

S.I. 45 of 2014**ENERGY ACT***(Act 11 of 2014)***Energy (Consumer Rights and Obligations)
Regulations, 2014**

In exercise of the powers conferred by sections 96 (2) (f) of the Energy Act, the Minister of Environment and Energy makes the following Regulations —

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| 1. | These Regulations may be cited as the Energy (Consumer Rights and Obligations) Regulations, 2014. | Citation |
| 2. | A consumer has the right to receive connection to a distribution line where — | Right to connection |
| | (a) he or she has made an application for the connection of electricity; | |
| | (b) the premises which he or she owns or occupies is capable of being connected to a distribution line; and | |
| | (c) he or she has complied with the requirements for connection and supply of electricity; | |
| 3. | A consumer has the right to receive the supply of electricity where — | Right to receive supply of electricity |
| | (a) he or she has settled all outstanding electricity bills; and | |
| | (b) the payment for connection and supply of electricity has been secured. | |
| 4.(1) | A consumer has the right to fourteen days within which to settle his or her electricity bill. | Right to 14 days to settle a bill |

(2) A supplier may impose a surcharge on the date immediately following the end of the fourteen day period if the consumer has not made payments within the fourteen days.

(3) Where a consumer fails to make any payment whatsoever, the supplier may after giving fourteen days written notice, disconnect the electricity supply.

5. A consumer has the right to —

- (a) be informed of the requirements that he or she must satisfy for the supply of electricity;
- (b) be informed, upon submission of an application, of other terms and conditions required for the supply of electricity;
- (c) be informed of the status of his or her application;
- (d) be informed by written notice, fourteen days prior to disconnection, of the supplier's intention to disconnect the electricity supply;
- (e) obtain, for the connection and supply of electricity, the necessary application form; and
- (f) receive the cost or charges for connection and supply of electricity.

6. A consumer has a right to a receipt upon payment of the electricity bill.

7.(1) A consumer may request the disconnection of electricity supply, if he or she has —

- (a) settled all outstanding bills and surcharges thereon; and

- (b) twenty four hours prior to his or her intention to have the electricity supply disconnected, notified the supplier of such intent.

(2) Where the consumer vacates the premises without settling all outstanding electricity bills and without prior notice, he or she shall be liable to payment of electricity supplied thereafter.

(3) A supplier may disconnect a consumer's electricity supply where after fourteen days of receiving written notice, the consumer fails to —

- (a) settle all outstanding bills or at the supplier's discretion, part of the bill; and
- (b) comply with electricity supply requirements.

8. A consumer may request the reconnection of electricity supply if he or she has —

- (a) settled all outstanding bills and surcharges thereon;
- (b) complied with requirements for the supply of electricity; and
- (c) complied with the terms and conditions for the supply of electricity.

9. A consumer has the right to receive an accurate, timely and clear electricity bill which details —

- (a) how much energy he or she consumes;
- (b) the date on which the meter was read;
- (c) the basis for the computation of the electricity bill; and
- (d) any other charge that may be imposed.

Right to
information

Right to
receive
receipt

Disconnection

Right to
request
reconnection

Right to
accurate bill

Right to
know tariff

10. A consumer has the right to know the prevailing tariff charges.

Obligations
of consumer

11. A consumer shall —

- (a) pay his or her electricity bill in a timely manner as per the terms and conditions of the electricity supply;
- (b) comply with the terms and conditions of the electricity supply requirements;
- (c) pay a deposit for the connection and supply of electricity;
- (d) use electricity carefully and only for the purpose stated in the terms and conditions of the electricity supply;
- (e) prevent anyone other than the supplier to restore the supply of electricity;
- (f) settle all outstanding bills; and
- (g) not interfere with or obstruct the installation, maintenance or working of electric lines.

MADE this 3rd day of June, 2014.

**ROLPH PAYET
MINISTER OF ENVIRONMENT
AND ENERGY**
