

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

