

Guidelines on Incorporating Charges due in the Monthly Statement of Account

1. Background

Distribution Licensees (DLs) have the right to recover any charges due with respect to supply of electricity to any premises or the provision of any electricity meter, electric line or electrical plant for the purposes of that supply or agreements entered with tariff customers in relation to consumption and usage of electricity. The statement of account informs the tariff customer the quantity of the electricity he/she consumed and the amount of charges to be paid by him/her to the DLs for such consumption and monthly installments related to connect and supply of electricity to his/her premises etc. as well as other monthly installments (where the service provider has granted such facility) related to supply of electricity at his/her premises. As per section E (3) (e) of part II of Rights and Obligations of Electricity Consumers (ROEC), every consumer has a right to know the breakdown of the total charges due to DLs.

Accordingly, following guidance are given to all DLs to incorporate a breakdown of all charges due by the tariff customer by way of issuing monthly statement of account or notice in writing.

2. Charges payable with regard to connection and consumption of electricity

It is the obligation of any tariff customer to pay, within the requisite period, all charges due to the respective licensee in respect of the supply of electricity or the provision of the meter, electric line or electrical plant for that supply. Further as per section 11 (2) of Sri Lanka Electricity (amended) Act No. 31 of 2013 read together with section 27 of Sri Lanka Electricity Act No. 9 of 2009, it is the obligation of any tariff customer to pay any monthly installments with respect to connect and supply of electricity to the premises.

DLs are guided to include such charges due in the monthly statement of account and to recover accordingly. In the event the tariff customer fails to pay such charges, the licensee may disconnect his/her electricity supply after giving a notice of at least ten (10) days as per Schedule-II, Item 1(5) and (6) of the Electricity Act containing:

- a) the reasons for disconnection
- b) breakdown of the amount(s) due
- c) the requirements to be fulfilled for reconnection
- d) action that can be taken by tariff customer to prevent such disconnection

3. Charges payable as security deposit

It is the obligation of the tariff customer to provide a new security deposit or the balance amount required because of an increase in average consumption of electricity within seven (7) days of a notice from the licensee.

DLs are guided to issue a notice in writing and to recover such charges due separately without transferring them into the monthly statement of account. In the event the tariff customer fails to pay such charges, upon issuing a disconnection notice, the licensee may disconnect the supply of such tariff customers as stated in Section 28(1) and 28(2) of the Electricity Act and Section C (1) of Part III of ROEC .

4. Charges payable as monthly installments associated to supply of electricity

It is the obligation of any tariff customer/consumer who has entered into an agreement with the licensee to pay any amount due to licensee with respect to supply of electricity (other than charges referred in 2 and 3 above) in regular installments. DLs are guided to include such charges due in the monthly statement of account and to recover accordingly. In the event of the tariff customer/consumer failed to pay such installments on or before the due date, as stated in Section B (1) (d) of Part II of ROEC and 3.2.1(c) of Supply Services Code, DLs may disconnect the supply of the tariff customer/consumer after giving a separate disconnection notice of at least Ten (10) days which contain

- a. the reasons for disconnection
- b. breakdown of the amount(s) due
- c. the requirements to be fulfilled for reconnection
- d. action that can be taken by tariff customer to prevent such disconnection

5. Dispute Resolution

Any dispute arising under sections 2, 3 and 4 above can be referred to the respective Deputy General Manager of the Ceylon Electricity Board or Head of Operations of the Lanka Electricity Company (Private) Limited as a Dispute Resolution Officer under PART I of the Electricity (Dispute Resolution Procedure) Rules Published in Gazette Extraordinary No. 1951/1 dated 25th January 2016.

Where the parties to a dispute referred fail to reach a settlement which is acceptable to both parties, either party to the dispute may inform the Commission and call upon to resolve the same through mediation under Part-II of the above Rules.