

**S.I. 85 of 2024**  
**ELECTRICITY ACT, 2023**

*(Act 13 of 2023)*

**Electricity (Consumer Service) Regulations, 2024**

**Arrangement of Regulations**

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**S.I. 85 of 2024**

## ELECTRICITY ACT

*(Act 13 of 2023)***Electricity (Consumer Service) Regulations, 2024**

In exercise of the powers conferred by section 47 of the Electricity Act, 2023, the Minister responsible for energy makes the following Regulations —

**Part I - Preliminary****Citation**

1. These Regulations may be cited as the Electricity (Consumer Service) Regulations, 2024.

**Application**

2.(1) These Regulations are applicable to a distribution and supply licensee and to every consumer except in cases where a special supply agreement is entered into between the distribution and supply licensee and the consumer in accordance with sub-regulation (2).

(2) A distribution and supply licensee shall have the right to subscribe a special supply agreement with any consumer provided that such special supply agreement is requested by the consumer and meets the industry standard.

**Interpretation**

3. In these Regulations, unless the context otherwise requires —

“Commission” means the Utilities Regulatory Commission established by section 3 of the Utilities Regulatory Commission Act, 2023;

“distribution and supply licensee” means a person granted a licence for the distribution and supply of electricity under the Electricity Act;

“Distribution grid” means the portion of any part of the grid which is used or intended to be used to supply electricity to a service line;

“domestic consumer” means the supply of electricity to a dwelling house but does not include a dwelling rented out to tourists on short-term basis up to 30 consecutive days;

“Electrical Manager” means the officer in charge of the electricity division of the distribution and supply licensee and includes his or her duly authorised representative;

“force majeure” means any event or condition not existing as of the date a service licence is granted, not reasonably foreseeable as of such date and not reasonably within the control of a licensee that prevents the performance;

“high voltage” refers to cable and equipment that operates at 33kV or higher;

“installation” refers to any particular plant, apparatus or works designed for the supply or use, or both, of electricity under one ownership where management is prescribed, including prime movers, with all necessary plant and buildings, electric supply lines and consuming apparatus, if any;

“low voltage” means cable and equipment that operates at less than 11kV;

“Grid” means any electric overhead or underground line used, or intended to be used, for general supply of electricity;

“medium voltage” means cable and equipment that operates between 11kW and 33kW;

“meter” means the energy meters and other supplementary and associated devices necessary to measure the electricity used by the consumer or the electricity injected into the electricity grid by a consumer who is auto-generating electricity;

“point of common coupling” means the point where the distribution and supply licensee's wires or equipment are connected with those of the consumer;

“service line” means a supply line by which energy is or is intended to be supplied from a distribution grid to a consumer’s installation; and

“special supply agreement” means an agreement for the supply of electricity which provides terms and conditions which are different with those provided for under these Regulations.

## **Part II - Requirements for Service**

### **Application for service and conditions**

**4.(1)** An applicant may submit an application to the distribution and supply licensee in writing for the following services —

- (a) supply of electricity to an existing installation;
- (b) supply of electricity to a new installation;
- (c) permission to extend an existing installation;
- (d) permission to alter or rewire an existing installation;
- (e) permission for reconnection to an existing installation;
- (f) alteration of service position;
- (g) relocation of meter;
- (h) relocation of the distribution and supply licensee’s installation;
- (i) temporary supply of electricity;
- (j) reduce or increase of the electricity supply capacity; and
- (k) disconnection of the electricity supply.

(2) An application under sub-regulation (1) shall —

- (a) be submitted in the prescribed form, following the guidelines established by the distribution and supply licensee; and
- (b) comply with any other guidelines, if any prescribed by the Commission.

(3) The distribution and supply licensee shall make the application form available at its offices and in electronic form available on its website.

(4) An application form shall be signed by the consumer or the consumer's legal representative and shall be accompanied by —

- (a) information necessary to identify the consumer and the premises at which the service is required —
  - (i) where the consumer is the owner of the premises, proof of the consumer's ownership of the premises at which the electricity supply service is required;
  - (ii) where a consumer applies for an electricity supply service at premises held on a lease or where the consumer is the tenant, the owner's written permission and proof of ownership; or
  - (iii) when the consumer is neither the owner nor the legal tenant of a premise, such consumer shall provide a proof that consumer has legal occupancy of the premises.
- (b) information about the electrical load details for applications requiring more than 60 kVA;
- (c) the approval issued by the Planning Authority when the application is for the supply of electricity to a new installation; and
- (d) any other information which may reasonably be requested by the

distribution and supply licensee to allow the distribution and supply licensee to determine the nature of the service required.

(5) No electrical work of any kind for which an application has been made pursuant to this regulation shall commence until the Electricity Manager of the distribution and supply licensee has delivered —

- (a) a written official notification of approval to the consumer; and
- (b) a written official notification to proceed to the consumer's electrical contractor.

(6) The application for service is complete when —

- (a) the application of the intended consumer complies with the requirements of this regulation;
- (b) the connection fee due pursuant to regulation 6 has been paid;
- (c) the deposit required pursuant to regulation 7 has been paid;
- (d) the consumer's contributions that may be required pursuant to regulation 8 have been paid;
- (e) there is no indebtedness to the licensee;
- (f) there is no unsafe installation;
- (g) the costs for modification of the distribution and supply licensee's electrical installation pursuant to sub-regulation (7), if applicable, have been paid;
- (h) the distribution and supply licensee has completed the site survey pursuant to regulation 5, if applicable; and
- (i) the installations of the intended consumer comply with the standards in force established by BS (British Standards for electrical installations) 7671.



(7) Where the applicant applies for the modification of the distribution and supply licensee's electrical installation, such applicant shall pay the corresponding costs to the distribution and supply licensee.

(8) If the application has been determined to not be complete, the distribution and supply licensee shall reject the application for service and shall provide an explanation to the applicant in writing.

Provided that the applicant may reapply for service once the deficiencies have been corrected.

(9) When an application has been determined to be complete as per the requirements in sub-regulation (6), the distribution and supply licensee shall complete a site survey pursuant to regulation 5.

(10) Where an application for an electricity supply service does not require an extension of a line that exceeds 50 meters, the distribution and supply licensee shall provide the electricity supply service —

- (a) within twenty-one days of receiving the application for service, when the interconnection of the new consumer requires —
  - (i) minimal modification of the distribution and supply licensee's infrastructure;
  - (ii) no reinforcement of the lines and infrastructure of the distribution and supply licensee is required;
  - (iii) no easement needs to be obtained; and
  - (iv) a space to install the meter of the distribution and supply licensee is provided if required;
- (b) within forty-eight days of receiving the application for relocation of infrastructure, when the interconnection of the new consumer requires —

- (i) minimal modification of the distribution and supply licensee infrastructure and
  - (ii) no reinforcement of the lines and infrastructure of the distribution and supply licensee is required; and
  - (iii) no easement needs to be obtained.
- (c) within ninety days of receiving the application for service when —
- (i) a reinforcement of the lines and infrastructure of the distribution and supply licensee is required; or
  - (ii) an easement needs to be obtained.

(11) In case of applications for temporary service, when an application for an electricity supply service does not require an extension of a line that exceeds 50 meters, the distribution and supply licensee shall, following the survey, provide the electricity supply service —

- (a) within twenty-one days of receiving the application for service that complies with the requirements of sub-regulation (6) when the application is for a short-term temporary service;
- (b) within sixty days of receiving the application for service that complies with the requirements of sub-regulation (6) when the application is for a long-term temporary service;

(12) When the application requires the establishment of an easement and such easement cannot be agreed with the owner of the land, the terms specified in sub-regulation (8) shall not be applicable.

### **Inspection of consumer's installation by distribution and supply licensee**

5.(1) As soon as practicable and within 10 days from the date of submission of a duly completed application in accordance with regulation 4 (4), the

distribution and supply licensee shall cause the premises and installation to be surveyed and shall inform the applicant in writing of the result of the survey, giving particulars of any alterations, if any required to render the installation fit and safe to receive the supply.

(2) The distribution and supply licensee shall be entitled to survey or inspect the consumer's installation prior to —

- (a) providing service and from time to time thereafter; and
- (b) reconnecting a consumer pursuant to these regulations.

### **Connection fee**

6.(1) An applicant for an electricity supply service shall pay to the distribution and supply licensee a non-refundable connection fee specified in Annex 1.

(2) The connection fee specified in Annex1 may be revised by the Commission from time to time.

### **Deposit**

7.(1) An applicant for the supply of electricity shall, before such supply is connected, deposit with the distribution and supply licensee such sum as security as the distribution and supply licensee may require, not exceeding the estimated average amount of the charges payable for two months' consumption of the supply applied for, as estimated by the distribution and supply licensee.

(2) Any deposit paid under subregulation (1) shall be maintained free of interest throughout the period of supply and shall not be applied towards payment of any fees, charges or arrears incurred in respect of such supply unless such supply has been or is about to be disconnected.

### **Contributions**

8.(1) Subject to subregulations (2), (3) and (4), the distribution and supply licensee shall not require from a consumer or an intended consumer any money as

contribution towards the cost of construction and erection of service lines to any property.

(2) The distribution and supply licensee may require a consumer or an intended consumer to pay a contribution determined by the distribution and supply licensee in relation to the erection and construction of service lines where that premises of such consumer is located in excess of 50 meters from the nearest point of connection

(3) The distribution and supply licensee may require a consumer to pay a contribution equivalent to the costs of modification of an existing electrical installation when such modification is required by the consumer.

(4) The distribution and supply licensee may require from a consumer who applies for a temporary supply service —

- (a) a contribution determined by the distribution and supply licensee and approved by the Commission, provided that the consumer applied for a short-term temporary service and that the connection point do not exceed 50 meters in length from the closest point of connection of the distribution and supply licensee;
- (b) a contribution determined by the distribution and supply licensee and approved by the Commission which is equivalent to the cost of the extension required to supply electricity service, where the consumer applied for a short-term temporary service and that the connection point exceeds 50 meters in length from the closest point of connection of the distribution and supply licensee; or
- (c) a contribution determined by the distribution and supply licensee which is equivalent to the cost of the extension required to supply electricity service, where the application is for a long-term temporary service.

(5) The distribution or transmission infrastructure shall be the property of the distribution and supply licensee, despite the payment made under subregulation (2) by the consumer or an intended consumer, and the responsibility

for their proper operation, maintenance, repair and safe condition shall be with the distribution and supply licensee.

(6) Where a consumer paid the contribution due pursuant to sub-regulation (2), the new transmission or distribution lines —

- (a) may be used by the distribution and supply licensee for supplying other consumers or intended consumers provided that the use by other consumer or consumers shall not prejudicially affect the supply of electricity to consumer that paid the contribution; and
- (b) the distribution and supply licensee shall reimburse part of the contribution made by the consumer which is equivalent to the proportion of the line capacity used by other consumer or consumers.

### **Refusal of service**

9.(1) The distribution and supply licensee may refuse to provide an electricity supply service to a consumer who makes an application under these Regulations —

- (a) for failure to settle in full all present or previous accounts;
- (b) if there is an unsettled account of another consumer at the same premises and such other consumer continues to occupy the premises; or
- (c) if any installation, works or apparatus serving the consumer's premises —
  - (i) is not in good working order and condition; or
  - (ii) is unsafe, or does not comply with the applicable standards and regulations.

### **Part III - Licensee's Rights and Obligations**

#### **Right to install electrical lines and meters**

10.(1) The distribution and supply licensee have the right to install and maintain in the premises of the consumer, in a place to be agreed with the consumer provided that it is technically feasible, the electrical lines, meters and other equipment necessary for the supply of electricity to such consumer.

(2) The distribution and supply licensee shall maintain electrical lines, meters and other equipment necessary for the supply of electricity to such consumer.

(3) All equipment installed by the distribution and supply licensee in accordance with sub-regulation (1) —

- (a) shall comply with any applicable regulations and with the distribution and supply licensee's requirements; and
- (b) shall remain the property of the distribution and supply licensee.

#### **Point of common coupling**

11.(1) The distribution and supply licensee shall deliver electricity to a point of common coupling where the meter is located.

(2) The infrastructure related to the point of common coupling shall comply with the applicable regulations and with the distribution and supply licensee's requirements.

(3) The consumer shall be responsible for all wiring and any other installation, works or apparatus located in its premises and beyond the point of common coupling which are necessary for the use of the electricity supply service by such consumer.

(4) The meter shall be located in an accessible location and as close as possible to any available service or utility corridor of the distribution and supply licensee.

(5) The consumer shall ensure that the distribution and supply licensee has access to the meter to read and maintain it.

### **Relocation of electric line and meter**

12.(1) The distribution and supply licensee may, at its cost, relocate an electric line or a meter to the exterior of a property.

(2) In cases where the relocation of an electric line or a meter is requested by the consumer, such consumer shall bear the cost of the relocation.

(3) In cases where the property is fenced or the meter is in any way externally inaccessible or improperly accessible by the distribution and supply licensee, the distribution and supply licensee has the right to relocate the meter to a place agreed with the consumer that allows the distribution and supply licensee to have access to such meter and the cost of such relocation shall be borne by the consumer.

(4) Where the distribution and supply licensee and the consumer fail to reach an agreement as to the location of a meter under sub-regulation (2), the distribution and supply licensee or the consumer may refer the matter to the Commission.

### **Change of consumer**

13.(1) Where a change of occupancy of premises supplied by the distribution and supply licensee occurs, the outgoing consumer shall give notice to the distribution and supply licensee not less than five working days prior to the date of change.

(2) Where notice is given under sub-regulation (1), the outgoing consumer —

- (a) shall be held responsible for all service used on such premises until the date of change of occupancy; and
- (b) shall be reimbursed the deposit when any remaining bill or debt has been settled.

(3) The new occupier of the premises shall within ten working days inform the distribution and supply licensee prior to taking up the new occupancy of the premises.

(4) The electricity supply to the incoming occupier of premises may be suspended if any prior account of the outgoing occupier is not settled.

(5) If no notice is received under sub-regulation (1) or if the account is not settled the registered consumer remains liable for the payment due to the distribution and supply licensee.

(6) If the consumer dies, the person or persons that continue to live in the same premises and who may justify the occupancy, shall —

- (a) submit to the distribution and supply licensee the death certificate and request the change of occupancy within 7 days; and
- (b) pay any unsettled debt.

### **Discontinuance of service by the consumer**

14.(1) Where a consumer intends to discontinue an electricity supply service, such consumer shall notify the distribution and supply licensee at least five working days prior to the requested disconnection date and shall pay the disconnection fee.

(2) A consumer whose electricity supply service has been disconnected under subregulation (1) shall be responsible for the electricity charges until the disconnection date.

(3) The consumer that request the disconnection under sub-regulation (1) shall inform the distribution and supply licensee a billing address for issuance of the final billing statement and deposit refund.

### **Temporary service**

15.(1) Any person requiring a temporary service, or a certificated contractor



on behalf of such person, may apply in writing to the distribution and supply licensee for the temporary service.

(2) In this regulation “temporary service” means electricity supply service required for —

- (a) short-term, such as the one required for exhibitions, displays and other similar events; or
- (b) long-term, such as the one required for long-term activities such as construction work.

(3) The distribution and supply licensee may, before supplying a temporary service, require —

- (a) the consumer to bear the cost of installing or removing the necessary installations when such contributions are allowed by these regulations; and
- (b) the deposit due pursuant to regulation 7.

(4) An application for a temporary service shall be accompanied by the prescribed fee, and shall state —

- (a) the name and address of the applicant;
- (b) short particulars of the proposed installation, including the number of lighting points and ordinary power points to be used;
- (c) the position of the proposed junction of the temporary installation with the grid or other existing permanent supply line;
- (d) particulars of the existing or temporary supply to be used;
- (e) the date or dates fixed for the function for which the installation is desired and the dates on which it is proposed to install and dismantle the apparatus;

- (f) the name of the certificated contractor who installs the apparatus, if permitted; and
- (g) particulars of the certificated wiremen or other persons who will be in attendance while the installation is in use.

(5) An application for temporary supply service shall be delivered at least seven working days before the proposed date of installation to the Chief Electrical Inspector who may call for any further particulars he or she may require and arrange an inspection of the site.

(6) Subject to compliance with subregulation (5), the Chief Electrical Inspector shall in writing, either —

- (a) approve the application subject to such modifications as he or she thinks necessary to obviate danger, and to include such special conditions as he or she prescribes, or
- (b) refuse the application, stating the reasons for the refusal.

(7) A temporary permit under this regulation may be endorsed on the application or in such other form as is convenient.

(8) Any person concerned in the installation or operation of any apparatus in breach of this regulation is liable to a fine not exceeding SCR2,500.

(9) The applicant for a temporary supply service shall install a residual current device.

### **Identification of distribution and supply licensee's employee**

**16.(1)** The distribution and supply licensee shall issue an identification card to all its employees, inspectors or contractors who are authorised to enter a consumer's premises for the purpose of reading meters, making repairs or investigating defects or any other legitimate business of the distribution and supply licensee.

- (2) An identification card issued under sub-regulation (1) shall bear the

employee's photograph and the seal of the distribution and supply licensee, visible on the employee and shall be shown by the employee upon request to a consumer.

(3) A consumer has a right to verify the identity of an employee with the distribution and supply licensee.

### **Powers of distribution and supply licensee to fix or erect electric lines, etc.**

17.(1) The distribution and supply licensee shall erect or fix new electric lines in, on, under or over public roads or public lands to supply new consumers provided that it is technically feasible.

(2) Where the supply of electricity to a new consumer requires the erection of a new line over or under a private land where the premises of such consumer does not have access to public roads or public lands, the following shall be applicable —

- (a) the line shall be constructed over the boundaries of private roads or private land or lands;
- (b) if for any technical reason the line cannot be constructed over the boundaries of the land or lands, it shall be located as close as possible to the boundaries of such land or lands;

(3) If a relocation of an existing line is done pursuant to regulation 44, the relocation shall be done in compliance with sub-regulations (1) and (2).

(4) Subject to the conditions established in these regulations, an employee of the distribution and supply licensee, with such assistance as and is necessary, may, at any reasonable time, enter upon any land or premises for the purpose of exercising the rights of the distribution and supply licensee and may occupy such land to carry out thereon any prescribed operation.

(5) In this regulation "prescribed operation" means —

- (i) erecting posts and other apparatus necessary for the purpose of installing a system of distribution of electricity and taking such

other action as may be necessary to render the system so installed safe and efficient;

- (ii) laying, placing or carrying electrical lines for the distribution of electricity and carrying out repairs and doing all things necessary for the maintenance of the electrical lines, posts and other apparatus; and
- (iii) putting or fixing upon or against the wall or palisades of any house, building or enclosure, any lamp irons, lamp post, insulating material, brackets, stays, rosettes or other apparatus and putting or affixing to lamp irons, lamp posts and brackets such lamps as may be necessary.

(6) The distribution and supply licensee shall, before initiating the construction of any electric line or apparatus, comply with any obligation established by any other applicable legislation and respective regulations.

(7) The distribution and supply licensee shall, before exercising any power under sub-regulation (4), —

- (a) give the occupier or owner of any land on, under or over which any prescribed operation is intended to be carried out, 14 days' notice in writing setting out the nature and extent of the operation intended to be carried out unless such operation is carried out with the consent of the owner or occupier or, due to the urgency of the circumstances necessitating such operation, it is not practicable to give such notice; and
- (b) where a prescribed operation referred to in sub-regulation (5) (i) (ii) or (iii) is intended to be carried out, obtain the approval of the Commission.

(8) A notice under sub-regulation (7) may be given to the occupier or owner by sending it by email or post to his or her last known address or, if his or her address cannot be ascertained, by affixing it to a conspicuous part of the land or premises on, under or over which the operation is intended to be carried out.

(9) Any person exercising any power under sub-regulation (4) shall, if required to do so, produce his or her identification card to the owner or occupier of the land or premises.

(10) A failure to give notice under sub-regulation (7) shall not affect the power conferred by subregulation (1).

### **Distribution and supply licensee may enter lands where conditions are dangerous or interrupting**

**18.(1)** Where any condition exists which is dangerous, interrupting or threatens to interrupt the supply of electricity, the distribution and supply licensee may enter upon any public or private land without the consent of the owner or occupier of the land and take whatever action is necessary to establish safe conditions or to ensure the continuity of the supply of electricity.

(2) Where a distribution and supply licensee acts pursuant to sub-regulation (1), the distribution and supply licensee shall, within three working days, inform the Commission in writing of the action taken and serve the owner or occupier of the land a written notice or by posting up conspicuously the notice on the land in question.

(3) Where on any land there is an unauthorised generator connected to the distribution and supply licensee's authorised electrical network system, the distribution and supply licensee may —

- (a) enter upon such land to disconnect the generator; or
- (b) isolate from the grid the connection of such consumer who is generating electricity.

### **Power of entry for inspecting, testing or maintaining electric lines, meters etc.**

**19.(1)** The distribution and supply licensee may enter upon any land or premises to which electricity is or has been supplied by the distribution and supply licensee for the purpose of —

- (a) inspecting, testing, maintaining, replacing or modifying the electric lines, meters, accumulators, fittings and other works or apparatus belonging to the distribution and supply licensee;
- (b) inspecting, maintaining, replacing or modifying the electric lines, meters, accumulators, fittings and other works or apparatus where the building is constructed or to be constructed too close to underground or overhead lines; and
- (c) for the purpose of ascertaining the quantity of electricity consumed or supplied in or to such premises or, where a supply of electricity is no longer required.

(2) Where the supply of electricity is no longer required, the distribution and supply licensee is entitled to —

- (a) cut off the supply of electricity from any such land or premises; and
- (b) enter in the land for the purpose of removing any electric lines, meters, accumulators, fittings, other works or apparatus belonging to the distribution and supply licensee.

(3) The distribution and supply licensee shall repair all damage caused by any such entry, inspection, maintenance or removal except where a person unlawfully places or erects anything which impedes or hinders the lawful entry, inspection, maintenance or removal by the distribution and supply licensee.

### **Prohibition on erecting building or structure in position or manner interfering with the supply of electricity**

**20.(1)** A person shall not erect any building or structure within 1m of low voltage, or 2m of medium voltage and High Voltage underground cables, and shall not construct or erect any structure over underground cables belonging to the distribution and supply licensee.

(2) A person shall not erect any buildings or structure within 3m of low voltage and medium voltage overhead lines, or within 5m of High Voltage lines,

and shall not construct directly beneath the overhead lines belonging to the distribution and supply licensee.

(3) A person shall not affix any equipment or lines onto distribution and supply licensee's poles without the distribution and supply licensee's written approval.

### **Distribution and supply licensee may run line etc. on roads without charges**

21.(1) Subject to the written permission of the officer of the Ministry responsible for land transport as provided in section 4 of the Road Act (Cap 205), and to the compliance to any applicable Act, the distribution and supply licensee may —

- (a) erect, place or replace electric lines along or under or over any public road without payment of any way-leave, fee or other charge; or
- (b) remove or repair any such electric line and for the purpose of erecting, placing, replacing, removing or repairing the same, to break and excavate any such road.

(2) The distribution and supply licensee shall be responsible for any damage caused by its actions pursuant to this regulation and shall repair such damage.

(3) Whenever the distribution and supply licensee break up or excavates any road, it shall with all convenient speed complete the work for the purpose for which the road was broken up or excavated.

(4) The distribution and supply licensee shall, until the road has been made good, warn persons using the road of the danger constituted by the breaking up or excavation.

### **Payment of compensation for damage to property**

22.(1) The distribution and supply licensee shall, in the performance of any

of the functions under these Regulations, cause as little inconvenience and damage to other persons and properties as is reasonably practicable.

(2) The distribution and supply licensee is liable to pay compensation to any person who suffers damage to his or her property as a consequence of the performance of the functions under these Regulations.

### **Easements**

**23.** The distribution and supply licensee shall have the right to constitute easements in accordance with the requirements established in section 63 of the Act.

### **Resale of service for profit prohibited**

**24.(1)** An electricity supply service provided by the distribution and supply licensee is for the consumer's own use and shall not be resold, except in the cases where such resale was agreed with the distribution and supply licensee.

(2) Where individual metering of an electricity supply service is not required and a master metering is used instead, sub-metering may be used by the consumer solely for the purpose of allocating the cost of the electricity supply service billed to the consumer's account by the distribution and supply licensee.

(3) In this regulation, an electricity supply service is “sub-metered” when separate meters are used to allocate among lessees or other entities the monthly bill rendered by the distribution and supply licensee to the consumer for the electricity supply service.

(4) The distribution and supply licensee shall not intervene in cases of disputes related to the supply of electricity between the persons sub-metered and the consumer.

### **Supply to adjacent properties through one meter**

**25.(1)** A consumer shall not place or extend electric lines to furnish electricity supply service for an adjacent premise through one meter even though such adjacent premises are owned by the same consumer, unless written consent is obtained from the distribution and supply licensee.



(2) The distribution and supply licensee may disconnect a consumer that breaches the obligation established in sub-regulation (1).

### **Compliance with standards**

**26.** The distribution and supply licensee shall not connect a consumer to an electricity supply service unless the consumer's installation has a certificate of approval issued by the Chief Electrical Inspector or the Electrical Manager.

### **Discontinuance with notice**

**27.(1)** The distribution and supply licensee may discontinue the supply of electricity to a consumer if —

- (a) the installation, apparatus or works in or serving the consumer's premises does not comply with applicable standards and regulations in force;
- (b) it is determined that the information provided in the application for electricity supply service was incorrect; or
- (c) the consumer does not pay the bill within the term specified.

(2) The distribution and supply licensee shall, before discontinuing a consumer's electricity supply —

- (a) due to the reasons described in sub-regulation (1) (a) and (b), give the consumer a notice to remedy the contravention within 7 days; and
- (b) due to the reasons described in sub-regulation (1) (c), give the consumer a notice in accordance with regulation 47.

(3) The distribution and supply licensee shall resume the supply of electricity when the conditions that justified the discontinuance are resolved and the reconnection fee are paid by the consumer.

(4) Subject to subregulation (3), the distribution and supply licensee shall bare the cost of reconnecting the consumer when disconnection cannot be justified.

(5) A consumer may file a complaint in accordance with regulation 30 to dispute the existence of a condition or activity that allows the distribution and supply licensee to discontinue the supply of electricity under this regulation.

(6) If it appears to an electrical inspector that any part of the installation or any apparatus which is or may be connected to it is in any way defective, he or she may cause to be served upon the consumer a notice to remedy the defect within a reasonable time specified in the notice and, if necessary, to disconnect any apparatus or part of the installation or to take any other precautionary measures specified in the notice until the defects have been remedied to the satisfaction of the electrical inspector.

### **Discontinuance without notice for dangerous or unauthorised use**

**28.(1)** In the cases stated in regulation 27(5) and (6), if the inspector has reason to believe that immediate action is necessary to obviate danger he or she may enter the premises of any kind where an installation is situated with the assistance of the Police and —

- (a) disconnect the source of the installation or any part of it, or any apparatus, and take any other measure that he or she considers necessary; or
- (b) in the case of a generator's installation he or she may order the generator to be stopped.

(2) The distribution and supply licensee may also discontinue an electricity supply service without notice when there has been meter tampering, or any unauthorised re-metering, resale, extension or other disposition of the electricity supply service or use of the electricity supply service without intention to pay for the service.

(3) The electricity service may remain discontinued until the dangerous

condition or improper or unauthorised use is remedied and full payment is made for the electricity supply service.

(4) The electricity supply service used during an unauthorised period shall be calculated on classifications and tariffs approved, together with reimbursement for the expenses incurred.

(5) Where on any land there is an unauthorised generator connected to the distribution and supply licensee's authorised electrical network system, the distribution and supply licensee may disconnect the generator.

### **Tariffs**

**29.(1)** The distribution and supply licensee shall —

- (a) apply the categories of consumers approved by the Commission; and
- (b) charge for the electricity supply service the rates approved by the Commission for each category of consumers.

(2) Where the distribution and supply licensee apply higher rates and issues bills for higher amounts to which it corresponds inaccurately, the distribution and supply licensee shall reimburse the consumer the extra amounts received, and such reimbursement shall be calculated at the rate in force on the date of the communication of the abnormality and will cover the period between the date of payment made and that of its effective return.

### **Consumer service and Consumer complaints**

**30.(1)** The distribution and supply licensee shall establish a customer service mechanism to resolve the complaints that the consumers may submit in relation with the provision or quality of the supply service.

(2) The consumer service mechanism of the distribution and supply licensee shall ensure that consumers may contact or submit a complaint personally, by telephone, through the distribution and supply licensee's website or by any other means authorised by the Commission.

(3) The distribution and supply licensee shall allow free telephone call services for receiving claims due to lack of supply and emergencies, during the twenty-four hours of the day, every day of the year.

(4) The distribution and supply licensee shall —

- (a) assign a number to each complaint received by any means which identifies each complaint, and shall inform immediately such number to the consumer; and
- (b) resolve the complaints of consumers no later than 14 days after the filing of the complaint.

(5) If the consumer does not receive a response from the distribution and supply licensee within the term specified in sub-regulation (4) (b), or if the consumer is not satisfied with the response of the distribution and supply licensee, the consumer may submit a complaint to the Commission and the Commission shall resolve the complaint within 30 days of the reception of the complaint.

(6) If the distribution and supply licensee or the consumer is dissatisfied with the resolution made pursuant to sub-regulation (5), he or she may appeal the decision before the Fair Trading Tribunal established under section 14 of the Fair Trading Act (2022).

(7) The Commission may, at any stage of the proceedings, adopt interim measures necessary for the effective management and resolution of a complaint. These measures may include preserving evidence, suspending actions that may prejudice the investigation, or providing temporary relief without affecting the final outcome of the complaint.

### **Consumer information**

**31.(1)** The bills sent by the distribution and supply licensee to its consumers shall indicate —

- (a) tariff category of the consumer and values of the corresponding charges;

- (b) units consumed and included in the bill;
- (c) places or methods of payment;
- (d) due date of the subsequent bill; and
- (e) details of applicable charges, taxes and fees.

(2) The distribution and supply licensee shall provide consumers, on its website and at its offices, general information related to the electricity supply service including —

- (a) the requirements and conditions for the application and maintenance of an electricity supply service;
- (b) the “guidelines for service connection enquiry processing” in force as well as any amendment or replacement of those guidelines that the distribution and supply licensee may approve from time to time;
- (c) the rights of consumers to contact the licensee and to submit complaints related to the supply service;
- (d) the opening hours to the public, telephone numbers, addresses, emails and any other mechanism by which consumers can submit complaints to the distribution and supply licensee; and
- (e) the requirements and methods by which they may submit a complaint to the Commission.
- (f) any other communication which they may find relevant for consumers.

### **Technical quality of service standards**

**32.** The distribution and supply licensee shall maintain high quality of service and shall comply with the minimum technical quality of service standards established by regulations.

### **Licensee's liability for failure to supply electricity**

**33.(1)** If the distribution and supply licensee fails to provide to a consumer or intended consumer the electricity supply service within the term specified in regulation 4, it shall be liable to pay to that consumer or intended consumer a penalty of SCR500 per day for the days that the consumer was not provided with the service.

(2) The penalty established in sub-regulation (1) shall not be applicable if the distribution and supply licensee —

- (a) has a legal or technical impediment to supply a service applied for to a consumer or intended consumer; or
- (b) the premises of such consumer is located in excess of 50 meters from the nearest point of connection.

(3) A request for connection of electricity supply service that do not involve a standard installation because the distribution and supply licensee does not supply the electricity supply service in the requested geographical area are excluded from the application of this regulation.

(4) If the distribution and supply licensee suspends the supply service or disconnects a consumer in situations not authorised by these regulations, the distribution and supply licensee shall be liable to pay such consumer a fixed penalty sum of SCR1,000.

### **Liability of licensee**

**34.** The distribution and supply licensee shall keep all electric lines, apparatus and installations that it places and maintains on the premises of a consumer, either belonging to itself or under its control in a safe condition and protected as necessary to obviate danger.

### **Licensee's liability for damages**

**35.(1)** The distribution and supply licensee shall not be liable for any loss or damage to an authorised auto-producer or to a consumer or to any part of a private

installation resulting from anything done or intended to be done in pursuance of the Act or these regulations or any agreement thereunder, unless the loss or damage is due to the wilful default of the distribution and supply licensee or their agents or employees.

(2) The Government or the distribution and supply licensee shall not be held responsible for the cessation or deficiency of the supply of electricity and shall not be liable for any loss or damage direct or consequential due to or arising from such cessation or deficiency resulting from any cause within the consumer's premises or from strike, lock-out, force majeure, legislative action or embargo.

(3) Where damages are caused to the appliance and equipment of a consumer by deficiencies in the technical quality of the supply service attributable to the distribution and supply licensee, the distribution and supply licensee shall be liable for the repair or replacement of the damaged appliances within a reasonable manner.

(4) The repair of the damage due pursuant to sub-regulation (3) does not exempt the distribution and supply licensee from the application of the sanctions established in the regulations, ruling the technical quality of service standards due by such licensee.

### **Safety precautions**

**36.** The distribution and supply licensee shall comply with all recognised safety practices and rules, and applicable regulations relating to health, security and safety, and shall take all reasonable precautions to avoid danger to the public or to any employee during and in connection with the installation, replacement, extension, operation and maintenance of any of their lines, apparatus and installations.

## **Part IV - Consumer's Installation**

### **Consumer's installation**

**37.(1)** A consumer's installation consists of all wires, switches, appliances and equipment of every kind and nature used in connection with or forming part of an installation for using an electricity supply service for any purpose (except

meters and associated equipment) located on the consumer's side of the point of common coupling, whether such installation is owned by the consumer or used by the consumer under lease or otherwise.

(2) The consumer shall maintain his or her own facilities in good condition, and shall keep the premises where the meters or measuring equipment are installed clean, dry, signposted and free of obstacles.

(3) Where the consumer notices that the facilities of the distribution and supply licensee, including the meter, is flawed or faulty, such consumer shall —

- (a) notify the distribution and supply licensee as soon as possible; and
- (b) not manipulate, repair, remove or modify those installations.

(4) The consumer shall not alter his or her electrical installations without obtaining the prior approval of the distribution and supply licensee.

### **Protection**

**38.** A consumer is responsible for the protection of all equipment connected to the electricity supply service after the point of common coupling.

### **Multi-family dwellings**

**39.(1)** Where there consists of multi-family dwellings, each occupant shall have access to the means of disconnection of their own electricity supply and to every other residual current device protecting the conductors supplying that occupancy.

(2) Where there consists of multiple dwelling housing units, the distribution and supply licensee shall —

- (a) place its equipment and meters in a specific meter room that shall be provided to it; and
- (b) be ensured exclusive access to such meter room.



## **Change of consumer's installation**

**40.(1)** Any change or rewiring in the consumer's installation which may materially affect the operation of any portion of the distribution and supply licensee's network, shall not be made without prior written consent of the distribution and supply licensee and without complying with the applicable standards.

(2) A consumer who makes any change in the consumer's installation which does not comply with sub-regulation (1) —

- (a) is liable for any damage caused to the distribution and supply licensee or to any other consumer equipment or electricity supply service;
- (b) shall pay the distribution and supply licensee all the costs incurred for any repairs to the networks or other consumers' installations; and
- (c) may be subject to discontinuance of electricity supply service.

## **Electric auto-generators and other sources of powers**

**41.(1)** A consumer shall, before interconnecting any auto-generation installation or any other source of electric power located prior to the point of common coupling, apply for and obtain a new interconnection agreement with the distribution and supply licensee.

(2) A consumer who violates sub-regulation (1) is liable to pay the costs, losses and damages arising out of any such improper and unauthorised connection to the distribution and supply licensee's facilities.

## **Part V- Distribution and Supply Licensee's Installations**

### **Protection of distribution and supply licensee's installations**

**42.** A consumer shall protect the distribution and supply licensee's property on the consumer's premises and shall not knowingly or intentionally

allow any person other than the distribution and supply licensee's inspectors or persons authorised by applicable legislation, to have access to the distribution and supply licensee's wiring, meters, installations and apparatus.

### **Damage to distribution and supply licensee's property**

**43.** In the event of any loss or damage to property of the distribution and supply licensee caused by the consumer, the consumer shall be liable to pay the cost of repairing such damage.

### **Relocation of distribution and supply licensee's facilities**

**44.(1)** When there is a construction in the premises of the consumer or change in the consumer's operation which, in the opinion of the distribution and supply licensee and for safety reasons makes the relocation of the distribution and supply licensee's facilities necessary, or if such relocation is required by the consumer, the distribution and supply licensee shall —

- (a) upon an application being made by the consumer in the form approved by the Commission; and
- (b) within 60 days, move the lines or installations of which relocation has been decided or requested.

(2) The term specified in sub-regulation (1) (b) shall not be applicable if there are legal and technical impediments.

(3) If the relocation or modification in the premises of a consumer is decided by the distribution and supply licensee, the corresponding costs shall be borne by such licensee, except in the case stated in sub-regulation (4).

(4) If the relocation or modification in the premises of a consumer is decided by the distribution and supply licensee for safety reasons and because the owner of a premises placed a construction in unsafe proximity to infrastructure, the cost of such relocation or modification of such infrastructure shall be borne by the consumer.

(5) If the relocation or modifications in the premises of a consumer is

required by a consumer, the costs of the modification or relocation shall be borne by the consumer.

### **Tree trimming**

**45.(1)** The distribution and supply licensee may trim, and if necessary, fell trees on premises of a consumer that are likely to threaten the electrical supply to any consumer.

(2) If a consumer intends to trim or fell trees that are too close to power lines, he or she shall —

- (a) inform and obtain approval from the distribution and supply licensee;
- (b) ensure that the person who trims the tree is trained for the purpose; and
- (c) the work is done under the supervision of a representative of the distribution and supply licensee.

## **Part VI - Billing**

### **Meter reading**

**46.(1)** A Consumer's meter shall be read by the staff of the distribution and supply licensee as practicable at intervals of one month.

(2) The period of charge is between the previous reading and the subsequent reading and is ordinarily treated as one whole month but where, on change of consumer or for other cause, the interval is abnormal, monthly charges are deemed to accrue from day to day.

(3) The distribution and supply licensee shall ensure that accurate meter readings are obtained and a consumer shall ensure that the distribution and supply licensee has reasonable access to the meter.

(4) If the distribution and supply licensee finds it impossible to have access to the meter, an estimated reading will be entered and an "estimated" bill will be rendered.

(5) Any discrepancy between the estimate made pursuant to sub-regulation (4) and the actual consumption of electricity shall be corrected when the next actual reading is taken.

### **Regular bills and cutting off for arrears**

47.(1) The bills for electricity supply service shall be sent by the distribution and supply licensee to consumers as soon as practicable after each reading.

(2) The distribution and supply licensee shall hand deliver, post or email or by any other means as agreed with the consumer, a bill to the consumer at the service address or some other mutually agreed upon address or email address.

(3) The bill —

- (a) shall establish a term for payment that shall not be less than fourteen 14 days from the date mentioned in the bill; and
- (b) becomes payable from the date mentioned in the bill and until the deadline mentioned therein.

(4) If the bill is not paid on or before the deadline, it shall be deemed to be in arrears.

(5) Where a bill has been in arrears for seven 7 days, the distribution and supply licensee may give the consumer a notice of demand and warning, in the prescribed form, and if the bill remains unpaid for a further period of seven 7 days, the distribution and supply licensee may discontinue service to the consumer.

(6) If after a discontinuance of the electricity supply, the debt remains unpaid, the distribution and supply licensee may sue the consumer to recover the amounts due for the electricity service.

(7) Where a consumer's bill is in arrears, a sum equal to the accrued day to day monthly charge as indicated by the meter readings shall, in addition to the debt for the arrears, be due and payable by the consumer.

(8) The distribution and supply licensee shall restore the disconnected service on payment of all arrears, the reconnection fee and of such deposit as the distribution and supply licensee may require pursuant to these regulations.

(9) The Commission may from time to time modify the reconnection fee established in Annex 1.

### **Meter and bill for each point of common coupling**

**48.(1)** The distribution and supply licensee shall —

- (a) establish one point of common coupling for each consumer; and
- (b) calculate the bill for service measured by a single meter for each point of common coupling.

(2) Two or more delivery points shall be considered as separate services and bills shall be separately calculated for each point of common coupling.

### **Non-receipt of bill**

**49.(1)** The non-receipt of a bill by the consumer shall not be a reason for non-payment of the bill.

(2) If the consumer does not receive a bill, they may request it from the distribution and supply licensee.

### **Payment options**

**50.** A consumer may pay his or her bills through any of the payment options offered by the distribution and supply licensee.

### **Non-payment of the bill**

**51.(1)** Where a consumer defaults on a payment due to the distribution and supply licensee for the electricity supplied, the distribution and supply licensee may, subject to subregulation (2), suspend the supply of electricity to such consumer until the payment defaulted and the reconnection fee due under these regulations are paid.

(2) The distribution and supply licensee shall, before suspending the supply of electricity, notify the consumer in advance in writing, by email or by other acceptable form, its intention to discontinue the electricity supply service due to absence of non-payment of the bill.

### **Use of deposit**

**52.(1)** The distribution and supply licensee may make use of the deposit requested pursuant to regulation 7, for the payment of all or part of an unpaid bill.

(2) If the deposit is used pursuant to sub-regulation (1) by the distribution and supply licensee, the consumer shall replace the deposit to the same extent as previously required by the distribution and supply licensee.

(3) If a consumer fails to comply with a notice served on him or her by the distribution and supply licensee or to replace the deposit as required under this regulation, or such deposit otherwise becomes invalid or insufficient, the distribution and supply licensee may discontinue the supply of electricity to the consumer until the deposit due is paid by such consumer.

### **New occupier not responsible**

**53.** If an occupier of any premises leaves the premises without paying any amount due to the distribution and supply licensee for the electricity supply service, the distribution and supply licensee is not entitled to require from the next occupant of the premises the payment of the amount due.

### **Reconnection of service**

**54.(1)** Where the distribution and supply licensee suspend the supply of electricity to a consumer after due notice under regulation 47, the distribution and supply licensee shall reconnect the supply of electricity to the consumer within 24 hours after the payment of the unpaid bill and the reconnection fee.

(2) Where the day for such reconnection of the service falls on a Sunday or a public holiday, such reconnection shall be done on the subsequent working day thereafter.

(3) Where the distribution and supply licensee suspend the supply of electricity to a consumer in accordance with regulation 28 (1), the distribution and supply licensee shall reconnect the supply of electricity to the consumer within 48 hours from the date on which —

- (a) the reasons that justified the disconnection of the service has been addressed; and
- (b) the consumer paid the reconnection fee established in Annex 1.

## **Part VII - Meters**

### **Metering generally**

**55.(1)** The supply of electricity to a consumer by the distribution and supply licensee shall be recorded by a meter supplied and maintained by the distribution and supply licensee.

(2) Where electricity is supplied through a meter in accordance with sub-regulation (1), the meter record shall be evidence of the quantity or time related to the supply unless there is evidence to the contrary.

(3) The distribution and supply licensee shall fix or incorporate between the service line and each consumer's installation a meter or meters and a service fuse calibrated to obviate danger to the consumer's premises or installation and shall seal these with a device designed to deny access thereto by any person, other than an inspector or a wireman employed by the distribution and supply licensee.

(4) Every meter shall remain the property of the distribution and supply licensee whether fixed to the premises of the consumer or not.

(5) No one except the authorised employees of the distribution and supply licensee shall disconnect or unseal the distribution and supply licensee's meters, indicators or main fuses or in any way interfere with the service line or lines or meter connections.

(6) No obstruction shall be placed in the vicinity of any meter which shall be a hindrance to the distribution and supply licensee's meter reader, and the existence of such an obstruction shall constitute a breach of these regulations.

(7) The consumer shall keep safe all meters and all other electrical apparatus belonging to the distribution and supply licensee which are installed on the consumer's premises.

(8) Where any damage is caused to meters or other electrical apparatus stated in subregulation (7) by fire, water, accident or by any other agency for which the distribution and supply licensee or its employees are not responsible, the consumer if directly or indirectly involved, shall pay to the distribution and supply licensee the cost of any such damage.

(9) The distribution and supply licensee may measure the supply of electricity to self-catering tourism businesses with multiple short term apartment's rentals (up to 30 consecutive days) using one meter.

(10) The distribution and supply licensee has the right to replace multiple meters with only one meter and vice versa when such replacement is based on the activity or activities of the consumer.

### **Location of meters and service equipment**

**56.(1)** The distribution and supply licensee shall fix the meter on the premises of a consumer on the exterior of any building or structure or other exterior location.

(2) A meter previously installed on the date of commencement of these Regulations may be relocated by the distribution and supply licensee in accordance with sub-regulation (1).

(3) A consumer shall assign to the distribution and supply licensee a place in which to install the meter service entrance equipment that is acceptable to the distribution and supply licensee.

(4) The meter circuit breaker shall be located in a suitable location of easy access and as close as possible to the point where the service conductors enter the building, so that the visits of the inspectors or agents of the distribution and supply licensee cause the minimum inconvenience to all the parties.

(5) A meter and other service entrance equipment may not be located in



any place that the distribution and supply licensee consider hazardous and the location shall comply with requirements established in these regulations

### **Metering expense**

**57.(1)** The distribution and supply licensee shall, at its own expense, maintain all meters in proper order through inspections and testing at such intervals as deemed reasonable by the distribution and supply licensee or as requested by any consumer.

(2) The expenses related to the removal, testing, inspection or replacement of a meter shall, unless otherwise provided in these Regulations, be borne by the distribution and supply licensee.

### **Certification of meters**

**58.(1)** A meter shall be duly certified in accordance with applicable regulations.

(2) If an alteration is made in a certified meter, the meter will cease to be a certified meter unless it is again certified under this regulation.

### **Setting and removing meters**

**59.(1)** Any person other than a duly authorised agent of the distribution and supply licensee shall not connect, set or remove or make any action or changes which will affect the accuracy of a meter.

(2) Each consumer of the distribution and supply licensee shall be separately metered.

(3) In cases where two or more meter installations are made in one building, such as an office building or multiple dwelling units, the meters shall be grouped in one location so as to be readily accessible.

### **Tampering**

**60.(1)** The distribution and supply licensee shall be the owner of all the

meters and metering equipment directly connected to the electricity network in the area designated to it in the terms of the licence.

(2) Where a consumer tampers with the meter, the meter's seals or locks or any other distribution and supply licensee's property or makes unauthorised connections to the meter, the consumer may be subject to interruption of electricity supply service pursuant to regulation 28 and shall reimburse the distribution and supply licensee for the expenses incurred, including repairs.

(3) A person who unlawfully tampers with any installation of the supply of electricity so as to cause or to be likely to cause danger to any person or property commits an offence and is liable on conviction to a fine of SCR 10,000 or to imprisonment for a term not exceeding 2 years or both.

(4) A person who dishonestly abstracts, consumes or uses any electrical energy or dishonestly tampers with any meter or electrical with any part of an installation related to a meter so as to prevent the meter from recording correctly the true amount of electrical energy supplied commits an offence and is liable on conviction to a fine up to SCR 20,000 or imprisonment for a term not exceeding 6 months or both.

(5) Where a meter on a consumer's premises has been sealed by the distribution and supply licensee and the seal is broken, it shall be presumed until the contrary is proved, that an offence against this regulation has been committed.

### **Meter tests**

**61.(1)** The distribution and supply licensee shall maintain the accuracy of its meters, and shall test as necessary to ensure their correct operation.

(2) When a consumer considers that his or her meter is malfunctioning, such consumer may request the distribution and supply licensee to test the meter.

(3) The consumer shall pay the fee associated to the test of the meter specified in Annex 1 except when the meter is found as registering erroneously pursuant to regulation 62.

### **Faulty meter**

**62.(1)** If a meter, when tested by the distribution and supply licensee, is found as registering erroneously in comparison to a standard meter —

- (a) the meter shall be deemed to have mis-registered from the date indicated by the consumer who requested the test, which cannot exceed 6 months before the date of the test, unless there is substantial evidence that it had begun to register erroneously on a later date; and
- (b) the test result will be conclusive evidence of the accuracy of the meter.

(2) If the result of a test under sub-regulation (1) shows that the meter is registering more than 4% above or below the registration on the standard meter, the distribution and supply licensee shall replace the meter.

(3) When a meter does not register the consumption of electricity by a consumer within the margin of error allowed by sub-regulation (2), the distribution and supply licensee shall calculate the average monthly amount charged to that consumer during the period mentioned in sub-regulation (1)(a), and shall charge or credit the difference to the consumer, as the case may be.

### **Metering at high voltage**

**63.(1)** The electricity supply service at high voltage will be the subject of special negotiations and agreement between a consumer and the distribution and supply licensee.

## **Part VIII - Obligations of Consumers**

### **Owners to facilitate inspection**

**64.(1)** The owner or occupier of any premises in which an installation is situated and the owner and the person in charge of every installation shall at all reasonable times permit and facilitate the inspection and testing of the installations and the performance by an electrical inspector of their duties under these regulations.

(2) A person who obstructs or threatens an electrical inspector in the exercise of his or her powers or the performance of his or her duties under these regulations commits an offence and is liable on conviction to a fine not exceeding SCR10,000 or imprisonment for a term not exceeding one year.

### **Extensions**

**65.(1)** A consumer shall not, without the permission of the Chief Electrical Inspector previously given in writing, increase the number of lighting points, power points or machines in his or her installation or replace any consuming apparatus with other apparatus of greater capacity which would have an effect on the electricity grid.

(2) A consumer who violates subregulation (1) is liable to a fine not exceeding SCR5,000.

(3) A contractor who alters an electrical installation in breach of this regulation commits an offence and is liable on conviction to a fine not exceeding SCR 20,000 and the court may order the cancellation of his certificate of proficiency.

### **Obviation of interference and danger**

**66.(1)** A consumer shall not allow —

- (a) any lamp or other apparatus to be used in such a manner as to cause any avoidable interference with the efficient supply of energy to other consumer;
- (b) any lamp or other apparatus to be used in such a manner as to cause any kind of danger; or
- (c) any disused wiring to remain in any installation.

### **Occupier to give notice of accident**

**67.(1)** If any person sustains a serious shock, burn or other injury as the result of the discharge of energy from an installation, the occupier of the premises where

such accident occurred and the person in charge of installation shall forthwith give notice of the facts to the police and to the Chief Electrical Inspector.

(2) An occupier or person who fails to give notice required by subregulation (1) liable to a fine not exceeding SCR5,000.

## **Part IX - Miscellaneous**

### **Service of process**

**68.** Any notice or other process under the Electricity Act or these regulations relating to an installation may be served on the person having, at the time of service, apparent control or management of the installation or if no such person can be found without delay, on the occupier of the premises or, in the case of a prosumer's installation, by post or otherwise on the holder of the permit.

### **Repeal of Regulations**

**69.(1)** Regulations 3, 4 and 5 of Public Utilities Corporation (Miscellaneous) Regulations are hereby repealed.

(2) Regulations 47, 48, 49 and 57 of the Electricity Regulations are hereby repealed.

## **SCHEDULE I**

*(Regulation 6, 61, 47)*

**Surcharge:** For each period of 30 days or part thereof after an amount is due, a surcharge of 2 per cent shall be levied on a compounding basis on an unpaid amount.

- 1) Attendance to installation when called out and found that the supply is in order up to meter but the fault is in the consumer's installation:  
Actual cost subject to a minimum charge of 200.00
- 2) Extra meter reading at consumer's request 150.00
- 3) **Testing of installation –**
  - (a) Connection, extensions, alterations or checks –
    - (i) 1 phase 200.00
    - (ii) 3 phase 420.00
  - (b) Payable by the Licensed Electrical Contractor for every additional test after failure of an initial test –
    - (i) 1 phase 250.00
    - (ii) 3 phase 420.00
  - (c) Penalty Payable upon disconnection due to any illegal or unauthorised connection. 2000.00  
In the event of a repetition of the offence, the charges will be doubled.
- 4) Testing of a meter refundable if inaccuracy of a meter is found to exceed 4 per cent –
  - (a) Site test confirming the accuracy of the meter 150.00
  - (b) Bench test confirming the accuracy of the meter 150.00
  - a. **Service contribution for initial mains supply –**
    - (a) First 50m of overhead service line Free



Meter number

*COMPLETE IN BLOCK CAPITALS PLEASE*

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FOR OFFICE USE ONLY
Tick where appropriate
NEW CONNECTION
RECONNECTION
CHANGE OF NAME
CHANGE OF OCCUPANT
TEMPORARY SUPPLY
ADDITIONAL LOAD
REWIRING
CHANGE METER POSITION
DIVERSION



1. Meter address

DEPOSIT
R .....
CONNECTION FEE
R .....
CONTRIBUTION
R .....
Receipt No: .....
Date: .....
S.C.E
C.S.O
No:.....
C.O.O

2. ....  
of Premises to .....  
be supplied .....

**Parcel number**

3. Name of Applicant (For a Corporation, Company or  
Partnership give full title and see  
Note 1. Overleaf re Status)

Surname .....

Mr

Forenames Mrs. ....

Miss

Other

N.I.N

4. Invoice Address .....

.....P.O. Box .....

**Phone Number**

5. Name of Builder  
Or developer if .....  
new property

6. Type of Premises (Domestic, Government, Commercial)  
.....

7. Name & Address of Owner  
.....  
.....

7a. Applicant was last/is a consumer .....

7b. Previous Account No: 

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8. Name of previous occupant if known .....

9. Date supply required or date of occupation where already connected  
.....

10. I/We apply for a supply/additional supply up to a capacity of  
.....  
Amps in accordance with the Corporation’s published tariffs

11. I/We agree to conform to the Electricity Regulations and accept the terms  
and conditions specified overleaf on the understanding that the  
Corporation will provide me/us with a metered supply of electricity

Signature of applicant .....

Witness: (other than S.E.C.L. employee)

Status .....

Sign .....

Name .....

Date .....

Address .....

.....

Status.....

**MADE this 21<sup>st</sup> day of October, 2024.**

**FLAVIEN JOUBERT  
MINISTER FOR AGRICULTURE,  
CLIMATE CHANGE AND ENVIRONMENT**

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