

# ELECTRICITY SUPPLY AND DISTRIBUTION (STANDARDS OF PERFORMANCE) REGULATIONS, 2008

## ARRANGEMENT OF REGULATIONS

### *Regulation*

#### *Purpose and application*

1. Purpose
2. Application

#### *Application for new service*

3. Breach of application processing procedures

#### *Reliability of electricity supply*

4. Interruption of supply
5. Restoration of supply
6. Breach of requirement for notice of interruption
7. Reporting standards

#### *System voltage*

8. System voltage complaint

#### *The meter*

9. Requirement for a meter
10. Separate meter
11. Prepayment meters
12. Meter repositioning
13. Revision of meter
14. Meter complaint

#### *Miscellaneous provisions*

15. Payments
16. Dispute resolution
17. Notification of rights of customers
18. Provision of information
19. Exemptions from compensation payment
20. Penalty
21. Transitional provisions
22. Interpretation

