

# **STATUTORY INSTRUMENT**

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## **ELECTRICITY DISTRIBUTION AND SUPPLY (CONSUMER SERVICE) REGULATIONS, 2019**

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**STATUTORY INSTRUMENT NO. 13 OF 2019**

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**SIERRA LEONE ELECTRICITY AND WATER  
REGULATORY COMMISSION ACT, 2011  
(ACT NO. 13 OF 2011)**

ELECTRICITY DISTRIBUTION AND SUPPLY (CONSUMER SERVICE) **Short title**  
REGULATIONS, 2019

In exercise of the powers conferred upon it by section 66 of the Sierra Leone Electricity and Water Regulatory Commission Act, 2011, the Commission makes the following regulations –

**PART I – PRELIMINARY**

**1.** In these rules, unless the context otherwise requires –

**Interpretation**

“Act” means the Sierra Leone Electricity and Water Regulatory Commission Act, 2011;

“aggregator” means retailers of electricity credits for consumers with pre-paid meters;

“Commission” means the Sierra Leone Electricity and Water Regulatory Commission established under section 3 of the Act;

“Companies Act” means the Companies Act of 2009;

“credit consumers” means consumers with post-paid meters;

“consumer” means a person who purchases, receives or makes use of any service provided by a public utility and does not deliver or resell the service to others;

“consumer service” means the act of taking care of the consumer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the consumer's requirements are met;

“consumer service agreement” means an agreement between a distribution and sale licensee and consumers on terms and conditions for electricity supply;

“distribution and sale licensee” means a person licenced to distribute electricity under section 29 of the Act;

“holding company” means a holding company within the meaning of the Companies Act, of 2009.

“Key Performance Indicators” or KPIs means a set of measurements and calculations, delineated in these Regulations, which describe or characterise the state of the distribution

network, the quality of service rendered by a Licensee, the continuity of service, the quality of the electric energy delivered to consumers, and other measures of performance of the delivery of electric energy to consumers, and the quality of electric energy delivered to consumers.

“licensee’s distribution and supply system” means all electric lines of the licensee within the Licensee’s authorised area, except lines forming part of the transmission system and the distribution system of other distribution licensees and any other electric lines which the licensee may, with the approval of the Commission, specify as being part of the licensee’s distribution system, and includes any electric plant, meters, transformers and switchgear of the licensee which is used for conveying electricity to premises;

“low voltage” means a voltage up to 1 kV;

“LV” means low voltage;

“MV” means medium voltage;

“point of delivery” means the point where the distribution licensee’s conductors meet the conductors of the consumer;

“distribution licensee” means a person licenced to

distribute electricity under section 29 of the Act;

“tariff” means the price per unit of services supplied by a licensee;

2. These regulations shall apply to electricity distribution and supply utilities.

**Application**

3. A licensee shall submit to the Commission for approval a consumer service charter specifying the level of service given to consumer.

**Service  
agreements**

## **PART II – CONSUMER INFORMATION AND OTHER RELATED PROVISIONS**

4. (1) Each licensee shall provide consumers with the following information –

**Information to  
consumer**

(a) the consumer’s right to information about tariffs and terms of service and how to obtain such information;

(b) the consumer’s right to have his meter checked and how the consumer can exercise such right;

(c) the time allowed to pay outstanding bills;

(d) any amount outstanding on a consumer’s bill, and the time remaining before disconnection;

(e) any minimum payment or action needed to be taken by a consumer in order to avoid disconnection of service.

(f) grounds for disconnection of service;

(g) the time the licensee should take before terminating service;

(h) the minimum payment required to avoid disconnection of service;

(i) how the consumer's billing disputes can be resolved;

(j) steps necessary to have service reconnected after disconnection;

(k) the appropriate place to register a complaint and how to contact them;

(l) the hours, addresses and telephone numbers of offices where bills may be paid and information may be obtained;

(m) the contact details of aggregators;

(n) the consumer's right to be instructed by the licensee on how to read the meter and the process by which the consumer may exercise such right;

(2) A licensee where applicable shall ensure that its aggregators are equipped to handle the change in tariffs with respect to consumers on prepaid meters.

**5.** (1) A licensee shall establish procedures for dealing with complaints of consumers in accordance with section 56 of the Act.

**Consumer  
complaint**

(2) If a consumer is dissatisfied with the quality of service provided by a licensee he may complain in writing or verbally to have the complaint resolved.

(3) The licensee shall investigate every complaint submitted by a consumer and advise the complainant in writing of the results of its investigations.

(4) The licensee shall record all complaints, indicating the

following –

- (a) name and address of the complainant;
- (b) the date and nature of the complaint; and
- (c) how the complaint was resolved.

(5) Where a consumer is not satisfied with the licensee's response to the complaint, the consumer may refer the complaint to the Commission for resolution in accordance with the Commission's customer complaints procedures.

**6.** The licensee shall educate its consumers on issues relating

to –

**Demand side  
management**

- (a) the safe use of electricity;
- (b) energy efficiency and demand-side management;
- (c) the dangers of illegal connections and tampering;
- (d) the dangers of employing uncertified persons to undertake electrical installations and inspections;
- (e) reconnections, modifications, repairs and related services;
- (f) the use of unauthorized, sub-standard and unsafe devices;
- (g) protection against over-voltages or surges; and
- (h) reporting of illegal connections.

**7.** Where practicable the licensee shall ensure that vending stations shall be accessible to consumers and within a 5 km distance from the consumer's premises.

**Vending  
stations**



### **PART III – CONNECTION**

**8.** (1) A licensee shall provide, install and maintain the necessary equipment required for the supply and sale of electricity to consumers. **Connection**

(2) The supply referred to in sub-regulation (1) shall be connected through an appropriate service connection and protective device that accords with the applicable standards.

(3) The licensee shall provide an application form for a new connection which shall be simple, and have terms and conditions which are stated in plain English.

(4) On receipt of the applicant's application form, the licensee shall first provide the estimate and charges for the connection within –

(a) 2 days if the connection is to be made from an existing supply line;

(b) 5 days if the connection requires an LV network extension; and

(c) 10 days if the connection requires an MV network extension

(5) Where the applicant pays the required charges, the supplier shall provide supply within –

(a) 5 days if the connection is to be made from an existing supply line;

(b) 1 month if the connection requires a LV network extension;

(c) 2 months if the connection requires a MV network extension.

(6) Where, with the approval of a licensee, a consumer finances the development of the licensee's distribution system, the consumer shall be entitled to a refund of the investment from the licensee when the licensee subsequently connects other consumers to privately financed part of the distribution

system.

(7) A Licensee shall establish and submit in writing to the Commission for approval, procedures for making the refund stipulated under regulation 8(6) above.

(8) The Commission may direct the licensee to review its procedures and may approve acceptable proposed modification to the procedures.

**9.** (1) The licensee shall not charge additional fees for the transfer of electricity connection from one premises to another within the service area of the licensee.

**Transfer of connection**

(2) The transfer of the connection shall not be deemed to be a disconnection and reconnection.

**10.** A licensee shall not make modifications to the consumer's service unless it is done in accordance with modification procedures approved by the Commission or stated in the licence.

**Modification of consumer's installation**

#### **PART IV – DISCONNECTION AND RECONNECTION**

**11.** (1) A licensee shall not disconnect service to a consumer unless it is done in accordance with disconnection procedures approved by the Commission.

**Disconnection of service**

(2) A licensee may disconnect a consumer's electricity supply in the following circumstances –

(a) where there is a failure to comply with the terms and conditions of the contract or supply agreement;

(b) where the consumer has not paid the amount correctly billed to his address by the due date provided that –

(i) a bill is submitted to the consumer at the supply or delivery address provided by the consumer with a payment due date which is

at least 30 days from the date of receipt of the bill;

(ii) the bill has a notice that the consumer may be liable to disconnection which is at least 30 days after the date of submission of the bill;

(iii) the 30 days period of notice has elapsed;  
(iv) the payment date has not been superseded by a subsequent payment date issued to the same Consumer at the same supply address;

(v) the licensee has cross-checked its record as to whether or not the bill has been paid;

(c) where the consumer has violated the licensee's rules pertaining to the use of service in a manner which interferes with the service of others;

(d) where the consumer uses sub-standard equipment and has been notified of the same and given reasonable opportunity to remedy the situation;

(e) where the consumer has tampered with or has by-passed the licensee's meter or equipment.

**12.** (1) The licensee shall notify the consumer in writing about the intention to disconnect the service at least 5 days before the disconnection.

**Procedure for  
disconnection**

(2) Whenever a licensee disconnects electricity supply to a consumer's premises, the licensee shall leave a written notice of disconnection informing the consumer of the following –

(a) the date and time of disconnection;

(b) the reason for disconnection;

(c) the actions to be taken by the consumer to have the electricity supply reconnected; and

(d) the contact address and telephone number of the licensee.

(3) The licensee has the right to disconnect the consumer without notice if the –

(a) consumer is connected to the licensee's network illegally;

(b) licensee considers a consumer's installation to be dangerous to the lives of other consumers and the public;

(c) licensee considers a consumer's installation unsafe and may affect the network reliability or the quality of supply to other consumers;

(d) consumer has tampered with or has by-passed the licensee's meter or equipment.

(4) The Licensee shall not carry out disconnection of consumers under this regulation, if payment points and reconnection of the service are not available to ensure the reconnection of the consumer within 24 hours after the reasons for disconnection have ceased to exist.

(5) The licensee shall be prohibited from disconnecting supply to consumers in the following circumstances –

(a) for non-payment on weekends or public holidays or on the day before a weekend or a public holiday;

(b) for electricity non-payment where the consumer has –

(i) entered into a payment arrangement with the licensee and payment are being made in accordance with the arrangement;

(ii) made a complaint concerning the unpaid bill in accordance with the licensee or the Commission's complaint procedure and the complaint remains unresolved.

(c) for non-payment of a bill for a service other than electricity supply; and

(d) where the premises is a hospital or medical facility.

(6) A consumer may request disconnection of supply to his premises.

(7) Where the consumer requests the disconnection, the licensee shall disconnect the supply in accordance with the request, provided that the licensee has conducted investigations and confirmed that the consent of the other occupants of the premises has been obtained.

(8) A licensee shall not bill a consumer for any period after the date on which the electricity supply to the consumer's premises should have been disconnected unless the licensee can prove that the consumer utilised the service.

**13.** (1) A licensee shall reconnect electricity supply to the consumer where that consumer is disconnected for –

**Reconnection  
of service**

(a) non-payment of electricity bill pays off the due amount and other licensee charges involved or enters into an acceptable payment arrangement with the licensee;

(b) theft of electricity or illegal connection, formalises the electricity supply arrangements to the satisfaction of the licensee and pays all charges owed to the licensee or enters into an acceptable payment arrangement to pay the charges;

(c) dangerous or unsafe installations, rectifies the situation and the installation is certified by an

authorised qualified person in accordance with the licensee's requirements;

(d) if a consumer, disconnected for failure to provide access to the meter on his premises, provides access or makes reasonable access arrangements and pays necessary reconnection fee.

(2) The reconnection shall be effected as promptly as possible as and not later than the first business day after the account has been settled satisfactorily and the reconnection fee has been paid or the misconduct which caused the disconnection is no more.

**14.** (1) A licensee shall not discontinue or withdraw a service to a consumer except with the prior written approval of the Commission.

**Discontinuanc  
e of service**

(2) Except in emergency situations, an application to withdraw or discontinue service shall be filed with the Commission at least 60 days prior to the proposed date of withdrawal or discontinuance of service.

(3) The application under sub-regulation (2) shall state the following in relation to consumers directly affected —

(a) the number in each class;

(b) the names and addresses;

(c) the specific reasons for the proposed abandonment; and

(d) the alternative energy sources available.

(4) The licensee shall send a copy of the application to all directly affected consumers simultaneously with the filing of the application to discontinue the service with the Commission.

(5) The consumers directly affected by the decision to

discontinue the service shall be given a time frame of not less than 30 days from receiving the licensee's application to lodge their representations.

(6) In emergency situations, the licensee shall file an application to discontinue service at the earliest possible time after the licensee becomes aware that the discontinuance is necessary.

## **PART V – BILLING**

**15.** (1) A licensee shall deliver bills for electricity service to consumers on credit meters monthly unless otherwise determined by the Commission.

**Billing  
frequency**

(2) A consumer's bill shall contain the following information

- (a) the date of the most recent meter reading;
- (b) the kind of units billed;
- (c) the number of units billed;
- (d) the rate per unit;
- (e) the total base bill;
- (f) an itemization and total of any adjustments to the base bill;
- (g) the amount of adjustment per billing rate;
- (h) the date by which the consumer must pay the bill;
- (i) the total amount due before and after any discount for prompt payment within a designated period;
- (j) in the case of an estimated bill, the words, "This is an Estimated Bill" in fourteen- point font;

(k) any arrearages based upon past non-payment or partial payment; and

(l) the full amount required to settle the entire bill, including arrearages and any discounts that may apply.

(3) A licensee shall include, as part of its consumer service agreement a standard format for bills to be rendered.

(4) A licensee shall provide the following information to every consumer on a credit meter after an agreement for the provision of electricity has been reached –

(a) the scheduled frequency of meter readings;

(b) the method used to estimate electricity consumption during periods when no meter readings are taken;

(c) the format of the electricity account;

(d) the methods of payment of the account and the period allowed for payment before penalties are applied;

(e) the penalties for late payment, for non-payment and for the disconnection and reconnection process; and

(f) the process to initiate a meter accuracy test request and the fees charged for meter accuracy tests.

(5) A licensee shall periodically provide the consumers on prepayment meters with information on vending points for obtaining credit for their meters.

**16.** (1) A licensee shall charge the consumer only for electric energy that has been measured by a meter.

**Measured and  
estimated  
billing**



(2) A licensee may use an estimated consumption for billing for up to 6 months where –

- (a) the consumer's meter is not functioning;
- (b) the meter is faulty and is registering incorrect consumption;
- (c) an existing meter has been tampered with; or
- (d) access to the premises is denied for any reason including safety, bad weather, industrial action, or locked premises.

(3) A licensee shall include, as part of its consumer service agreement a methodology for estimated billing.

**17.** (1) Where there is a dispute between a consumer and a licensee regarding a bill, the licensee shall investigate the matter and report in writing to the consumer within 2 weeks of receiving notice from the consumer that he is disputing the bill.

**Disputed bills**

(2) Where the dispute is not resolved within 1 month, the licensee shall inform the consumer of the complaint procedures of the Commission.

(3) The licensee shall not require the consumer to pay the disputed portion of the consumer's bill until the resolution of the dispute.

## **PART VI – METERS**

**18.** (1) A licensee shall provide, install and maintain all meters for measurement of electric energy delivered to its consumers and the cost of the meter shall be recovered from the Consumer.

**Meter requirements**

(2) In meeting the requirements under sub-regulation (1) the licensee shall comply with the technical and operational statutory instruments relating to metering.

**19.** A licensee shall keep a record of all meters showing the

**Record of**

following information –

**meters**

- (a) the number of the meter, which identifies that meter and distinguishes it from all other meters;
- (b) the consumer's name, account number and address at which each numerically identified meter is installed;
- (c) the date of installation of each meter;
- (d) the date of the most recent test for accuracy of the meter, if such test has been made;
- (e) a record of each accuracy test showing the –
  - i. identifying number of the meter tested;
  - ii. the standard meter;
  - iii. measuring devices used to perform the test;
  - iv. the date and kind of test undertaken;
  - v. by whom the test was made;
  - vi. the error or percentage of accuracy at each load tested;
  - vii. data to permit verification of all calculations.

**20.** (1) A licensee shall ensure that meters are read and physically inspected at regular intervals to avoid or minimize electricity theft and ensure that billing is done based on actual energy consumption.

**Frequency of  
meter reading**

(2) A licensee shall ensure that meter reading and inspection are conducted at least once in every month except as provided otherwise in these regulations.

## **Meter tests**

**21.** (1) A licensee shall provide for a test of the accuracy of a meter upon request of a consumer using the meter.

(2) Where the test proves that the meter is accurate, the cost of the test shall be charged to the consumer.

(3) Where the meter accuracy is found to be outside the limits specified in the laws relating to metering to either the consumer's or the licensee's disadvantage, the cost of the test shall be borne by the licensee.

(4) A licensee shall provide the means to transfer or refund, as appropriate, the amount of unexpended credit due to a consumer when a meter is replaced or removed as a result of a fault.

(5) A licensee shall inform the Consumer of the date and time of the test and permit the Consumer or his authorised representative, to be present if the Consumer so desires.

(6) A licensee shall provide a temporary meter for the consumer while the consumer's meter is undergoing tests for accuracy.

(7) A licensee shall inform the consumer in writing of the result of any test on the consumer's meter.

(8) The report shall include the name of the consumer requesting the test, the date of the request, the location of the premises where the meter had been installed, the consumer's account number, the type, make, size and serial number of the meter, the date of removal, the date tested, and the result.

(9) The result of the test shall be supplied to such consumer within five (5) days after the completion of the test.

**22.** (1) A licensee's metering device shall be located in such a way that the licensee can easily access the device for monitoring and inspection purposes.

**Meter  
positioning**

(2) The positioning of the metering device shall be done in such a way that the customer cannot interfere with its operation.

**23.** (1) A consumer may apply to a licensee for a change in the position of the electricity meter on the consumer's premises by stating the reasons for the change in position and indicating the preferred location of the meter.

**Meter  
repositioning**

(2) On receipt of the consumer's request, the licensee shall provide the estimate and charge for repositioning the meter within 2 days where the request is reasonable.

(3) Where the licensee rejects the request, the licensee shall provide the consumer with the reasons for the rejection within 2 days of the receipt of the request.

(4) Where the consumer pays the required charge, the licensee shall reposition the meter within 5 days from the date of payment of the related charges.

**24.** (1) Where tampering or theft of a meter is detected or suspected the licensee shall inspect the meter in the premises concerned.

**Right to  
inspect  
meters**

(2) Where reasonable but unsuccessful attempts have been made to gain access to a meter, the licensee may disconnect the supply after having delivered a related written warning to the consumer.

**25.** (1) Where a meter test reveals a meter to be plus or minus 2% or more from the required rating, the licensee shall correct previous readings and corresponding bills consistent with the

**Adjustment of  
bills**

inaccuracy found in respect of the meter for the period since the last test of the meter was conducted or for the last 6 months whichever is shorter.

(2) Where a meter is found not to have registered for any period of time, the licensee may make a charge for units used but not metered for a period of time to be based on an estimated billing methodology approved by the Commission.

### **PART VII – MISCELLANEOUS**

**26.** The licensee shall submit a report on the key performance indicators to the Commission on a quarterly basis in the form as set out in Schedule 1. **Key performance indicator report**

**27.** The licensee shall submit a report on the quality of consumer services to the Commission in the form as set out in Schedule 2. **Quality of consumer services report**

**28.** A licensee to whom confidential information is provided shall – **Confidentiality**

(a) not divulge or give access to that confidential information to any person except as permitted or obliged under the Act or statutory instruments made under the Act;

(b) only use or reproduce the confidential information for the purposes for which it was provided under the Act or statutory instruments made under the Act or for a purpose consented to by the person making the disclosure.

## SCHEDULE 1

### Regulation 26

### KEY PERFORMANCE INDICATORS

Table 1: Summary of Key Performance Indicators for Consumer Service

Consumer Service KPI		Unit	Level	Frequency
C1	ATSE	Days/connection		Annually
C2	ATSN	Days/connection		
C3	ATRAP	Days/reconnection		
C4	NIS	Days/planned interruption		
C5	RUI	Hours/Unplanned interruptions Restored		
C6	RPI	Hours/Planned Interruptions Restored		
C7	CF	Complaints/Consumer		
C8	BCF	Billing complaints/Consumer		
C9	ATRBC	Days/billing complaint		
C10	MCF	Metering complaints/Consumer		
C11	ATRCM	Days/metering complaint		
C12	Voltage Complaints	Voltage complaints/Consumer	Voltage level	
C13	Household Access	Households connected/All households		

#### **C1. Average Time to Supply – Existing Distribution Grid Connections (ATSE)**

Average Time to Supply – Existing Distribution Grid Connections measures the average amount of time required for the utility to supply a Consumer where there is an existing distribution grid connection once that Consumer has fulfilled all its obligations, including filing an application and paying applicable fees to the utility.

$$ATSE = \frac{\sum TS_{EC}}{EC}$$

where:

- $TS_{EC}$  is the time, in days, to supply a new Consumer where there is an existing distribution grid connection; and

- EC is the total number of new Consumers where there is an existing distribution grid connection.

### **C2. Average Time to Supply – New Connections / Line Extension (ATSN)**

Average Time to Supply – New Connections measures the average amount of time required for the utility to supply a Consumer where there was no distribution grid connection or where a line extension is required once that Consumer has fulfilled all its obligations, including filing an application and paying applicable fees to the utility.

$$ATSN = \frac{\sum TS_{NC}}{NC}$$

where:

- $TS_{NC}$  is the time, in days, to supply a new Consumer where there was no distribution grid connection or where a line extension is required; and
- NC is the total number of new Consumers where there was no distribution grid connection or where a line extension is required.

### **C3. Average Time to Reconnect After Payment (ATRAP)**

Average Time to Reconnect After Payment measures the average amount of time required to restore service to a Consumer whose supply was discontinued due to nonpayment of bills.

$$ATRAP = \frac{\sum TR_{RC}}{RC}$$

Where:

- $TR_{RC}$  is the amount of time, in days, to reconnect a Consumer whose service was discontinued due to nonpayment; and
- RC is the total number of such reconnected Consumers.

### **C4. Notification of Interruption of Supply (NIS)**

Notification of Interruption of Supply measures the average number of days' notice given to Consumers in advance of a planned interruption of electricity supply.

$$NIS = \frac{\sum T_{PI}}{PI}$$

Where:

- $T_{PI}$  is the number of days' notice given in advance of a planned interruption; and
- PI is the total number of planned interruptions.

### **C5. Restored Unplanned Interruptions (RUI)**

Restored Unplanned Interruptions represent the time to restore service after unplanned service interruptions. It is the number of hours required to restore service to Consumers after unplanned interruptions. The indicator is the ratio of service restored within 3 and 24 hours for every Consumer affected by an interruption. This ratio is presented as a percentage and is calculated separately for Medium Voltage and Low Voltage networks.

$$RUI = \frac{RU}{UI}$$

Where:

- RU is unplanned interruptions restored in 3 to 24 hours; and
- UI is the total number of unplanned interruptions.

### **C6. Restored Planned Interruptions (RPI)**

Restored Planned Interruptions represent the time to restore service after planned service interruptions. It is the number of hours required to restore service to Consumers after planned interruptions. The indicator is the ratio of service restored within 6 and 12 hours for every Consumer affected by an interruption. This ratio is presented as a percentage and is calculated separately for Medium Voltage and Low Voltage networks.

$$RPI = \frac{RP}{PI}$$

Where:

- RP is planned interruptions restored in 6 to 12 hours; and
- PI is the total number of planned interruptions.

### **C7. Complaints Frequency (CF)**

Complaints Frequency measures the ratio of the number of Consumer complaints received by the utility to the total number of the utility's Consumers.

$$CF = \frac{CC}{TC}$$

Where:

- CC is the total number of Consumer complaints received by the utility; and
- TC is the total number of the utility's Consumers.



### **C8. Billing Complaints Frequency (BCF)**

Billing Complaints Frequency measures the ratio of the number of Consumer billing complaints received by the utility to the total number of the utility's Consumers.

$$BCF = \frac{BC}{TC}$$

Where:

- BC is the total number of Consumer billing complaints received by the utility; and
- TC is the total number of the utility's Consumers.

### **C9. Average Time to Resolve Billing Complaints (ATRBC)**

Average Time to Resolve Billing Complaints measures the average amount of time, in days, for the utility to resolve a Consumer's billing complaint.

$$ATRBC = \frac{\sum T_{BC}}{BC}$$

Where:

- $T_{BC}$  is the amount of time, in days, for the utility to resolve a billing complaint; and
- BC is the total number of Consumer billing complaints received by the utility.

### **C10. Metering Complaints Frequency (MCF)**

Metering Complaints Frequency measures the ratio of the number of Consumer metering complaints received by the utility to the total number of the utility's Consumers.

$$MCF = \frac{MC}{TC}$$

Where:

- MC is the total number of Consumer metering complaints received by the utility; and
- TC is the total number of the utility's Consumers.

### **C11. Average Time to Resolve Metering Complaints (ATRMC)**

Average Time to Resolve Metering Complaints measures the average amount of time, in days, for the utility to resolve a Consumer's metering complaint.

$$ATRMC = \frac{\sum T_{BC}}{MC}$$

Where:

- $T_{MC}$  is the amount of time, in days, for the utility to resolve a metering complaint; and

- MC is the total number of Consumer metering complaints received by the utility.

### **C12. Voltage Complaints**

Voltage Complaints measures the ratio of the number of Consumer complaints to the utility about voltage to the total number of the utility's Consumers. This should be reported separately for each voltage level.

$$\text{Voltage Complaints} = \frac{VC}{TC}$$

Where:

- VC is the total number of Consumer voltage complaints received by the utility; and
- TC is the total number of the utility's Consumers.

### **C13. Household Access**

Household Access to electricity is measured as percentage of households that are connected to an electric power source (grid or off-grid, where applicable)

$$\text{Household Access} = \frac{HC}{TH}$$

Where:

- HC is total number of household connected to electricity
- TH is the total number of households in the licensee's service area

## SCHEDULE 2

### REPORTING GUIDELINES

The distribution licensee is required to report on the quality of Consumer Services provided to electricity consumers. In that regard, the following format shall be used for the reporting.

(1)	(2)	(3)	(4)	(5)
<b>Key Performance Indicator</b>	<b>Minimum Standard</b>	<b>Total Number</b>	<b>Number (Standard Achieved)</b>	<b>% of Total (Success Rate)</b>
Average Time to Supply – Existing Distribution Grid Connections (ATSE)				
Average Time to Supply – New Connections / Line Extension (ATSN)				
Average Time to Reconnect After Payment (ATRAP)				
Notification of Interruption of Supply (NIS)				
Complaints Frequency (CF)				
Billing Complaints Frequency (BCF)				
Average Time to Resolve Billing Complaints (ATRBC)				
Metering Complaints Frequency (MCF)				
Average Time to Resolve Metering Complaints (ATRMC)				
Voltage Complaints				
Household Access				
Provide estimates and charges for connections:				

Existing supply line				
If the connection requires an LV network extension				
If the connection requires an MV network extension				
Provide connection, where the consumer has paid the required charges:				
If the connection is to be made from an existing supply line;				
If the connection requires a LV network extension.				
If the connection requires a MV network extension				
Notification before disconnection of service				
Delivery of bills to consumers with credit meters				
Meter reading frequency				
Estimates and charges for meter repositioning				

NOTE 1: In column 3, list for each status of the distribution network or consumer classification shown in column 1, the total number for the year.

NOTE 2: In column 4, list the total number that were within the period prescribed as the minimum standard in column 2.

NOTE 3: The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.

## **EXPLANATORY MEMORANDUM**

**(This explanatory memorandum is not part of these rules but is intended to indicate its general purport)**

This statutory instrument is made pursuant to section 66 of the Sierra Leone Electricity and Water Regulatory Commission Act 2011. This instrument is divided into 7 parts.

Part I covers the interpretation and application provisions. The interpretation provision defines words and expressions used throughout the instrument. The application provision stipulates that the instrument applies to electricity distribution and supply utilities.

Part II covers provisions relating to consumer information and other related provisions. The instrument outlines information that should be provided to consumers.

Part III covers provisions on connection. The instrument stipulates that a licensee should provide, install and maintain the necessary equipment required for the supply and sale of electricity to consumers.

Part IV covers provisions on disconnection and reconnection. The instrument stipulates that a licensee should not disconnect service to a consumer unless it is done in accordance with disconnection procedures approved by the Commission.

Part V covers provisions on billing. The instrument stipulates that a licensee should deliver bills for electricity service to consumers on credit meters monthly unless otherwise determined by the Commission.

Part VI covers provisions on meters. The instrument stipulates that a licensee should provide install and maintain all meters for measurement of electric energy delivered to its consumers and the cost of the meter should be recovered from the consumer.

Part VII contains miscellaneous provisions.

*Made this 13th day of December, 2019.*

MOHAMED D. B. SESAY  
Chairman