bear the connection cost. Requesting connection to be provided free of charge for him	The consumer is requested to make a request from licensee.
09	K. Vithanachchi	His electricity connection is 20years old. But the cutout is not yet fixed. He has been complaining about the broken meter box for more than an year.	Commission will take steps to inform licensee for necessary action.
10	Ms. T.P.G. Anula	Small businesses and Large business both are charged the same tariff. Small businesses sometimes are operated from the house where the owner resides. Requesting a scheme to recognize these changes.	The Commission will take this matter up at the next tariff revision
11	Ms. Dalsi Rathnasekara	Requesting removal of an electric line laid in a dangerous manner	Commission has already issued a guideline on this. The consumer is requested to make a request from licensee.
13	Mr. Chandrakumara Dahanayaka	1.make arrangement to provide the option of settling the bill to disconnection crew, to avoid disconnection. 2.Electricity theft is not indicated as a reason for disconnection in the disconnection procedure. Why? 3.create a mechanism to pay interest to security deposit.	1. A guidelines issued by the Commission recently to regularize electricity bill payments. Issue of disconnection could minimize with the implementation of the guideline. 2. The guideline will be amended to include this. 3. Commission has already issued a guideline on this.
14	Ms. U.G.Nalini	Create a mechanism to pay interest to security deposit and to indicate that in the electricity bill.	Interest should be paid by licensees for the security deposit as per the rate approved by the Commission (11.52%)
15	Mr. Udaya Dias	Contractors who draw electric lines to provide new connections, are not aware of the rules and regulations. This has caused some problems. Proposes a) CEB employees to supervise contractors work b) to aware contractor labours about rules and regulations.	Steps will be taken by the Commission to inform licensees for supervision and monitoring of contractors.
16	Ms. Chathurika Gunathilaka	1. Requesting 30 day grace period for bill payment.	As per the procedure for bill payments, consumer is

		<p>2. Requesting a leaflet to be issued with the bill to aware consumers on interest calculation and red notices</p> <p>3. Use high capacity transformers, requesting to take interruptions on only on working days in working hours.</p> <p>4. Aware consumers on interest payments for security deposits.</p>	<p>given 24 days</p> <p>The Commission will inform licensees to aware consumers.</p> <p>The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers</p> <p>The Commission plans strengthen the awareness campaign</p>
17	T.M. Weerathna	<p>Consumers should be made aware of the amount of security deposit before being paid interest. Therefore request to indicate the amount of security deposit in the electricity bill, before implementing the interest payment scheme.</p>	<p>The Commission plans take this matter with licensees</p>
18	Ms. Anula Kanthi Alwis	<p>All consumers should be treated equally without reducing voltage for some consumers</p> <p>CEB should aware consumers about security deposits.</p>	<p>The licenses will be informed to protect rights of consumers to receive a supply of electricity in compliance with the standard voltage</p> <p>The Commission plans strengthen the awareness campaign</p>
19	K.K. Withanachchi	<p>Extend the grace period for bill payment before disconnection.</p> <p>Request to know the amount of security deposit.</p> <p>Requesting to take interruptions on only on working days in working hours.</p> <p>Want to know how the interest is paid</p>	<p>As per the procedure for bill payments, consumer is given 24 days to settle the bill</p> <p>Consumers are requested to make a request from licensees</p> <p>The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers</p> <p>Interest on security deposit need to pay for bulk consumer monthly and for retail consumers annually.</p>
20	Ms. K K Nandawathi	<p>Want to know how the electricity bill for domestic category is calculated.</p>	<p>Consumer has a right to know this information from licensee. Please request.</p>

		Want to know the amount of security deposit and the interest to which the consumer is entitled to.	Interest should be paid by licensees for the security deposit as per the rate approved by the Commission (11.52%)
21	Anonymous	Aware consumers about the security deposit and indicate that in the electricity bill. Take interruptions on only on working days in from 8am to 12 noon.	The Commission will take steps to strengthen the awareness campaign. The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers
22	D.K. Jayatissa	Request to exempt community halls in villages that doesn't generate an income or involved in business, from fixed charge.	The Commission will consider the request at the next tariff revision
23	Mr. Somasiri Perera	Request to provide training to electricians who work in rural areas without qualifications, and a pathway for license.  Want to know whether all round pin sockets in houses should be replaced by square pin ones.	Steps will be taken by the Commission to train electricians  The standard socket type is square pin. It is advised to go for sockets and plugs of such type for replacements.
24	D.H.Jayasena	Request to provide an interest free grace period of 30 days for electricity bill payments.  Deliver Red notices 10 days before disconnection  Extend the current 0-60units subsidised tariff rate to 0-75units.	The Commission will consider the request at the next tariff revision  Consumer has a right to receive 10 days' notice prior to disconnection  The Commission will consider the request at the next tariff revision
25	M.G.Renuka	Make interest payments to security deposits annually and indicate the deposit in monthly bill. Domestic electricity supply is affected by usage of machines in nearby factories.	Guideline has been issued to licensees to pay the interest monthly/annually Consumer has a right to receive an electricity supply free from any inference caused by improper use of any appliance. Make a request to licensee

		Request to take interruptions only on work days in work hours. Don't take interruptions after 4pm or in weekends.	The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers
26	J.Suriyaarachchi	Request to ensure that meter readers come on a specified day or period.  What is the procedure applicable for taking security deposits. Request to avoid disconnections in GCE O/L, A/L, in weddings and funerals, or when patients with terminal illnesses are in the premises and to take alternative approaches.	Due to practical issues in reading electricity meters on the 30 <sup>th</sup> day, the Commission has issued guidelines to read the electricity meter between 27 to 33 days An amount equal to the of 2 months estimated consumption  The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers. Consumers are requested to register for the SMS notification facility.
27	KMPB Adikari	Some words in electricity bill are not understandable for consumers  Provide less information in electricity bills. Clearly indicate the units consumers, interest, fixed charge etc in the bill  Electricity connection should be given with respect to transformer.  Disconnections should only be done in daytime.	Consumer has a right receive clarifications from licensee on the bill  Commission is in the process of revising billing format  These issues will be addressed in due course with the full implementation of the performance standard regulations. The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers
28	M.V.Chandrasoma	Request to ensure that consumers get electricity bill at fixed regular interval. Sometimes the meter reader comes once every 2months and the no of units and amount of the bill becomes higher as a result. Provide additional notice after red notice before disconnection crew is sent out.	Due to practical issues in reading electricity meters on the 30 <sup>th</sup> day, the Commission has issued guidelines to read the electricity meter between 27 to 33 days  As per the guideline the customer gets 24 days grace period for bill payment. Hence this request cannot be

			accommodated
29	K Ranaweera	Introduce a maximum price for interest charge for late payments.	The interest rate is annually approved by the commission.
30	G.S.W.A. De Silva	Request to indicate the contact no of an official in CEB/LECO head office in the electricity bill for people to contact when the branch office does not respond to a consumer complaint.	This point is addressed in the guideline on power interruptions.
31	Ms. Jayanthi ranaweera	1.Remove the electric pole of Mr Danny 2.Electricity of Mr Kumara is not working properly	The consumer will be contacted to get more information.
32	Ms. Rupa Gunathilaka	Transmission line projects that goes across arable land damages crops and the compensation is not adequate in this regard.	The divisional secretary has the powers to decide on compensations based on the guidelines of valuation department.
33	Mr. Jayathissa Mohotta	Request to prevent people from objecting to provide electricity connections to others based by objecting for wayleave.	New connection procedure and way leave guideline will address this issue.
34	K.V.P. Subhadra Shanthi	The electricity connection of the village Community hall falls to the general purpose tariff category. Request to provide a subsidy in this regard.	As per the current tariff category GP is the relevant tariff.
35	T.M. Wickramathilaka	A new connection for house has been incorrectly classified as general purpose at the inspection and the consumer had been issued general purpose bill. Later consumer has had to pay 6500/= to change the tariff category to domestic.	Consumer can make an appeal to CEB. The consumer may complain to the PUCSL if a satisfactory answer is not received.
36	Anonymous	1. CEB labourers are not careful in their exercise of trimming trees to maintain way leave, and causes substantial damage to the commercial crops like banana, coffee and cinnamon. Request to appoint supervisors to prevent this 2. CEB does not act promptly to take remedial actions when informed of danger.	Guide line for way leave is already prepared and issued.  Commission will advise the licensees to give priority when lives or property is exposed to danger
37	Ms. K.K.Nandawathi	Request to test the energy meter as she suspects meter reader higher than actual.	Supply service code already covers this. Consumer has a right to get the meter tested after paying a fee.
38	Mr. P.K.D. Premadasa	The existing procedure of requesting affidavits/certification of GN and DS to verify the	

		residency, is too much of a hassle for people who wants to get a new connection. Request to simply the procedures. Trimming trees by CEB also damages agricultural crops. Requesting to remove trees that poses danger to the electric lines	New procedure is being prepared  Guide line for way leave is being prepared
39	Ms. M.D.Shriyakalpani	Requesting remedial action for a substandard temporary electric line that poses danger to public.	Immediately inform the licensees.
40	Mr. Kingsly Abeynayaka	GN division Pitawala West gets electricity only after 9pm because of the line constraints. Requesting a solution for this problem.	The commission will inform the licensee.
41	Ms. H.K.Kanthimathi	1.who is responsible for paying compensation for equipment damaged due to high voltage? 2.How can a person use equipment that require more than 13A in future when the 15A sockets are banned? 3.Even if EVs are promoted as green alternative, the electricity is generated using fossil fuel which causes environmental damage. 4.Request to do more awareness about electrician licensing procedure	1. regulation has been already gazetted.  2. a separate circuit with appropriate protection  3. The cumulative impact is still lower when compared with fossil fuel vehicles  4. The Commission will take steps to strengthen the awareness campaign.
42	Ms. M.A.G. Malathi	Trimming trees and clearing wayleave is not done properly. (not clear)	Wayleave clearing guideline is being prepared.
43	Anonymous	1.Prevent CEB employees cutting trees and branches that does not obstruct or pose danger to electric line. 2.Keep emergency hotlines in working condition 3.Exempt the new buildings and houses from the requirement of certifying the residency/occupancy.	Wayleave clearing guideline is being prepared.  New procedure for new connections is being prepared
44	Ms. Ramya Wljesingha	1.Meter reader dosent come on the exact day that causes electricity bill to differ. 2.CEB doesn't take prompt action in an event of emergency breakdown	The commission will advise the licensee to take practically reasonable steps Commission will check the possibility of introducing a toll free line

		3.calling the hotline leads to higher telephone bill. Request to provide an alternative	
45	Mr. Buddhika Pushpakumara	Wants to know how to object and remove an electric line that is going across his premises to which he has given consent in a prior occasion.	Guideline has been already issued by the commission
46	Ms. P.A. Asha Vasana	Requesting electric connection of old house (demolished) to be transferred to the newly constructed house.	Submit a request to licensee.
47	Mr. H.G. Susan Hemakumara	Requesting CEB to rectify the voltage drops and power interruptions in the area caused by long low voltage lines.	Implementation of performance regulations
48	Mr. Somadasa Benthavithana	Requesting a procedure to get connections to premises in reservation areas	New procedure for new connections is being prepared.
49	Anonymous	How to change the name in electricity bill? What are the documents needed?	Supply service code covers these queries. A guideline has been issued.
50	M.G. Wijesingha	Steep increase of per unit rate in domestic category once 60 units are exceeded Requesting rapid response for breakdowns	Can be considered in next tariff review Implementation of performance regulations
51	N. Gunathilake	Requesting a 14 day interest free grace period for bill payment. Requesting a separate red notice instead of embedding the same in Electricity bill. Requesting information on security deposit held by the licensee	Commission will advise licensees to adhere to non - payment disconnection guidelines and the guideline on interest for security deposit.
52	A.B. Aladin	CEB does not issue a proper red notice at the moment.	Commission will advise licensees to adhere to non - payment disconnection guidelines
53	H.B.N. Weerasinghe	People doesn't get the 10 day grace period after red notice. Payments made to collection agencies are not efficiently updated Requesting Clearing Wayleave to be done by CEB employees and Request compensation for damages caused to the trees.	The commission will advise the licensee to take practically reasonable steps Commission has already prepared a guideline on way leave clearing



		<p>Requesting 1day notice before planned interruptions</p> <p>Requesting information on security deposit held by the licensee</p> <p>Meter reader doesn't read the meter between 27-33 days and Meter reader comes during odd hours.</p> <p>Steep increase of per unit rate in domestic category once 60 units are exceeded</p> <p>Provide free electricity to farmers</p>	<p>The licensee is required to make inform 48hrs before.</p> <p>Commission has already prepared a guideline on interest payment for security deposits.</p> <p>The Commission will inform licensee to adhere to the guideline</p> <p>Can be considered in next tariff review</p>
54	Ms. Chandra Liyanage	<p>Request to make an extra effort to ensure that the customer get the red notice in person.</p> <p>Requesting licensee's supervision during clearing wayleave</p>	<p>The commission will advise the licensee to take practically reasonable steps</p> <p>Commission has already prepared a guideline on way leave clearing. Licensees will be informed for supervision.</p>
55	Ms. H.W. Shanthi Jayamini	<p>Grace period of 7 days after red notices is not enough.</p> <p>Request prior notice before interruptions.</p> <p>Assign adequate no of employees to restore power and supervise.</p> <p>Provide interest payments for security deposits as credit on monthly electricity bill</p> <p>Decision of DS should not be the final decision in event in disputes between consumer and licensees.</p> <p>Request a uniform for personals who enter consumer's premises.</p> <p>Licensee should take the responsibility of cleaning</p>	<p>As per the guideline consumers receive 10 day grace period after red notice is issued</p> <p>The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service</p> <p>The guidelines issued on this covers this matter</p> <p>As per the Sri Lanka electricity Act DS decision is final</p> <p>Guideline issued on enter into premises has covered this matters</p>

		the debris after clearing wayleave	
56	Mr. Nirosh Pradeepa Weerappuli	<p>7days grace period after red notice</p> <p>Licensee does not respond promptly to emergency breakdowns when informed.</p> <p>Request to provide information about the security deposits.</p> <p>Owners are not informed properly when clearing wayleave and entering premises.</p>	<p>As per the guideline issued consumers receive 10 days grace period</p> <p>The Commission will take up this matter with licensee</p> <p>The guidelines issued on this covers this matter</p> <p>Procedure need to be adopted by the licensees</p>
57	Ms. Yasitha Ruwanthika Ushani	<p>People should get separate red notice rather than having red notice in the bill itself.</p> <p>People don't get 10days grace period after red notice</p> <p>Requesting scheduled interruptions to be announced by a notice distributed with meter readers.</p> <p>Licensee should always take the responsibility of clearing way leave without asking consumers to clear wayleave which can be dangerous.</p> <p>People should be informed about security deposits as some are not aware of the existence of such deposit.</p> <p>Requesting PUCSL to be an independent part as a substitute to DS in removing stay wires.</p> <p>Requesting CEB employees to wear uniform and id card when entering premises and to give prior notice to consumers.</p>	<p>As per the guideline issued a separate notice should be received. Licensees will be informed to adhere to the guideline</p> <p>The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service</p> <p>As per the guideline issued licensee should clear the debris. Licensees will be informed to adhere to the guideline.</p> <p>The Commission plans strengthen the awareness campaign</p> <p>As per the Electricity Act power is vested with Divisional Secretary</p> <p>Guideline has already issued on this. Licensees will be informed to adhere to the guideline.</p>
58	Ms. Sanjula Jayamali	Request to issue red notice separate from the electricity bill and to have a uniform format for red notice across the country.	As per the guideline issued a separate notice should be received. Licensees will be informed to adhere to the guideline

		<p>Requesting to inform scheduled interruptions by distributing a printed notice.</p> <p>CEB wants people to clear way leave themselves</p> <p>Requesting to make a simplified method for interest payments for security deposits.</p> <p>CEB and DS both represent the government which made customers vulnerable in an event of dispute. Therefore request PUCSL to play a role to ensure consumer interest.</p> <p>Request to indicate the bill calculation method in electricity bill.</p> <p>Uniforms should be issued to meter readers and other personals that enter consumer's premises. The whole of CEB from minor staff up to the higher management, uses monopoly power which causes the decline of public sector. Attitudes of CEB employees should be improved.</p>	<p>The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service. Guideline has already issued on this. Licensees will be informed to adhere to the guideline</p> <p>Licenses were informed to pay interest for bulk/retail consumers on monthly/annually.</p> <p>DS plays an impartial role in the event of wayleave dispute</p> <p>Currently consumers get brief computation in the next bill.</p> <p>The Commission will discuss with licensees for an appropriate mechanism on these.</p>
59	Ms. Priyangani Liyana Arachchi	<p>1.Licensee should consider the past bill payment habits before taking decision to disconnection. Licensees should allow 30 days for disconnection the customers who have good payment habits.</p> <p>2.Monitoring the monthly work schedules, collecting the customer details should be done Power cuts to be informed in advance.</p> <p>3.Interest payment to be made on security deposits and it should be increased according to the electricity charges go up.</p> <p>Consumers should be made aware the value of</p>	<p>As per the bill payment procedure, consumers are given 24 days make the payment and another 5 days for payment update</p> <p>2. The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service</p> <p>3.guideline has been issued on interest payment. Licensees need to pay interest payment monthly for bulk consumers and annually for retail consumers</p>

		<p>security deposits.</p> <p>4.Consumer complaints should be evaluated in fair-minded.</p> <p>5. introduce a subsidised billing method for Samurdhi families (for limited no of units)</p> <p>6. Wayleave should be cleared without damaging the properties around.</p>	<p>4.The commission will inform licensees to resolve consumer complaints as per the procedure laid down in the supply services code</p> <p>5. The Commission will consider the request at the next tariff revision</p> <p>6.The Commission has already issued a guideline on this. Steps will be taken to inform licensees on this</p>
60	Ms. Dilsara Pramod	<p>Interest payment for the security deposits to be credited to the consumers accounts</p> <p>Payment for the loans taken by the consumers at concessional rates are not indicated in the electricity bills. Proposed to aware the consumers on these payments.</p>	<p>guideline has been issued on interest payment. Licensees need to pay interest payment monthly for bulk consumers and annually for retail consumers</p>
61	Anonymous	<p>1.Allow 14 days for payments after receiving the bill.</p> <p>2.Allow 10 days for red notice</p> <p>3.Disconnect the supply after 5 days of expiring the last date of above red notice.</p> <p>4.Consumer should be made aware on the interest amount for the security payment</p>	<p>1.Procedure for bill payments issued by the Commission has covered features 1,2 and 3</p> <p>4.Guideline has been issued on interest payment. Licensees need to pay interest payment monthly for bulk consumers and annually for retail consumers</p>
62	Ms. A.B.K.Renuka	<p>It is not fair to disconnect without giving red notice to the consumer.</p> <p>Line clearance not done properly.</p> <p>Debris does not collect after clearance of wayleave</p> <p>Does not take proper actions after informing the line faults.</p> <p>Disconnect the supply for not producing the payment receipt</p> <p>Prepare the bill putting a fixed number of units, in cases where meter reader cannot read the meter</p> <p>Does not complete the rehabilitation work during the promised time schedule.</p>	<p>Licensee is not allowed to disconnect the supply without issuing and expiry of the red notice</p> <p>The Commission has issued guidelines on trimming of trees and branches and removing of debris</p> <p>Licensee has the authority to disconnect the supply if consumer fail to produce the payment receipt before the disconnection order issued</p> <p>Assessed bill is issued by the licensee if meter cannot be read for a particular month subject to correction at the</p>

		Meter reading should be done in front of the customer	next month The Commission will advise licensees to come with an appropriate methodology To overcome the issue related to this, it is planned inform licensees to issue bill on the day it read.
63	Ms. Swarna Jayasuriya	Payment without interest within 14 days is appreciated Interest payments for the security deposits to be done. Interest payments to be deducted from the electricity bill and the balance to be paid to the customers on monthly basis. Need proper understanding of the bill preparing method.	The Commission has already issued a guideline covering above mentioned areas.  Consumer has a right get to know this information from licensee
64	Ms. Maheshika Gunawardena	Print the security deposit amount on the electricity bill Meter reader should be supervised by somebody Customer should be informed over the phone before come for disconnection Collaborate with the provincial council and collect the debris during wayleave clearance	The Commission plan to discuss with licensees on security deposit and aware consumers on that  The Commission will inform licensees to supervise meter readers  Consumers are informed to pay outstanding before a given date to avoid disconnection.  The Commission will advise licensees to strictly adhere to the guidelines issued on this
65	Mr. J.Sugath Chandana	1.Extend the bill payment period from additional 30 days 2.Labourers come for wayleave clearance are not trained and not polite. 3.Deduct the interest for the security payment from monthly electricity bill. 4.Customers to be informed about the security deposits	Consumers have given 24 days to settle the bill after receiving it. It is a responsibility of the consumer to settle the outstanding during that period The Commission will advise licensees to strictly adhere to the guidelines issued on this  Guideline has already issued covering this matter

		<p>5.send the meter reader monthly, increase the number of units in each segment (eg 0-30 to 0-350</p>	<p>Steps will be taken to inform licensees on this</p> <p>Due to practical issues in reading electricity meters on the 30<sup>th</sup> day, the Commission has issued guidelines to read the electricity meter between 27 to 33 days The Commission will take this matter up at the next tariff revision</p>
66	Mr. Samson Langappuli	<p>Licensees violate the customer rights by sending red-notice in the same electricity bill without sending it separately It is better to send notice on monthly maintenance through the meter reader. Interest payment need to be deducted from electricity bill annually Current pole removing process is satisfactory</p>	<p>Guideline has already issued informing licensees to issues a separate notice on outstanding</p> <p>The Commission will inform licensee to come up with a mechanism on maintenance of electric lines</p> <p>Guideline has already issued covering this matter</p>
67	Ms. P.K.K.N.Dirukshi	<p>No proper mechanism for red-notice Bill payment to be interconnected through networking No adequate awareness on how to change the amount in the red-notice in case of a requirement. Customer awareness on monthly maintenance programs through the meter reader is more appropriate. Though the power outages should be done during a specified time intervals, that is not practicing Require to speedup the awareness process on payment for interest on security deposits. Entering in to the premise to be done after properly</p>	<p>Guideline issued for bill payments states a separate red notice need to issue. Licensees will be informed to act as per the guideline</p> <p>It is networked currently except at post offices level.</p> <p>The Commission will discuss with licensees to come up with an appropriate mechanism</p> <p>The Commission will discuss with licensees to come up with an appropriate mechanism</p>

		<p>inform to the customers.          Introduce a uniform for the service staff          Maintain transparency in resolving issues</p>	<p>The Commission has issued a guideline on entering into premises. Steps will be taken by the Commission to educate licensees on this.</p> <p>The Commission will inform licensees to further strengthen complaint handling procedure of licensees</p>
68	Ms. L.A.Sanjeewani	<p>There is no proper process in preparing in the red notice.          Properly communicate the red notice          Notice for disconnection to be send through the meter reader.          Line maintenance to be done properly          Interest on the security payment need to be calculated at the end of the year and deduct that amount from the electricity bill.          Meter reading to be done in front of the customer and a uniform to be introduced to the meter reader.</p>	<p>Guideline issued for bill payments states a separate red notice need to issue. Licensees will be informed to act as per the guideline</p> <p>The Commission will inform licensee to come up with a mechanism on maintenance of electric lines</p> <p>Guideline has been issued on interest payment. Licensees need to pay interest payment monthly for bulk consumers and annually for retail consumers</p> <p>To overcome the issue related to this, it is planned inform licensees to issue bill on the day it read.</p>
69	Mr. K.N.B.R.Tharaka	<p>Increase the grace period for payments up to 30 days</p> <p>Inform the bill payment related messages via SMS</p> <p>Re-connection needs to be done within 2 hours after settle the outstanding payments.</p> <p>Allow settle the outstanding payment by two</p>	<p>Consumers have given 24 days to settle the bill after receiving it. It is a responsibility of the consumer to settle the outstanding during that period</p> <p>The Commission will advise licensees to provide SMS facility on bill payment messages (if already not) and consumers to register with the licensee for the above service</p> <p>As per the guidelines issued connection is restored within 2 days. It is planned to reduce the restoration time with the introduction of smart meters</p> <p>Customers have been already given sufficient credit</p>

		<p>instalments within two weeks after receive the red-notice.</p> <p>When there are issues in electricity bills, permit the customer to pay the bill after resolve the issue.</p> <p>Make arrangements to inspect the electricity bill through a distance</p> <p>Introduce a discount or method of appreciation for the payment made before the specified date</p> <p>Locate power transformers after done a proper study on the consumers in order to supply correct voltages.</p> <p>During a request for emergency disconnection, take only the NIC no. for evidence.</p> <p>Scheduled outages should not be done during weekends. Disconnections should be done during morning hours (eg 8.00-12.00) Be polite during power disconnection</p> <p>Disconnection for maintenance need to be informed through SMS</p> <p>Aware the customers through booklets/guidelines on usage of electricity when providing new connections.</p> <p>Proper awareness about the security deposits</p>	<p>period to settle outstanding bills</p> <p>If there is a genuine dispute customer has a right to settle disputed bill after reaching a resolution</p> <p>Introduction of smart meters is implemented recently and issue will be resolved with the full implementation</p> <p>The Commission will discuss with licenses on the possibility to go for an appropriate mechanism on this.</p> <p>The Commission has approved a distribution planning code and licensee will be informed to adhere to the code to resolve this issue.</p> <p>The Commission will inform licensee to take appropriate steps to request essential information only</p> <p>The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers</p> <p>The Commission will advise licensees to provide SMS facility on bill payment messages (if already not) and consumers to register with the licensee for the above service The Commission will take required steps to aware licensee</p> <p>The Commission will take necessary steps to strengthen</p>
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		<p>Interest payment to be in forced by a law</p> <p>Establish a mechanism to invest the interest in the licensees itself.</p> <p>Interest to be decided on the market rates</p>	<p>the awareness campaign</p> <p>In terms of the Sri Lanka Electricity Act customer is entitled to receive an interest for the security deposit.</p> <p>The Commission intends to discuss with licensee on the possibility</p> <p>Interest rate is decided by the Commission based on the market rates</p>
70	Mr. P.K.D.Premadasa	<p>Clear the debris after wayleave clearance</p> <p>Reconnection within 24 hours of settling the outstanding payment.</p> <p>Taking affidavits for taking full responsibility for damages by electrocution, makes the customer helpless.</p> <p>Allow the customer to supply power to a neighbour during an important occasion.</p> <p>Lay ABC in rural areas.</p> <p>Small business owners find it difficult to manage their business in uninformed power outages</p>	<p>As per the issued guideline of wayleave, it is the responsibility of the licensee</p> <p>As per the guidelines issued connection is restored within 2 days. With the introduction of ICT to customer service centres, it is expected to reduce it further.</p> <p>The Commission will inquire this with licensee</p> <p>Consumer need to obtain a temporary connection from the licensee</p> <p>Licensee is in the process of implementing</p> <p>The Commission will advise licensees to provide SMS facility on outages (if already not) and consumers to register with the licensee for the above service</p>
71	D.P.Ranaweeraarachchi	<p>14 days grace period is good enough</p> <p>14 days red-notice will be more appropriate</p> <p>Transformers to be located according to the load requirement</p> <p>Better to carryout disconnections due to</p>	<p>As per the issued guideline consumers receive 10 days</p> <p>The Commission has approved a distribution planning code and licensee will be informed to adhere to the code to resolve this issue.</p> <p>Currently disconnections due to non-payments are done</p>

		outstanding payments during weekdays between 8-4.	during 8am-5pm only on weekdays. The Commission plans to discuss with licensees to reduce the time duration.
72	W.K.Amarasena	<p>1.Is it require to change the wires when the consumers changing their 5A socket to 13A?</p> <p>2.Customers want to know the security deposit details</p> <p>3.transformers should be suitably fixed to eliminate the voltage issues.</p> <p>4.it take about 2-3days to restore the power after a failure.</p> <p>5.Interest payment for the security deposit should be equal to the govt specified FD rates in banks.</p>	<p>Change of wires may depend on the situation. Please obtain the service from a competent electrician to ensure safety Tariff customer has a right to know the details of his/her security deposit</p> <p>The Commission has approved a distribution planning code and licensee will be informed to adhere to the code to resolve this issue.</p> <p>The Commission plans take this matter with licensees aiming to minimize inconvenience to consumers</p> <p>Interest rate for the security deposit approved by the Commission considering the market rate. Current approved rate is 11.52% per annum.</p>
<b>ORAL SUBMISSIONS</b>			
1	Mr. Mel Wijeratne	<p>1.Service wire drawn across my land without my approval</p> <p>2. Steps needs to be taken to prevent repetition of such events</p>	<p>Commission has already issued a guideline on this. Licensees have to comply with this guideline. The Commission will take steps to aware consumers on the above guideline.</p>
2	Mr.Pathum Pitigala	<p>1.Applicant is asked to prove his ownership through DS when he apply for a new connection</p> <p>2.To implement common application procedure</p> <p>3. request to bill Sevapiyasa under concessional tariff</p>	<p>1. As per section 25 of Sri Lanka Electricity Act, owner or occupant has to prove his/her ownership/occupancy. If licensee is not satisfied with the document supplied, the licensee can request DS confirmation of the ownership/occupancy.</p> <p>2. Currently in progress</p> <p>3. The Commission will take this matter up at the next tariff revision</p>

3	Mr. A U Welaratne	<p>1. If a line/pole/equipment need to be removed/relocated due to danger, financial contribution can be made as a responsible provincial authority.</p> <p>2. Reject providing a new connection to a premise due to outstanding debt by the previous customer</p> <p>3. Response made by the service provider to a consumer inquiry is inadequate.</p> <p>4. poles obstructing traffic flow to be removed</p>	<p>1. Similar issues can be minimized by applying this mechanism</p> <p>2. This is a violation of the Act. Outstanding debts of previous tariff customer cannot be recovered from the next customer</p> <p>3. Commission will advise licensees to strengthen call centres</p> <p>4. The Commission plans to develop a regulatory tool on this</p>
4	Mr. Karunaratne Bambarenda	<p>1. no interest payment for security deposits</p> <p>2. electricity service interruptions occur during public functions</p> <p>3. inform the planned outages via meter readers</p> <p>4. effective grace period reduced due to difference between bill date and the meter reading date</p> <p>5. increase the subsidised limit from 90 to 120</p>	<p>1. The Commission has already issued a guideline on this</p> <p>2. The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service</p> <p>3. The Commission will advise licensees to come with an appropriate methodology</p> <p>4. The Commission will advise licensee to issue electricity bill on the same day meter is read</p> <p>5. The Commission will consider the request at the next tariff revision</p>
5	Mr. Kumara De Silva	<p>1. incentives are required to promote new renewable energy</p>	<p>1. The commission plan to advise the government to;</p> <ul style="list-style-type: none"> <li>- widen the concessional interest rate loan for renewable energy development through commercial banks</li> <li>- grant loans to licensees to install solar on rented rooftops</li> </ul>
6	Mr. Prasanna Ritigala	<p>1. request for rehabilitation of internal dist. Network of SLTB Elpitiya</p>	<p>1. SLTB has to hire a competent contractor to rehabilitate their internal distribution network. Further advises can be obtained from Inspectorate division of the Commission</p>

7	Mr. Cyril Karunaratna	1. request to exercise caution when trimming trees to maintain Electric line clearance	The Commission will advise licensees to strictly adhere to the guidelines issued on this
8	Mr B.M.A.T. Priyadarshana (CEB)	1. clarifications were provided to some questions raised by consumers above	-
9	Mr. Gihan Pushpakumara	<p>1.update application form</p> <p>2.provide incentives to facilitate consumers to become producers</p> <p>3. removal of debris after trimming trees does not happen</p> <p>4.provide written notice for planned outages and to effectively utilise the planned outage.</p> <p>5.educate consumers on how to use payment kiosk for bill payments at banks as well as CEB branch offices.</p> <p>6.introduce incentives for early bill settlements to encourage consumer to settle the bill early and thereby ease the financial burden of utility.</p>	<p>1. The Commission is in the process of updating new connection procedure</p> <p>2.The commission plan to advise the government to widen the concessional interest rate loan for renewable energy development through commercial banks</p> <p>3.The Commission will advise licensees to strictly adhere to the guidelines issued on this</p> <p>4.The Commission will advise licensees to provide SMS facility on service interruptions and consumers to register with the licensee for the above service. The Commission will advise the licensee to monitor the utilization of planned outage for maintenance and construction work</p> <p>5.Although banks provide this facility, it is advised the CEB to make this facility for consumers.</p> <p>6. The Commission will discuss with licenses on the possibility to go for an appropriate mechanism on this</p>
10	Mr. G.J. Sunil	1.estimation of charges/damages for jobs is not transparent. Consumer should be given a cost breakdown for each cost component for which they are charged.	<p>1.The Commission will advise licensees to provide cost breakdown for each cost component they charge.</p> <p>2. The regulation related to this matter is in the</p>

		<p>2. to provide compensation for costs/inconvenience caused to the consumers due to power outages.</p> <p>3.no sufficient incentives for small consumers to adopt solar/renewables systems.</p> <p>4. Some banks charge commission for bill payments. And bill payments made to post offices are not updated on time.</p>	<p>adaptation stage and scheduled to be implemented from year 2019.</p> <p>3. The commission plan to advise the government to widen the concessional interest rate loan for renewable energy development through commercial banks.</p> <p>4. According to the agreement CEB has entered with them, are allowed to collect a convenience fee from consumers. Additional five day updating period has been allocated for this purpose.</p>
11	W.K. Amarasena	<p>1.Encourage using ABC.</p> <p>2.Guards over railway lines are not available at some railway crossings.</p> <p>3.Insurance for contractor's workmen to cover them against accidents.</p> <p>4. Regulate charges of electricians.</p>	<p>1.Conversion is in progress. The Commission will advise to expedite the programme</p> <p>2. Licensees will be informed to adhere to the safety regulations without any delay.</p> <p>3.The Commission will inform licensees to adopt (if they haven't) workman compensation scheme.</p> <p>4. Standing committee appointed by the Commission is in the process of preparing regulation on this matter.</p>
12	D.P. Ranaweeraarachchi	<p>1. regularize the meter reading date/billing cycle period for the entire country. Propose bill to be issued on the 30<sup>th</sup> day of the month.</p> <p>2. to provide discount for early settlement of bills, and penalties for late payments.</p> <p>3.use ABC in rural areas to minimise accidents.</p> <p>4. to reuse old poles when single ph line is upgraded to 3ph lines.</p>	<p>1.Due to practical issues in reading electricity meters on the 30<sup>th</sup> day, the Commission has issued guidelines to read the electricity meter between 27 to 33 days</p> <p>2.The Commission will discuss with licenses on the possibility to go for an appropriate mechanism on this. Instructions have been given by the Commission to charge an interest on outstanding debts.</p> <p>3. Conversion is in progress. The Commission will advise to expedite the programme</p> <p>4.Instructions will be given by the Commission to licensees to reuse the materials appropriately.</p>
13	Mr. V.K.D. Premadasa	<p>1.to direct licensee to get certification of the occupancy/ownership from DS via GN, if required, without passing the obligation to the applicant.</p> <p>2. removal of trees that pose danger to line, proactively before incidents happen.</p>	<p>The Commission has informed all licensees to refrain from informing consumers to submit details pertaining to this. The consultancy appointed to develop a new connection procedure will streamline this process.</p> <p>2.The Commission will inform licensees to take proactive measures to avoid the danger</p>

		<p>3. to use insulated ABC in jungles/forest areas to protect animals.</p> <p>4. provide training to CEB employees at offices on consumer friendliness.</p>	<p>3. Conversion is in progress. The Commission will advise to expedite the programme. The licensees will be informed to provide priority for these areas</p> <p>4. The Commission will advise the licensees to train the consumer service staff on customer service</p>
14	Mr.H.Jayawardena	<p>1. testing of energy meter free of charge or at a concession rate, LECO does not provide accepted customer Service level.</p> <p>2. What is the procedure of payment of interest of the security payment originally paid to CEB, but currently a consumer of LECO.</p>	<p>1. Charges for meter testing is approved by the Commission and also its refunded if the meter is found to be erroneous.</p> <p>2. The customer has the right to get the deposit refunded by producing the original receipt.</p>
15	Mr.Samson Kangappuly	<p>1. had to wait for two months to get connection from CEB.</p> <p>2. request a compensation for the delay in providing new connection.</p>	<p>1. The Commission is in the process of updating new connection procedure</p> <p>2. The Commission is already gazetted performance regulations related to service quality, currently it is in adopting stage, it is scheduled to be fully implemented in 2020</p>
16	Mr.Ashoka Kumara	<p>1. ensure safety arrangements for HT lines</p>	<p>1. The Commission will instruct the Licensees to follow the safety standards and implement appropriate periodic maintenance programs</p>
17	Mr.A.B.Wjerathne	<p>1. request more centres for bill payment</p> <p>2. mechanism for proper maintenance of trip switches</p>	<p>1. The Commission will instruct the Licensees to consider this request</p> <p>2. The Commission will organise awareness campaign on proper maintenance of trip switches with the participation of licensed electricians.</p>
18	Mr.M.D.A.S.K.Samarasekera	<p>1. CEB force to upgrade the existing supply category from 30A/60A into bulk category, (even though I think the existing capacity is enough for the business)</p> <p>2. KVA demand goes up abnormally due to restarting of motors, after the restoring power supply</p>	<p>1. The Commission will advise the Licensees to upgrade the supply/tariff category only after a proper load study</p> <p>2. Noted as a valid request, need to discuss with the Licensees to provide a solution</p>

19	Ms.Ashoka Malkanthi	<p>1.When trees falls on the lines CEB restore the lines without issue, however when we ask to remove a tree or branch which is closer to the lines, they charge a huge amount.</p> <p>2.CEB does not remove the debris after trimming the trees and branches.</p>	<p>1.The Commission will instruct the Licensees to charge a reasonable amount based on allowed charges.</p> <p>2.The Commission will advise to Licensees to follow the guideline issued</p>
20	Mr.K.Jayarathne	<p>1.All the line are in dangerous condition due to trip switches connected to such lines do not operate</p>	<p>1.The Commission will ask the Licensee to test the protection system in Galle city and submit a report and if there any shortcomings corrective measures to be taken on priority basis.</p>
21	Ashoka Panditharatne	<p>1.difficulty to obtain a new connection to estate houses</p>	<p>1.-The guideline is being prepared</p>
22	Mr. Namal Susantha	<p>1.CEB informed pay the estimate prepared by them to remove/shift electrical poles due to road widening</p>	<p>1.The Commission will issue a guideline to resolve this issue by 2019-</p>
23	Mrs. Mangalika Seneviratne	<p>1.Service wires lay at lower level when it across the road</p> <p>2. request to reduce domestic electricity tariff for lower users through increasing the initial tariff blocks</p>	<p>1.The Commission will instruct the Licensees to adhere to the safety clearances as per the safety regulations</p> <p>2. The Commission will consider the request at the next tariff revision</p>
24	Gamini Amarasinghe	<p>1.need proper mechanism to remove electrical poles which are on middle of the road</p> <p>2.Contractors of CEB do not remove the debris after trimming the trees and branches</p>	<p>1. Commission plans to prepare guideline to overcome this issue</p> <p>2. The Commission has already issued guideline on this, steps will be taken by the Commission to inform Licensees to adhere to the procedure.</p>
25	Mr. Chanaka	<p>1.Contractors do not remove debris after constructing towers in paddy lands</p>	<p>1. The Commission has already issued guideline on this, steps will be taken by the Commission to inform Licensees to adhere to the procedure.</p>

## WATER SECTOR

Name of the presenter	Presentation in brief	Main issues	Recommended Regulatory/policy Intervention
<p>Mr. J K S Pathirana. DGM(southern) NWSDB</p>	<ul style="list-style-type: none"> <li>• DGM presented an overall picture in Galle district. Total population in Galle district is 1.1 million and pipe borne water supply is given to 0.45 million population. District pipe borne coverage is about 41%. Galle MC area and suburbs called Greater Galle area is having 24hrs of water supply and outside areas having only 12hrs supply in the night. Highland does not get a reasonable supply and they depend on bowser supply.</li> <li>• No capacity improvement during last 10 years but number of connections increased by 30,000. Industrial and commercial demand increased rapidly during last 5 years. There are 9000 applicants in the waiting list for new connections. Non-revenue water percentage in the GMC area is 40% due to old pipelines and replacing them should be a priority.</li> <li>• There is a short term proposal to improve the system by 2019 using local funds. Greater Galle phase 3 proposal is ready for procurement and hope to complete by 2022.</li> <li>• Southern Development Board and Ministry of Megapolis planning to expand the city. The French Development Fund (AFD) agreed to fund for the Sewerage project for Galle and Unawatuna area but the implementation is dragging due to land issues.</li> <li>• There are 108,000 connections in Galle district and NWSDB totally depends on the revenue of those customers and requested to pay the bill on time for the smooth operation of the Board. Out of these 108,000 customers about 8000 customers do not open the gate to take the meter readings and requested their cooperation for smooth operation and avoid expensive disconnection process.</li> <li>• Baddegama water supply caters to Baddegama,</li> </ul>	<ul style="list-style-type: none"> <li>• Unsatisfactory service due to inadequacy of the capacity in production and distribution.</li> <li>• Lack of capital investment to expand the production and augment the distribution system.</li> <li>• Land issues in implementing sewerage projects.</li> <li>• Non-cooperation of some customers to get meter readings.</li> <li>• High water losses in GMC area due to old pipes.</li> <li>• Prioritization of investment in rehabilitation and small distribution augmentations</li> <li>• Lack of freedom for decentralized decision making</li> </ul>	<p><b>Immediate Solutions:</b></p> <ul style="list-style-type: none"> <li>• Gradually introduce cost-reflective tariff while lifeline consumption is subsidized. NWSDB would be able to finance investment in rehabilitation and small distribution augmentations.</li> </ul> <p><b>Medium term Solutions:</b></p> <ul style="list-style-type: none"> <li>• Develop an investment Strategy for water services industry under the framework given in the draft water services industry bill.</li> <li>• Develop Policy advice based on the strategy</li> <li>• Incentivize NWDB to keep revenue saved through reducing NRW through tariff formula.</li> </ul>



	Hikkaduwa, Elpitiya, upto Bentota. Only Ambalangod area is supplied with 24hrs water supply and balance areas get about 12hrs supply while high lands are served with the bowser supply. Augmentation of the supply is delayed due to lack of funds.		
Ms. T. Shanthilatha Poddala, 206 GN division.	<ul style="list-style-type: none"> <li>Wells are not clean due to heavy earth excavation in her village.</li> <li>This village has 67 houses and it is just 2km away from the Wakwella main water treatment plant. In 2013 water supply did not given to this village reason said to be the lack of pressure in water main as this village is situated in a hilly area. However even villages located in higher elevation than this village has been given connection and only these 67 hoses are not being connected?</li> </ul>	<ul style="list-style-type: none"> <li>Denial of Service without justifiable reasons</li> </ul>	<ul style="list-style-type: none"> <li>Enactment of Water Service Industry Act with provision for prohibiting denial of service without reasons (Non-discriminatory denial of service)</li> </ul>
Ms. D M Lakmali. Investigation Officer. Consumer Affairs Authority.	<ul style="list-style-type: none"> <li>There is no responsible office to submit complains about breakdown.</li> <li>Telephone numbers given in the water bill are not responding sometimes do respond but no positive response or solutions.</li> <li>No advance notices in schedule interruptions. Not inform through mobile phones by SMS.</li> <li>Water supply is given for a short period and if there is no storage adequate water may not be available.</li> <li>Water quality is a problem. Do not know whether adequate Cl2 is added or not.</li> <li>Colour of the water of course visible but no other parameters.</li> <li>Whether any mechanism to test water quality daily?</li> <li>Meter reader does not come regularly and he does not read the meter and record the reading concisely.</li> </ul> <p>Reply at least 75% of the questions</p>	<ul style="list-style-type: none"> <li>Lack of customer care services, lack of commitment to serve customers</li> <li>Lack of awareness on water quality monitoring.</li> <li>Unreliable meter readings.</li> </ul>	<p>New set of Document will be introduce in between the NWSDB and Customer ensuring the accountability towards customer care:</p> <ul style="list-style-type: none"> <li>Supply Service Code</li> <li>Minimum Service Quality Standards</li> <li>Statement on Consumer Rights and Obligations.</li> </ul>

<p>Ms. Inoka Weerasinghe. DD. Planning. Southern Provincial Council.</p>	<ul style="list-style-type: none"> <li>• No new connections given in Matara area and there are water cuts in the area.</li> <li>• Water supply schemes need urgent augmentations.</li> <li>• Mobile Lab is necessary to test the water quality.</li> <li>• Community awareness programs are necessary to educate the community on future threats on water supplies and efficient use of water.</li> <li>• Labs should be established to test the water.</li> <li>• There are about 600 CBO schemes in the district and most of them are constructed using small springs in the area without any treatment facility. Are they safe to drink? No water meters are installed and hence water losses are very high. Requested to install water meters for all the connections. Since the CBO is a voluntary organization it collapses with time but no adequate staff at the Department of Community Water supplies to support the CBO. Therefore Department to be strengthening to provide the back up support to CBOs.</li> <li>• Control the dumping of garbage and protect the environment.</li> <li>• Prepare the disaster management plans for droughts and floods make aware the community for such plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Matara water supply project has to be augmented immediately and new water connections should be given as early as possible.</li> <li>• Labs have to be established to test water samples.</li> <li>• The Department of community Water supplies has to be strengthened immediately to support the CBOs.</li> <li>• Disaster management plans have to be prepared and community has to be educated to protect the environment.</li> </ul>	<p><b>Immediate Solutions:</b></p> <ul style="list-style-type: none"> <li>• Introduce cost reflective tariff which NWSDB will be able to finance investment in rehabilitation and small distribution augmentations necessary for new connections.</li> <li>• License condition to be developed obligating license to prepare a disaster preparedness plan and cost of implementation to be allowed through tariffs</li> <li>• Policy advice on CBOs, highlighting the importance of overseen the operations of CBOs through Department, PC, local authorities.</li> <li>• Conduct awareness programmes on water quality issues</li> </ul> <p><b>Medium term Solutions:</b></p> <ul style="list-style-type: none"> <li>• Develop an investment Strategy for water services industry under the framework given in the draft water</li> </ul>
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			<p>services industry bill.</p> <ul style="list-style-type: none"> <li>• Develop a Policy advice based on the investment strategy</li> </ul>
<p>Mr. Gayan Weegamage. Investigation Officer. Consumer Affairs Authority.</p>	<ul style="list-style-type: none"> <li>• Consumer Affairs Authority cannot interfere with complains on Water, Electricity, and Petroleum and normally they refer those complains to PUCSL.</li> <li>• Water and Petroleum sectors are also to be regulated by the PUCSL.</li> </ul>	<ul style="list-style-type: none"> <li>• Regulation of Water and Petroleum sectors should be commenced soon.</li> </ul>	<ul style="list-style-type: none"> <li>• Enactment of Industry Act empowering PUCSL to regulate water service industry to be completed.</li> </ul>
<p>Mr. Namal Susantha., Balapitiya Consumer Society.</p>	<ul style="list-style-type: none"> <li>• There are over 300 CBOs in Galle district which are not registered yet and their properties were damaged due to recent floods but not repaired as they were not registered.</li> </ul>	<ul style="list-style-type: none"> <li>• CBO registering process should be stream lined and the Department should be strengthened to oversee the operations of CBOs</li> </ul>	<ul style="list-style-type: none"> <li>• Policy advice on CBOs, highlighting the importance of overseen the operations of CBOs through department, PC, local authorities.</li> </ul>
<p>Mr Gamini Amarasinghe. Senior Citizen Council. Galle.</p>	<ul style="list-style-type: none"> <li>• Water connections are not given in proper way. Clear cover is not even 6 inches when pipes are laid and they get damaged frequently. Roads are getting damaged due to this.</li> <li>• Try to regularize the Bottled water also.</li> </ul>	<ul style="list-style-type: none"> <li>• Installation of new connection to be stream lined</li> <li>• Regulation of Bottle Water industry</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce a document laying down the procedure of giving a new connection. i.e supply service code</li> <li>• Regulation of bottle water is vest with Ministry of Health under the Food act. PUCSL unable to move to the area of authority of Ministry. of Health</li> </ul>

<p>Mr. Chanaka. Agrarian Centre. Elpitiya. Kurunduwatta.</p>	<ul style="list-style-type: none"> <li>• Pumps are broken and water overflowing from tanks in Elpitiya.</li> </ul>	<ul style="list-style-type: none"> <li>• NWSDB should monitor closely.</li> </ul>	<ul style="list-style-type: none"> <li>• Savings on NRW will be built into the Tariffs Formula</li> </ul>
<p>Mr A U Welaratna. Secretary, Provincial Ministry of Agri. Animal Production. Rural Development and Infrastruc,</p>	<ul style="list-style-type: none"> <li>• New connections have been suspended in Galle and Matara district due to insufficient capacity of the water supply schemes.</li> <li>• Costs of implementation of water supply schemes goes up as it was made compulsory for NWSDB to pay for the LAS and RDA estimates before implementing projects.</li> <li>• Instability of the sustainability of CBO schemes is a problem when working with the Department of community water supplies and unawareness and not acceptance of water treatment by the community affect negatively in Rural schemes.</li> <li>• Disposal of electronic waste and other biological waste, usage of substandard chemicals has become a threat to the water quality and there is a danger of adding heavy metals to water sources.</li> <li>• There is a question of the quality of drinking water supply from the water treatment plants as chemical waste and electronic waste are dumping near the water treatment plants and rivers are polluted with oil. Therefor a mechanism has to be developed to protect the water sources from such pollutions.</li> <li>• Establish a mobile water testing laboratory in addition to the present labs of NWSDB.</li> <li>• Increase awareness programs by NWSDB on water usage, future threats and water quality.</li> <li>• Establish a legal framework to prevent water pollution.</li> <li>• Develop upstream impounding reservoirs to store rain water which could be used during dry periods, catchment areas to be developed to ensure base flow in rivers and stop sand mining in rivers.</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of Galle and Matara augmentation projects has to be expedited.</li> <li>• Capacity of the Department of community water supplies has to be improved and community awareness programs has to be intensified.</li> <li>• a mobile preliminary water testing laboratory facilities to be established.</li> <li>• Legal frame work has to be strengthened to protect the catchment areas and catchment development programs has to be implemented.</li> <li>• Springs in the province have to be developed and preserved to be used in dry spells.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce cost reflective tariff which NWSDB will be able to finance investment in rehabilitation and small distribution</li> <li>• Policy advice on CBOs, highlighting the importance of overseen the operations of CBOs through department, PC, local authorities.</li> <li>• Upstream water regulation does not come under the purview of PUCSL.</li> <li>• Develop a policy advice to protect vulnerable groups of citizens from access to improved water and sanitation ensuring water quality on consistent basis.</li> </ul>

Ms. Ganga Ponnampereuma. Dev. Officer, Ds Office, Elpitiya.	<ul style="list-style-type: none"> <li>20 families in Saranankara mawatha. In 26 Ehala Talawa Ds division has no water due to high elevation. NWSDB cannot supply due to high elevation. Request a solution.</li> </ul>	<ul style="list-style-type: none"> <li>May go for alternative solution like rain water harvesting.</li> </ul>	<ul style="list-style-type: none"> <li>Introduce a license conditions to promote non-conventional solutions to water services within the authorized area. i.e. rain water harvesting</li> </ul>
Rural Dev. Society Ketandola	<ul style="list-style-type: none"> <li>How it could introduce Small water supply scheme to Gonapauladeniya village using a nearby spring.</li> </ul>	<ul style="list-style-type: none"> <li>Lack of awareness on procedures to be followed in case of starting a community water supply</li> </ul>	<ul style="list-style-type: none"> <li>Consult Dept. of Community water supplies. MOU with Dept. of Community Water Supply</li> </ul>
Mr. Premalal Priyankara. Supreme Park. Thalawa. Elpitiya.	<ul style="list-style-type: none"> <li>Water supply to Supreme Park housing scheme.</li> </ul>	<ul style="list-style-type: none"> <li>Complaint</li> </ul>	<ul style="list-style-type: none"> <li>May refer to NWSDB directly since PUCSL still do not have powers to intervene.</li> </ul>
Mr. Sunil Preethiratna.559/0 1 Thalwa Watta, Elpitiya.	<ul style="list-style-type: none"> <li>Water supply to Thalawawatta area need improvement as their well gets dry during dry periods.</li> </ul>	<ul style="list-style-type: none"> <li>Complaint</li> </ul>	<ul style="list-style-type: none"> <li>May refer to NWSDB directly since PUCSL still do not have powers to intervene.</li> </ul>
Ms. K B Leelawathi. Rabarwatta, Gonapola Poddala.	<ul style="list-style-type: none"> <li>Water supply to Rabarwatta in gonapola area need improvement, as their well water cannot be drunk due to high content of Iron.</li> </ul>	<ul style="list-style-type: none"> <li>Complaint.</li> </ul>	<ul style="list-style-type: none"> <li>May refer to NWSDB directly since PUCSL still do not have powers to intervene.</li> </ul>
Mr. W K Amarasena Totupala Road Pereliya Thelwatta.	<ul style="list-style-type: none"> <li>Water lines are not cleaning regularly by NWSDB therefor water losses are high in those systems. A proper audit has to be done and disciplinary actions have to be taken for this.</li> </ul>	<ul style="list-style-type: none"> <li>Lack of commitment to maintain the distribution system</li> </ul>	<ul style="list-style-type: none"> <li>Minimum Service and product quality standards to be introduced</li> </ul>
Mr C K Vithanaachchi, Sahana welfare Society, Nanayakkara	<ul style="list-style-type: none"> <li>Houses in Nanayakkara Mawatha do not have water supply. Only one house got pipe borne water from NWSDB and denied water supply for the balance.</li> </ul>	<ul style="list-style-type: none"> <li>Denial of Service without justifiable reasons</li> </ul>	<ul style="list-style-type: none"> <li>Enactment of Water Service Industry Act with provision for prohibiting denial of service without</li> </ul>

Mawatha, Kurundu gahahetamma			reasons (Non-discriminatory denial of service)
Akkara 20 and akkara 50 road, thalawa , Elpitiya.	<ul style="list-style-type: none"> <li>Both areas do not have drinking water supply.</li> </ul>	<ul style="list-style-type: none"> <li>Complaint</li> </ul>	<ul style="list-style-type: none"> <li>May refer to NWSDB directly since PUCSL still do not have powers to intervene.</li> </ul>
Mr A H Nihal Pushpa Kumara "Ramani", Ihala Omantha, Ganegoda.	<ul style="list-style-type: none"> <li>Drinking water should get the priority.</li> <li>No satisfactory supply.</li> <li>Under capacity water supply schemes.</li> <li>Solution is to implement ground water projects through Water Resource Board.</li> <li>Introduction of capable organization to the area.</li> <li>The demand for pipe supply is high and there are waiting lists.</li> <li>Priority should be given to geographical conditions of the area in giving new connections.</li> </ul>	<ul style="list-style-type: none"> <li>Establish as a policy that allocations for drinking water should be priority</li> <li>New investment and new water services are necessary to expand the coverage of the pipe borne supply</li> </ul>	<ul style="list-style-type: none"> <li>A policy advice on allocations for drinking water should be priority</li> <li>Develop an investment strategy for water services in Sri Lanka</li> </ul>
Ms Inoka Weerasinghe. AD (planning). Provincial Ministry.	<ul style="list-style-type: none"> <li>Requesting an estimate for the water supply to Gonapola – Mahawatta area.</li> </ul>	<ul style="list-style-type: none"> <li>Complaint.</li> </ul>	<ul style="list-style-type: none"> <li>May refer to NWSDB directly since PUCSL still do not have powers to intervene.</li> </ul>

## PETROLEUM SECTOR

Person submitting comment	Comment	Response
<p>1. Mr. K. Bambarenda – President, Sarvodaya (No. 15).</p>	<p>Dispensing of petroleum fuel through the metering pump is stopped manually before the “clicking” noise, whereby petroleum fuel is retained in the pump and an incorrect measure of petroleum fuel is sold to customers.</p>	<ul style="list-style-type: none"> <li>• Fuel can be dispensed manually or automatically. When set to dispense automatically, a “clicking” noise is heard as dispensing stops automatically when the pump detects that the tank is full, and manually stopping automatic dispensing beforehand does not in itself result in an incorrect measurement of petroleum fuel dispensed.</li> <li>• Malfunctioning or maladjustment of the meter is the primary cause for incorrect measurement of petroleum fuel sold to customers.</li> <li>• With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies</li> </ul>
<p>2. Mr. A. U. Welarathna – Secretary, Ministry of Fisheries, Animal Production &amp; Development, Environmental Affairs, Rural Industries, Electricity and Rural Plantation Infrastructure Facilities Development (No. 22).</p>	<p>There is adulteration and incorrect measurement as well as differences in prices of petroleum fuels sold.</p>	<ul style="list-style-type: none"> <li>• With regard to adulteration of petroleum fuels, the Commission intends to recommend In order to address this issue, policy recommendations can be made to the Government to:               <ul style="list-style-type: none"> <li>○ Mandate the addition to kerosene of a “marker” chemical, where presence of the marker can be detected by a portable hand held field instrument. If the presence of the marker is shown in petrol or diesel when tested it would be conclusive proof that those products have been adulterated with kerosene.</li> <li>○ Price kerosene at its correct market value and grant targeted subsidy to deserving people such as Samurdhi recipients or for a specific user group such as fishing boat operators. This will also stop the use of subsidized kerosene for purposes other than cooking and lighting</li> </ul> </li> </ul>

		<p>etc.</p> <ul style="list-style-type: none"> <li>• With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies</li> <li>• With regard to differences in the prices of petroleum fuels sold, the Government has permitted the commercial pricing of petroleum fuels with effect from 1<sup>st</sup> July 2006, and as such the Ceylon Petroleum Corporation and Lanka (IOC) Limited are not mandated to sell petroleum fuels at the same price.</li> </ul>
<p>3. Mr. D. P. Ranaweerarachchi – No. 717 N1, Mount Hall, Ambalanwaththa, Galle (No. 28).</p>	<p>The differences in the prices of petrol, diesel and kerosene should be minimized in order to prevent the adulteration by mixing of such products</p>	<ul style="list-style-type: none"> <li>• With regard to adulteration of petroleum fuels, the Commission intends to recommend In order to address this issue, policy recommendations can be made to the Government to: <ul style="list-style-type: none"> <li>○ Mandate the addition to kerosene of a “marker” chemical, where presence of the marker can be detected by a portable hand held field instrument. If the presence of the marker is shown in petrol or diesel when tested it would be conclusive proof that those products have been adulterated with kerosene.</li> <li>○ Price kerosene at its correct market value and grant targeted subsidy to deserving people such as Samurdhi recipients or for a specific user group such as fishing boat operators. This will also stop the use of subsidized kerosene for purposes other than cooking and lighting etc.</li> </ul> </li> </ul>
<p>4. Ms. P. M. Lakmali - Investigation Officer, Consumer Affairs Authority (Galle) (No. 38).</p>	<p>There are foreign elements in petroleum fuels. Metering pumps should be calibrated properly. If petroleum fuels can be provided at a low price, consumption can be greatly increased.</p>	<ul style="list-style-type: none"> <li>• With regard to substandard petroleum fuels being sold, the Commission intends to recommend promulgation of national standards for petroleum fuels. Once national standards are promulgated for petroleum fuels, agencies such as the Sri Lanka Standards Institute, Industrial</li> </ul>



		<p>Technology Institute etc. would be able to verify compliance by carrying out random tests as well as upon complaints by consumers.</p> <ul style="list-style-type: none"> <li>• With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies</li> </ul>
5. Ms. G. Wigamage – Investigation Officer, Consumer Affairs Authority (Galle) (No. 40).	There is no responsible agency to refer a complaint received regarding substandard petroleum fuel sold by Lanka (IOC) Limited	Presently, the regulation of the downstream petroleum industry, including the operations of Lanka (IOC) Limited comes under the purview of the Minister of Petroleum Resources Development, and as such complaints maybe referred to same for necessary action.
6. Ms. A. M. Pathirana – (No. 42).	Is there any way to know whether correct measure of petroleum fuels has been sold?	<ul style="list-style-type: none"> <li>• Yes, a consumer may request a fuel filling station to dispense petroleum fuels into a measurable can whereby the consumer may ascertain whether the correct measure has been dispensed or not.</li> <li>• With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies.</li> </ul>
7. Ms. R. M. Senevirathna - (No. 46).	There is adulteration of petroleum fuels sold and uncertainty regarding test results of petroleum fuels.	<ul style="list-style-type: none"> <li>• With regard to adulteration of petroleum fuels, the Commission intends to recommend In order to address this issue, policy recommendations can be made to the Government to: <ul style="list-style-type: none"> <li>○ Mandate the addition to kerosene of a “marker” chemical, where presence of the marker can be detected by a portable hand held field instrument. If the presence of the marker is shown in petrol or diesel when tested it would be conclusive proof that those products have been</li> </ul> </li> </ul>

		<p>adulterated with kerosene.</p> <ul style="list-style-type: none"> <li>○ Price kerosene at its correct market value and grant targeted subsidy to deserving people such as Samurdhi recipients or for a specific user group such as fishing boat operators. This will also stop the use of subsidized kerosene for purposes other than cooking and lighting etc.</li> <li>● With regard to substandard petroleum fuels being sold, the Commission intends to recommend promulgation of national standards for petroleum fuels. Once national standards are promulgated for petroleum fuels, agencies such as the Sri Lanka Standards Institute, Industrial Technology Institute etc. would be able to verify compliance by carrying out random tests as well as upon complaints by consumers.</li> </ul>
8. Mr. S. Janaka - (No. 48).	When the value of the amount of petrol to be dispensed was indicated, automatic dispensing for that amount was not allowed by way of manually stopping and releasing the pump handle repeatedly thereby not dispensing the correct measure of petrol.	<ul style="list-style-type: none"> <li>● This does not in itself result in an incorrect measurement of petroleum fuel dispensed.</li> <li>● Malfunctioning or maladjustment of the meter is the primary cause for incorrect measurement of petroleum fuel sold to customers.</li> <li>● With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies</li> </ul>
	When the value of the amount of petrol to be dispensed was indicated, after placing the pump in the fuel tank, the attendant walked away and returned later to remove the pump saying that petrol had been pumped but the fuel indicator in the vehicle did not indicate that petrol was pumped.	Customers need to be vigilant as to whether the meter reading in the metering pump is set to zero before petroleum fuels are dispensed – otherwise dispensing of petroleum fuels will commence from the quantum of petroleum fuels sold to another customer previously.

<p>9. Ms. L.P. Hemalatha – Palliyawatta, Indigasketiya, Baddegama (Written submission only).</p>	<p>Petroleum fuel is dispensed by manually releasing and stopping the pump handle repeatedly thereby not dispensing the correct measure of petroleum fuel.</p>	<ul style="list-style-type: none"> <li>• This does not in itself result in an incorrect measurement of petroleum fuel dispensed.</li> <li>• Malfunctioning or maladjustment of the meter is the primary cause for incorrect measurement of petroleum fuel sold to customers.</li> <li>• With regard to incorrect measurement of petroleum fuels, the Commission intends to recommend mandating that metering pumps at retail outlets be checked and calibrated at a regular interval by the Weights &amp; Measures Department in the presence of an independent inspector from the relevant regulatory agency or agencies</li> </ul>
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Notes:

1. There are no comments on the consultation paper, importantly the proposed remedial action and regulatory instruments identified therein.
2. Written comments have been received from three parties, numbered 3, 4 and 9.