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இலங்கைப் பொதுப் பயன்பாடுகள் ஆணைக்குழு
PUBLIC UTILITIES COMMISSION OF SRI LANKA



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PRESS RELEASE

PUCSL INTRODUCES A HOTLINE TO ADDRESS TARIFF INQUIRIES OF CONSUMERS

(14/09/2022) - The Public Utilities Commission of Sri Lanka (PUCSL), the electricity sector regulator, launches a hotline especially to address the inquiries of consumers related to the recent electricity tariff hike in Sri Lanka.

“We took this measure considering the increasing number of complaints that we are receiving on the calculation of new electricity tariff. We want to make sure that there is a smooth transition and help consumers in every way that we can to understand the electricity bill, tariff calculations and minimize the issues that the consumers face.” Mr Janaka Ratnayake, Chairman of the Public Utilities Commission of Sri Lanka said.

The electricity consumer can now contact the officials of the Public Utilities Commission of Sri Lanka with a dedicated hotline of **0775687387** to obtain clarification on the new electricity tariff.

The regulator approved a new electricity tariff revision providing relief to domestic electricity consumers from the 10th of August 2022 after receiving comments from the Public and other stakeholders through a public consultation process.

According to the new electricity tariff increase, the domestic category with consumption of less than 30 units per month will be charged 25 per cent of the cost by which they still are subsidized 75 per cent. The consumers come under the category of above 31 units and below 60 units and are charged 40 per cent of the total cost. They get a 60 per cent of subsidy. Only 50 per cent of the actual cost is charged from the category of units above 61 and below 90. A 50 per cent of subsidy is also given to that category. Accordingly, 75 per cent of the electricity consumers are still being subsidized even with the new tariff revision. PUCSL also have taken steps to encourage electricity consumers to conserve electricity and promote renewable electricity generation with the tariff revision decision.

Additional to this service, the public and other stakeholders can connect with PUCSL by calling 0112392607 or 0112392608 and info@pucsl.gov.lk or consumers@pucsl.gov.lk or www.facebook.com/pucsl

Ends.

More Information: - Anushika Kamburugamuwa , Assistant Director – Corporate Communication via 0718622800

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26, ஸான் மிகேல் சாட், கொழும்பு 03, ශ්‍රී ලංකාව. | 28, சென் மைக்கல் வீதி, கொழும்பு 03, இலங்கை. | 28, St. Michael's Road, Colombo 03, Sri Lanka.

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