

KINGDOM OF CAMBODIA
NATION RELIGION KING
ELECTRICITY AUTHORITY OF CAMBODIA
REGULATIONS ON
GENERAL CONDITIONS OF SUPPLY OF ELECTRICITY
IN THE KINGDOM OF CAMBODIA

UNDER ELECTRICITY LAW OF THE KINGDOM OF CAMBODIA

Approved by EAC's session No. 14 on dated 17 January 2003

REGULATIONS ON GENERAL CONDITION OF SUPPLY OF
ELECTRICITY IN THE KINGDOM OF CAMBODIA

ELECTRICITY AUTHORITY OF CAMBODIA

- Seen the Electricity law of the Kingdom of Cambodia, which was promulgated by the Royal KRAM No. NS/RKM/0201/03 of February 2, 2001
- Seen the Royal Decree of Preahbath Samdech Preah NORODOM SIHANOUK, the king of the Kingdom of Cambodia No. NS/RKT/0201/039 of February 17, 2001 on the appointment of Excellency TY NORIN as a Chairman of Electricity Authority of Cambodia
- In accordance with the consultation with concerned Ministries and institutions, licensees and public, made from October 01, 2002 to January 15, 2003
- In accordance with the decision of Session No.14 of EAC dated January 17, 2003

DECIDES

Article 1 – Issue Regulations called “General Conditions of Supply of Electricity in the Kingdom of Cambodia” under Electricity Law of the Kingdom of Cambodia for governing the relations in the supply of electric power between suppliers and consumers, to ensure the supply electric power to consumers in the Kingdom of Cambodia be performed efficiently, qualitatively, and in a transparent manner in accordance with the Electricity Law.

Article 2 – These Regulations have the whole contents as attached document.

Article 3 –These Regulations shall apply to all Distribution Licensees, Retail Licensees, consolidated licensees which is consisted of one of the above licenses and all consumers of electricity in the Kingdom of Cambodia, related to the supplying, receiving and use of electricity.

Article 4 – These Regulations shall come into force for implementation from the date of signing until the new decision.

Article 5 – Secretariat of the Electricity Authority of Cambodia shall publicize these Regulations to the public.

Phnom Penh, January 30, 2003

CHAIRMAN OF EAC

ARRANGEMENT OF THIS DOCUMENT

For easy use and reference, this document is arranged in Chapters. Each chapter is numbered by a numeral and also has a heading, which describes the subject of the chapter. The heading of the chapter is written in the beginning of the chapter.

Each Regulation in this document is placed in paragraph and the numeral in the beginning of the paragraph indicates the number of the Regulation by which each regulation is identified for reference (example: Regulation No.27 means regulation stated in paragraph with the 27 in the beginning of the paragraph). The Regulations are numbered continuously from the beginning to the end of the document and are not dependent on the chapter to which they belong.

A group of regulations in a Chapter, dealing with one subject, is placed under a group heading. The group headings are numbered chapter wise, the number before the decimal point indicating the number of the Chapter and the number after the point giving the number of the group heading.

TABLE OF CONTENTS

Chapter 1: Purpose, Title, Jurisdiction and Definitions

1.1 Purpose

1.2 Title

1.3 Jurisdiction

1.4 Definitions

Chapter 2: Category of Consumers and System of Supply

- 2.1 Category of Consumers as per Voltage of Supply
- 2.2 Category of Consumers as per Utilization of Supply
- 2.3 System of Supply

Chapter 3: Application for New Supply

- 3.1 Application for New Supply
- 3.2 Nonpayment Clearance
- 3.3 Small Consumer
- 3.4 Medium Consumer
- 3.5 Big and Bulk Consumer
- 3.6 Connection Charges
- 3.7 Suppliers Obligation to Supply

Chapter 4: Supplier's Equipment and Apparatus on Consumer's Premises

- 4.1 Supplier's Equipment and Apparatus on Consumer's Premises
- 4.2 Consumer not to Interfere with the Supplier's Equipment and Apparatus
- 4.3 Access to Consumer's Premises

Chapter 5: Consumer's Apparatus and Installation

- 5.1 Wiring on Consumer's Premises
- 5.2 Balance of Load
- 5.3 Parallel Operation with Suppliers System

Chapter 6: Contracted Load, Agreement and Security Deposit

- 6.1 Contracted Load
- 6.2 Agreement
- 6.3 Assignment of Agreement
- 6.4 Change in the Category of Consumer
- 6.5 Deemed Termination of Agreement
- 6.6 Security Deposit

Chapter 7: Request for Additional Supply

7.1 Addition and Alteration of Consumers Installation

7.2 Request for Additional Supply

7.3 Request for Reduction of Contracted Load

Chapter 8: New Construction

8.1 Standard of Construction and Maintenance

8.2 New Construction

Chapter 9: Meters

9.1 Installation and Testing of Meters

9.2 Adjustment of Bills due to Meter Error

9.3 Meter Reading

Chapter 10: Tariff and Billing

10.1 Tariff

10.2 Billing Information 10.3 Payment of Bills

Chapter 11: Unauthorized Use of Electricity and Compensation

11.1 Prohibition

11.2 Compensating the cost of electricity used unauthorisedly or dishonestly

11.3 Penalizing for the use of electricity unauthorised or dishonest

Chapter 12: Continuity of Service and Force Majeure

12.1 Continuity of Supply

12.2 Force Majeure

Chapter 13: Consumer Protection and Complaint Handling

13.1 Prohibition of Discrimination

13.2 Quality of Supply

13.3 Notice for Disconnection of Supply

13.4 Standards of Performance

13.5 Right to Information

13.6 Right of the Consumer to File a Complaint

13.7 Complaints on Voltage

13.8 Complaints on Interruption/Failure of Supply

- 13.9 Complaints about Meters and Meter Readings
- 13.10 Complaints about Incorrect Bills
- 13.11 Complaint on Disconnection or Reconnection
- 13.12 Complaint on Delay in Giving New Connection
- 13.13 Complaint to EAC

Chapter 14: Power of EAC to Remove the Difficulties and Jurisdiction of Courts

- 14.1 Power of EAC to Remove Difficulties
- 14.2 Right to Appeal

CHAPTER 1

PURPOSE, TITLE, JURISDICTION AND DEFINITIONS

1.1 PURPOSE

1. In exercise of powers conferred by Article 7(b), 7(e) and 7(k) of the Electricity Law promulgated by the Royal Decree No. NS/RKM/0201/03 dated February 02, 2001, the Electricity Authority of Cambodia hereby make the following Regulations to govern the distribution and supply service, procedure thereof, functions and obligations of the supplier and the rights and obligations of consumers and matters connected therewith. The aim of these regulations is to ensure the provision of distribution and supply of electricity services shall be performed efficiently, qualitatively and in a transparent manner. These regulations cover the procedures for new connection, additional supply, billing and payment, construction of new facilities and handling of consumer' complaints.

1.2 TITLE

2. These Regulations shall be called "General Conditions of supply of electricity in the Kingdom of Cambodia".

1.3 JURISDICTION

3. These Regulations shall apply to all Distribution Licensees, Retail Licensees and Consumers in the Kingdom of Cambodia. Provided that the Electricity Authority of Cambodia, by specific orders, may exempt a licensee or an area from such provisions of these regulations and for such periods as stated therein.

1.4 DEFINITIONS

4. In these Regulations, unless the context otherwise requires, the following terms shall have the following meanings:

Active Energy:

Active Energy means the electrical energy produced, flowing or supplied by an electric circuit during a time interval, and being the integral with respect to time of the instantaneous power measured in units of watt-hours or standard multiples thereof, that is:- $1000 \text{ Wh} = 1 \text{ kWh}$ or 1 unit, $1000 \text{ kWh} = 1 \text{ MWh}$.

Active Power:

Active Power means the product of voltage and the in-phase component of alternating current measured in units of watts and standard multiples thereof, that is:- $1000 \text{ watts} = 1 \text{ kW}$, $1000 \text{ kW} = 1 \text{ MW}$.

Ampere:

A unit of electric current.

Authorized Area of Supply:

The authorised distribution area or the authorised retail supply area as stated in the license issued to the supplier by EAC.

Balance of Load:

Equalisation of load being drawn in each phase in a three-phase power supply system.

Connection Fees:

Fees made for the carrying out of works and provision and installation of electrical apparatus, and meters in constructing or modifying the connection point on the distribution system of the licensee to give power supply to a consumer.

Consumer's Installation:

All electrical facility including electric wires, fittings, motors, transformers and apparatus including portable apparatus erected or wired on behalf of the consumer on the consumer's side of the point of supply.

Consumer's Load:

Sum of manufacturer's rating of all apparatus in the consumer's premises connected to the supply. This shall be expressed in amperes and supply voltage or kW or kVA.

Continuity of Supply:

Quality of being continuous of the power supply measured by the numbers and duration of interruptions in the supply.

Discrimination in Supply:

Treatment of two consumers, of the same category and under similar conditions, differently with respect to tariff and supply of electricity.

Electricity Law:

The Electricity Law of the Kingdom of Cambodia promulgated by the Royal Decree No. NS/RKM/0201/03 dated 2 February 2001.

Force Majeure:

An event or occurrence specified in Regulation 95, due to which the supplier or consumer is prevented from carrying out normal operations due to reasons beyond its control.

Licensee:

A person or company, who has been issued a distribution or retail license by the EAC.

Meter:

Equipments used for measuring electrical quantities like active energy in kilowatt hours (kWh), maximum demand in kilowatts (kW) or kilovolt amperes (kVA), reactive energy in kilovolt ampere reactive hours (kVARh), etc and includes accessories like current transformers, potential transformers and devices like switches, fuses used for protection and testing purposes, any enclosure used for housing and fixing such meter or its accessories.

Meter Reading:

Reading of the meter taken periodically, generally once in a month, to calculate the supply of electrical quantity.

Network:

The system consisting mainly of cables, overhead lines, electrical plant and meters owned or operated by the licensee.

Network Extension Charges:

Charges made for the carrying out of works and provision and installation of electrical plant, apparatus

and electric lines in constructing or modifying the network of the licensee to give power supply to a consumer.

Parallel Operation:

The operation of two systems, each having one or more sources of generation and connected to each other, in synchronism such that, depending on the system condition at a point of time, electricity can flow from one system to the other.

Public Network:

The network of the supplier for supply to the public constructed by using funds of the licensee.

Quality of Supply:

Characteristics or conditions for determination of the goodness of power supply. The quality of any supply shall be evaluated by the following conditions:

- a. Variation in the voltage of supply on supplier's network
- b. Variation in the supply frequency
- c. Limitation on the duration of scheduled outage
- d. Time limit within which to restore supply in case of interruption

Reactive Energy:

Reactive Energy means the integral with respect to time of the Reactive Power.

Reactive Power:

Reactive Power means the product of voltage and current and the sine of the phase angle between them measured in units of volt-amperes reactive and standard multiples thereof, that is $1000 \text{ VAR} = 1 \text{ kVAR}$, $1000\text{kVAR} = 1 \text{ MVAR}$.

Regulation:

Regulation means each Regulation of this Regulation on General conditions of Supply of Electricity approved by EAC.

Regulations:

The entire document of these Regulations on General conditions of Supply of Electricity.

Security Deposit:

A deposit provided by the consumer to the supplier as a security against the payment of charges for electricity supplied.

Standard of Performance:

Standard of performance for a particular service item means the Standard relating to that item in quality of supply or quality of service, which the supplier is generally expected to achieve. The percent of cases where the supplier has been able to achieve the standard will give a measure of his performance.

Supplier:

A licensee authorised to supply electricity by a distribution or retail license issued by EAC.

Supplier's System:

Any system consisting mainly of cables, overhead lines, electrical plant and meters having design voltage of 22 KV or less owned and/or operated by a Distribution Licensee or Retail Licensee for distribution or supply of electricity.

Supply:

Provision of electricity.

Supply Agreement:

An agreement entered into by the supplier and the consumer under Regulation 41.

Tariff:

A schedule of standard prices or charges (called tariff rates) for specified services which are applicable to all such specified services provided to the category or categories of customers specified in the tariff.

Volt:

A unit of electro-motive force or electric potential.

Voltage:

The difference of electric potential between any two conductors between a conductor and earth and measured in volts or multiples thereof that is: 1000Volts = 1kV.

CHAPTER 2

CATEGORY OF CONSUMERS AND SYSTEM OF SUPPLY

2.1 CATEGORY OF CONSUMERS AS PER VOLTAGE OF SUPPLY

5. The consumers can be classified into the following categories as per the voltage of supply.

A. Small Consumer

Consumers supplied power at single phase and low voltage (220 Volts) shall be categorized as Small Consumer.

B. Medium Consumer

Consumers supplied power at three phases and low voltage (380 Volts) shall be categorized as Medium Consumer

C. Big Consumer

Consumers supplied power at medium voltage (above 380 volts and up to 22000Volts) shall be categorized as Big Consumer.

D. Bulk Consumer Consumers supplied power at high voltage (above 22000 Volts) shall be categorized as Bulk Consumer.

2.2 CATEGORY OF CONSUMERS AS PER UTILIZATION OF SUPPLY

6.The consumers can be classified into the following categories as per the utilization of supply.

a) Domestic

The Domestic consumers shall include consumers who use the power supply for residential premises occupied by Cambodian citizens.

b) Residence and Office of Foreigners, NGOs and Embassies

This category includes residential premises and office premises occupied by foreigners, NGO offices and foreign embassies.

c) Government Institutions

This category includes all government offices, schools and institutions where the electricity bills are paid by government budget.

d) Commercial Consumer

This category includes hotels, guesthouses, entertainment clubs, shops, shopping stores, banks, offices of companies etc. Public institutions whose electricity bills are paid by own budget are also included in this category.

E) Industrial Consumer This category includes consumers using power supply in industries for production purpose.

2.3 SYSTEM OF SUPPLY

7. The declared frequency of the supply is 50 Hz. The declared voltage of supply is as follows:

a) Low Voltage:

– Single Phase- 220 volts between phase and neutral.

– Three Phase – 380 volts between phases.

b) Medium Voltage: Three phase at 6.3kV, 15kV or 22kV.

c) High Voltage: Three phase at 115 KV.

8.The voltage of supply shall be determined by the supplier depending upon the contracted load of the consumer. Normally, at different supply voltage, supply can be given up to the following contracted load:

a) Low voltage, single phase, 220 volts – Contracted load up to 63 amperes.

b) Low voltage, three phase, 380 volts – Contracted load up to 1000 amperes.

c) Medium voltage, three phase – Contracted load up to 150 amperes.

Provided that the supplier, at its discretion, may also supply at any other voltage depending on the system condition.

CHAPTER 3

APPLICATION FOR NEW SUPPLY

3.1 APPLICATION FOR NEW SUPPLY

9.Application for new supply of power, in the authorized area of supply of the supplier, shall be made in the prescribed format in duplicate. Copies of the format of the application may be obtained from the local office of the supplier free of charge. The application should contain the details of the consumer's electrical installation and the contracted load for which the supply agreement is to be executed.

10.The application, after filling in, shall be signed or right fingerprint by the owner of the premises for which supply is required. The application along with a sketch map of the location of the premises and documentary evidence of ownership of the premises (Family book, Certification, Identity card etc.) shall be submitted at the local office of the supplier. The occupier of the premises can also sign the application, provided a consent letter and a baddebt guarantee from the owner of the premises is also attached. Any assistance or information required for filling up the application may be obtained by the applicant from the local office of the supplier.

3.2 NONPAYMENT CLEARANCE

11.If the applicant had previously been a consumer of the supplier or supply was given to the premises

earlier and the services have been disconnected for non payment of charges, the application for supply may not be allowed until the outstanding charges are paid in full. However, the supplier, at its discretion, may give supply if an agreement for payment of arrears is executed to the satisfaction of the supplier.

3.3 SMALL CONSUMER

12. An application for supply of power to small consumer premises, where public LV network exists, shall be filed at least 15 working days before the expected date on which supply is required.

13. Within 3 working days after receipt of the application, on intimation to the applicant, the supplier shall inspect the premises to verify the load details given in the application, to assess the load requirement and to decide the location of the meter and other equipments of the supplier.

14. Within three working days of inspection, the supplier shall intimate the amount of connection charges, Security deposit charges and other charges to be paid by the consumer. The supplier shall also give a copy of the Supply Agreement form, approved by EAC, to be signed by the applicant and the supplier.

15. Within 5 working days of payment of the required amount and execution of the supply agreement, the supplier shall test the installation of the applicant free of cost and if found satisfactory shall give the connection.

16. If the consumer's installation is found to be unsatisfactory, within one working day after the testing, the supplier shall intimate the defects to the applicant in writing for rectification and the fees to be paid for subsequent testing. After rectifying the defects and payment of retesting fees, the applicant shall intimate the supplier. Within three working days, the supplier shall test the installation and if found satisfactory shall give the connection.

17. The supplier shall process all requests for supply of electricity to small consumer's premises without undue preference or discrimination.

3.4 MEDIUM CONSUMER

18. An application for supply of power to the medium consumer premises shall be filed at least 45 days before the expected date on which supply is required.

19. Within 5 working days of receipt of the application, on intimation to the applicant to ensure his presence and/or the presence of the wiring contractor on his behalf, the supplier shall inspect the

premises to verify the load details given in the application, to assess the load requirement, to decide the voltage of supply, location of the meter and other equipments of the supplier and the requirement of network extension or up gradation, if any.

20. Within 10 working days of inspection, the supplier shall intimate the amount of connection charges, participation amount in network extension/ up gradation cost, security deposit charges and other charges to be paid by the consumer. The supplier shall also give a copy of the Supply Agreement form, approved by EAC, to be signed by the applicant and the supplier.

21. Where any difference or dispute arises as to the participation amount in the cost of extension or up gradation, the matter shall be referred to EAC for resolution.

22. After payment of the charges, the supplier shall start the required work and shall complete the same as early as possible.

23. As soon as the consumer's installation is completed in all respect and tested by the wiring contractor, the applicant should submit to the supplier the wiring contractor's completion report and test report.

24. On completion of suppliers work, execution of the supply agreement and receipt of the wiring contractor's test report for the installation, within three days the supplier shall test the installation of the applicant and if found satisfactory shall give the connection.

25. If the consumer's installation is found to be unsatisfactory, within one working day after the testing, the supplier shall intimate the defects to the applicant in writing for rectification and the fees to be paid for subsequent testing. After rectifying the defects and payment of retesting fees, the applicant shall intimate the supplier. Within three working days, the supplier shall test the installation and if found satisfactory shall give the connection.

3.5 BIG AND BULK CONSUMER

26. An application for supply of power to a big or bulk consumer should be submitted well in advance to allow the supplier time to arrange for the required power. The power supply shall be allowed only if power is available. The applicant shall pay the cost of network extension and/or up gradation as per the quotation given by the supplier and agreed by the applicant, to allow the supplier to start the work.

3.6 CONNECTION FEES

27. The connection fee for small and medium consumers shall be as approved by EAC from time to time.

28. The connection fee and cost of network extension and/or up gradation for big and bulk consumers shall be paid as per quotation given by the supplier and agreed by the consumer.

3.7 SUPPLIERS OBLIGATION TO SUPPLY

29. The supply of power shall be made, if:

- a. The power is available in the system,
- b. The supply is technically feasible, and
- c. After the applicant enters into a supply agreement in the approved agreement form.

30. The Supplier may decline to provide service to an applicant if:

- a. The Applicant's facilities are inadequate
- b. The applicant is indebted or apply for indebted premise
- c. For refusal to make a payment, which the applicant is required to make.
- d. The document is not completed or inadequate
- e. The applied premise is not suite with the operating principles or technical standards. In the event that the Supplier refuses to serve an applicant, the Supplier must inform the applicant the reason of its refusal. The applicant, if dissatisfied with the decision of the supplier, may file a complaint with the EAC.

CHAPTER 4

SUPPLIER'S EQUIPMENT AND APPARATUS ON CONSUMER'S

PREMISES

4.1 SUPPLIER'S EQUIPMENT AND APPARATUS ON CONSUMER'S PREMISES

31. The supplier may ask the applicant to provide accommodation to install its equipment and apparatus, which may be necessary for giving power supply to the applicant. The applicant shall provide the required accommodation free of cost. The said installation shall continue on the consumer's premises with full control vested in the supplier. The installation may remain in the premises for a reasonable period not exceeding three months even after termination of the supply agreement without payment of any compensation to the owner of the premises.

32. The consumer shall be responsible for the safe custody of the supplier's equipments on its premises.

4.2 CONSUMER NOT TO INTERFERE WITH THE SUPPLIER'S EQUIPMENT AND APPARATUS

33. The consumer or persons employed by him shall not interfere in any manner with the equipment and apparatus of the supplier. The meter box, main cut-out and other equipment etc. must not be

handled or removed by any one other than the authorized employee of the supplier. Seals, which are fixed on the meters and the Supplier's apparatus, must on no account be broken.

4.3 ACCESS TO CONSUMER'S PREMISES

34.The authorized employees of the supplier with identity cards are entitled at all reasonable time and on informing the occupier to enter the premises, to which the energy is supplied, for the purpose of inspecting meters and for other purposes connected with the apparatus belonging to the Supplier.

CHAPTER 5

CONSUMER'S APPARATUS AND INSTALLATIONS

5.1 WIRING ON CONSUMER'S PREMISES

35.The supplier is responsible for the operation and maintenance of its facilities up to the point of delivery of electric supply to the consumer. The consumer is responsible for the operation and maintenance of its installation from the point of delivery.

36.For the protection of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should always conform to the standard prepared and approved by Ministry of Industry, Mines and Energy. In case the standards are not yet approved by the Ministry of Industry, Mines and Energy, the Supplier may prepare an interim standard to be followed for the wiring on the consumer's premises to ensure that the connection does not affect supplier's system. In the case of consumers supplied at medium or high voltage, all transformers, switchgear and other electrical equipment belonging to the consumer and connected to the Supplier's system shall be maintained to the reasonable satisfaction of the Supplier. Suitable protective devices approved by the Supplier shall be used so as to afford full protection to the Supplier's apparatus and Network.

37.Supply service to a consumer may be disconnected if the consumer's installation is found to be defective at any time or if the consumer uses electricity in such manner as to endanger the installation of the supplier or interferes with the efficient supply of energy to other consumers.

5.2 BALANCE OF LOAD

38.A consumer taking three-phase supply shall balance his load in such a way that the difference in loading of each phase does not exceed 10% of the average loading per phase.

5.3 PARALLEL OPERATION WITH SUPPLIERS SYSTEM

39.A consumer, having a generating set, shall arrange its plant, machinery and apparatus to operate in

isolated mode. The consumer shall install suitable switching arrangement approved by the supplier to avoid connecting the supply from the consumer's generator to the supplier's system. If a consumer wants to run his generating set in parallel with the suppliers system, he shall negotiate with the supplier an agreement for the same and submit the agreement to EAC for approval. In cases where parallel operation is permitted, the supplier shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation.

CHAPTER 6

CONTRACTED LOAD, SUPPLY AGREEMENT AND SECURITY

DEPOSIT

6.1 CONTRACTED LOAD

40. Contracted load shall be the maximum load, which the supplier has agreed to supply and the consumer has agreed to take. It shall be expressed in amperes at the supply voltage or kilowatts or kilovoltamperes.

6.2 AGREEMENT

41. Every applicant for new supply or modification of existing supply shall, before taking such supply, execute a supply agreement.

42. The supplier shall submit the supply agreement forms for small consumers and medium consumers to EAC for approval. The supply agreement for small consumers shall contain provision for allowing the consumer to terminate the supply agreement at any time by giving the supplier a valid notice of termination. The supply agreement for medium consumers shall be for an initial period of two years and can be extended. EAC may review and revise the supply agreement form from time to time.

43. The terms and conditions of supply agreement for big and bulk consumers shall be negotiated. The supply agreement may contain terms relating to minimum period of agreement, take or pay provision, limitation of duration of interruption in a month or year. The tariff for such supply agreements shall be submitted to the EAC for approval.

6.3 ASSIGNMENT OF SUPPLY AGREEMENT

44. The consumer shall not assign the supply agreement in favour of any other person without the written consent of the supplier.

45. In case a change in the name of the consumer is required due to sale or transfer of premises, the

present consumer and the person, in whose name the transfer is to take place, shall apply to the supplier. After examining the case, the supplier shall issue written consent for the change. The future consumer shall pay the security deposit and execute a fresh supply agreement. The existing consumer shall pay all dues up to the date of transfer. The old supply agreement shall be terminated and security deposit refunded after adjustments, if any.

46. The supplier may withhold the consent to the transfer on grounds of indebtedness of the person in whose name the transfer is to take place.

6.4 CHANGE IN THE CATEGORY OF CONSUMER

47. If the consumer intends to use electricity for a purpose other than the purpose stated in the supply agreement and such change results in the change of category of consumer, the consumer must inform the supplier of such change including the date from which such change is to take place, at least 7 days in advance. The consumer and supplier shall sign the supply agreement for the required change of purpose of use of electricity.

6.5 DEEMED TERMINATION OF SUPPLY AGREEMENT

48. If Supply service to any consumer remains disconnected for a period of 3 months for non-payment of charges or dues or non-compliance of any direction under these regulations and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of the service, the supply agreement between the supplier and consumer for supply service shall be deemed to have been terminated on the expiry of the said period of 3 months, without notice. Provided that, where the initial period of the agreement is not over for medium, big and bulk consumers, the supply agreement shall be

deemed to be terminated on expiry of the initial period of the agreement.

49. On termination of the supply agreement, the supplier can remove its equipment and lines for supply from the premises of the consumer and the consumer can remove its lines from its installation.

6.6 SECURITY DEPOSIT

50. The provisions of the regulations 51 to 55 on security deposit shall become operational for a supplier or suppliers only after specific or general order is issued by the EAC to that effect.

51. Any person entering into a supply agreement with the supplier for supply of power shall give a security deposit equal to the value of average monthly consumption of electricity reasonably expected

in the relevant premises. The establishment of the security deposit shall not relieve the consumer from complying with the regulation on timely payment of bills.

52.If the amount of security deposit calculated on the basis of actual consumption is more than 125% of the security deposit given, the supplier may give a notice to furnish the additional security deposit within fifteen days. If the additional security deposit is not made, the supplier may disconnect the service as per the disconnection procedure.

53.The small consumer shall give the security deposit in cash. Other consumers can give the security deposit in cash or in form of bank guarantee in favour of the supplier. The bank guarantee should be renewed at least one month prior to the expiry of the validity. If the bank guarantee is not renewed in time, the supplier may disconnect the service under the disconnection procedure.

54.The security deposit shall be returned to the consumer within 15 days after the termination of the supply agreement and after adjustment of outstanding dues, if any.

55.The Supplier should keep proper records to show:

- a. The name and address of each depositor,
- b. The amount and date of security deposit or additional security deposits,
- c. Each transaction concerning the security deposit.

CHAPTER 7

REQUEST FOR ADDITIONAL SUPPLY

7.1 ADDITION AND ALTERATION OF CONSUMERS INSTALLATION

56.The Consumer shall apply and take prior approval of the supplier for addition or alteration to its installation resulting in increase in contracted load

7.2 REQUEST FOR ADDITIONAL SUPPLY

57.Application for increase in contracted load shall be made to the local office of the supplier by the consumer giving details of existing connection, additional installation and the new contracted load.

58.The supplier shall examine the load details, feasibility of giving the increased supply, voltage at which supply can be given, modification required in the connection and the requirement of network extension or up gradation, if any. Connection charges are not payable if no changes in the connection are required. Within fifteen days of receipt of the application, the supplier shall intimate the amount of connection charges, participation amount in network extension/ up gradation cost, additional security deposit

charges and other charges to be paid by the consumer.

59.The consumer shall make payment of the above charges and the supplier and consumer shall sign the supply agreement for the increased contracted load. Thereafter, the procedure outlined for giving new supply shall be followed and the additional supply shall be given.

60.An application for enhancement of load may not be allowed if the additional power is not available in the system or the consumer is not willing to avail the power at higher voltage at which the supplier is able to supply.

7.3 REQUEST FOR REDUCTION OF CONTRACTED LOAD

61.If a consumer wants to reduce the contracted load due to reduction in his installation, he shall apply to the supplier with the details of alteration made in the installation and justification for reduction of load. Medium, Big and Bulk consumers may be allowed to reduce the contracted load during the initial period of the supply agreement, at the discretion of the supplier. Decision on a consumer's application for reduction of load shall be taken within 30 days of receipt of the application in complete shape. The supplier and consumer shall sign the agreement for the reduced contracted load. Excess security deposit, if any, shall be refunded to the consumer within 15 days of reduction of the contracted load.

CHAPTER 8

NEW CONSTRUCTION

8.1 STANDARD OF CONSTRUCTION & MAINTENANCE

62.The Supplier shall construct, install, operate and maintain its plant, structures, equipment and lines in accordance with the standards approved by the Ministry of Industry, Mines and Energy. If standards approved by the Ministry of Industry, Mines and Energy are not available, the Supplier shall follow the best industry standards.

8.2 NEW CONSTRUCTION

63.Each year by 30th November, the Supplier shall apply to EAC seeking approval of new construction work and up gradation of existing network proposed to be taken up during the ensuing year. The supplier shall submit details of each proposed work including originating and terminating points, path to be traversed and type of conductor of the proposed line, capacity and location of the transformer substation. The details should also contain the estimated expenditure for each work and the justification for taking the work. The work should be started only after getting written approval of EAC. If the

supplier proposes to take up any work not included in the annual proposal, it may apply to EAC for approval of the same at least 30 days prior to the proposed date of starting the work. The work should be started only after getting the approval of EAC.

64. Each year by 31st March, the Supplier should give details of the new works or up gradation of existing network taken up during the previous year.

CHAPTER 9

METERS

9.1 INSTALLATION AND TESTING OF METERS

65. The supplier shall not give supply without a proper meter. In case of small rural electrification, in specific cases, EAC shall review and decide exemption from the provision of meter. The supplier may install meters to record the consumption of both active and reactive energy for medium, big and bulk consumers. The meter and associated equipment may be installed at a suitable location on the pole, Suppliers substation or consumer's premises.

66. The meter and associated equipment shall be properly sealed by the supplier and consumer's acknowledgement obtained. The seals, nameplates, distinguishing numbers or marks affixed on the said equipment and apparatus shall not be interfered with, broken, removed or erased by the consumer.

67. If the meter becomes defective in service by technical manner, the same shall be replaced by another tested meter without any cost to the consumer.

68. The supplier shall have the right to test, replace and modernize metering equipment. The cost for the same shall be borne by the supplier.

69. The supplier shall, upon request of the consumer and on payment of prescribed fees, test the meter serving the consumer. If the meter is to be removed for testing, a temporary meter shall be installed.

The supplier shall serve due notice on the consumer of the time and place of test and permit the consumer or his authorized representative to witness the test. The supplier shall intimate the test results in writing to the consumer. On test, if the error of the meter is found to be beyond the permissible limits, the meter shall be replaced and the fees paid by the consumer for test of the meter shall be refunded.

The bills for the period the meter was defective shall be revised as per regulations 72, 73 and 74. The permissible limit of error shall be as given in the standards approved by the Ministry of Industry, Mines and Energy. If such standards approved by Ministry of Industry, Mines and Energy are not available, the

permissible limit shall be (+/-) 3 % at all loads in excess of one-tenth of full load and up to full load. Provided that for Big and Bulk consumers, the permissible limit shall be (+/-) 1 % or as agreed and stated in the supply agreement. 70. By 30th January each year, the supplier shall intimate the EAC the details of the facility for testing of the meter and associated equipment, it is going to use for testing of the meters. The supplier shall give all necessary assistance to the EAC or its authorized representative to inspect the testing facility.

71. The fees for testing of different types of meter and associated equipment shall be as approved by EAC.

9.2 ADJUSTMENT OF BILLS DUE TO METER ERROR

72. The quantity of electricity supplied during the period in which the meter ceased to function or became defective, shall be determined by taking average of the electricity supplied during the preceding two months of the month in which the said meter ceased to function or became defective provided that condition in regard to use of electricity during the said two months were not different from those which prevailed during the period in which the meter ceased to function or became defective.

73. If the conditions in regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any consecutive two months during the preceding 12 months when the conditions of working were similar.

74. Where it is not possible to select a set of two months as indicated above or the meter became defective before reading for two months are available, quantity of electricity supplied shall be determined by taking average of the electricity supplied during the succeeding two months after a working meter is installed.

9.3 METER READING

75. Reading of the meters shall be taken by qualified persons authorized by the supplier at least every month. Where meter is installed on the consumer's premises, the meter readers shall have access to the consumer's premises at all reasonable time for the purpose of meter reading. The meter reader should carry the identity card and proof of the authorization.

76. Where a meter is not installed on the consumer's premises and the consumer desires to witness the meter reading, he may apply in writing to the Supplier for the same. The supplier shall intimate the date

and probable duration of time, during which meter reading is to be taken and allow the consumer to witness the meter reading.

CHAPTER 10

TARIFF AND BILLING

10.1 TARIFF

77.The supplier shall ensure that tariffs approved by the EAC only are applied to its consumers, except for the first phase after issuing License the supplier existed before establishment of EAC may continue to apply the existing tariff to its consumers until the new tariff approved by EAC comes into force.

78.EAC may review the tariff of the supplier, applied to its consumers, as per the provisions of Article 46

of Electricity Law of the Kingdom of Cambodia. The supplier shall furnish all informations required for review of the tariff and within the time period as directed by EAC.

79.Where the supplier considers that the existing tariff do not encourage its efficient operation, it may submit a request to EAC to revise its tariff. The supplier shall furnish all informations required for review of this proposal. The date, which EAC considers as the receiving date of the request to revise the tariff, is the date when EAC has received all information in complete shape necessary for this review. Within 90 days from the above receiving date of the request, EAC shall decide to modify or remain the existing tariff. EAC shall determine the effective date for the new revised tariff.

10.2 BILLING INFORMATION

80.Preferably, the bills should be issued at least monthly and within 7 days of the date of meter reading. The bills should be in Khmer language and contain the following information.

- a. Consumer Number, Name and address
- b. Category of consumer and the applicable rate
- c. Billing period
- d. Initial and final meter reading for the billing period
- e. Number and kind of units billed
- f. Date of the bill and Due date of payment.
- g. Amount billed against each item of charge separately
- h. Amount payable before and after due date and discount if any for prompt payment.

i. Notice of disconnection if payment is not made within due date.

The Bill may contain additional information as required.

10.3 PAYMENT OF BILLS

81. Bills should be due for payment within 12 days from the date of the bill. If the due date falls on a holiday on which the supplier's offices are not open, the next working day after the due date shall be taken as the due date. The bills should be delivered at the address of the consumer at least 5 days before the due date.

82. Discount for payment within due date and/or penalty for delayed payment shall be as provided in the tariff approved by EAC.

83. Any complaints with regards to the accuracy of the bills shall be made in writing to the Supplier and the amount of such bill shall be paid under protest within the due date. The amounts of bills paid under protest will be regarded as advance to the credit of the consumer's account until such time as the complaint is disposed.

84. If the consumer fails to pay any bills issued by the supplier within the due date, the Supplier shall be at liberty to disconnect the supply.

85. The supply shall be reconnected only on payment of outstanding dues together with any reconnection charges approved by EAC. If the dues are not paid within 2 months of disconnection, the supply agreement shall be deemed to be terminated as provided in the regulation 48.

CHAPTER 11

UNAUTHORIZED USE OF ELECTRICITY AND COMPENSATION

11.1 PROHIBITION

86. No consumer shall sell or transfer or divert power to any person or premises unless the supply agreement provides for it.

87. No person shall take power from the supplier's system unauthorizedly.

88. No consumer shall use load in excess of the contracted load.

89. No consumer shall take power supply dishonestly by tampering or damaging the meter or metering equipment or by other methods.

11.2 COMPENSATING THE COST OF ELECTRICITY USED UNAUTHORIZEDLY OR DISHONESTLY

90.If the supplier finds out that any person is taking supply unauthorizedly or dishonestly, the supplier may impose to this person to compensate the cost of electricity used unauthorizedly or dishonestly. The supplier shall determine the quantity of electricity used unauthorizedly or dishonestly based on average consumption of three months prior to such unauthorized use. Where it is not possible to make the determination in the above method, the determination shall be done on the basis of connected electrical equipment. The period of unauthorized use shall be taken as not more than 12 months prior to the date of detection or the date of initial supply if the initial date of supply is less than 12 months from the date of detection. If the consumer gives satisfactory proof to the effect that the period of unauthorized use is less than 12 months, the period may be changed accordingly. The supplier shall issue bill for the unauthorized use of electricity at normal tariff rate and the consumer shall pay the bill within 15 days after receipt of the bill failing which the supply can be disconnected. This payment shall be without prejudice to the compensation for other damages and penalty for the offence. If the consumer disputes the bill, he may file a complaint with the EAC giving full reasons of disputing the bill.

11.3 PENALIZING FOR THE USE OF ELECTRICITY UNAUTHORIZEDLY OR

DISHONESTLY

91.If the supplier finds out that any person is taking supply unauthorizedly or dishonestly, the supplier may also represent to EAC for imposing monetary penalty under article 68 of the Electricity Law of the Kingdom of Cambodia, giving full justification for the same.

CHAPTER 12

CONTINUITY OF SERVICE AND FORCE MAJEURE

12.1 CONTINUITY OF SUPPLY

92.The supplier shall use all reasonable diligence to provide adequate, safe and continuous supply. When interruption does occur, the Supplier shall seek to reestablish the service within the shortest possible time consistent with prudent operating principles.

93.The supplier will be entitled for the purpose of maintenance of its supply system to temporarily discontinue supply of power to any area for such period as may be reasonably necessary subject to such advance notice as may be feasible. The advance notice can be in the form of information over the media of radio, TV, newspapers or public address system.

94.The Supplier shall keep a proper record of all interruptions from manned or automatically recorded

substations and generating stations. This record should show the cause of interruption, date and time and details of supply lines and equipments affected.

12.2 FORCE MAJEURE

95.The supplier or the consumer shall not be liable for any claim or loss, damage or compensation whatsoever arising out of failure of supply when such failure is due either directly or indirectly to force majeure conditions such as war, mutiny, riot, strike, lockout, fire, flood, lightning, earthquake or accident or cause beyond its control.

96.If at any time during the continuance of the supply agreement between the supplier and the consumer, the plant or premises of the consumer is destroyed or damaged due to force majeure conditions referred to in regulation 95, resulting in break-down or rendering the plant or the premises wholly or substantially unfit for occupation or use, the consumer may on giving seven days notice in writing to the supplier of such break-down or unfitness can apply for temporary reduction of the contracted load as may be necessary and feasible. In such a contingency, he shall not be liable to pay the charges in accordance with the supply agreement, but he shall pay charges as per the reduced contracted load. The aforesaid period of reduced contracted load shall not count towards the initial period specified in the supply agreement and the period of the agreement shall be extended for a further period equal to the period of reduced contracted load.

CHAPTER 13

CONSUMER PROTECTION AND COMPLAINT HANDLING

13.1 PROHIBITION OF DISCRIMINATION

97.In the case of Small and Medium consumers, the supplier shall not show undue preference to any person or exercise discrimination between consumers in the same category.

13.2 QUALITY OF SUPPLY

98.The Supplier shall maintain the quality of supply as per standards issued by MIME or norms fixed by EAC in respect of the following:

- a. Variation in the voltage of supply
- b. Variation in the supply frequency
- c. Limitation on the duration of scheduled outage
- d. Time limit within which to restore supply in case of interruption

13.3 NOTICE FOR DISCONNECTION OF SUPPLY

99. The supply to a consumer shall not be disconnected without proper notice as given below:

(i) 24 Hours Notice Before Disconnection

When the consumer refuses to allow entry to the premises or refuses to allow the supplier or his authorized representative to perform any act authorized under these regulations;

(ii) 48 Hours Notice Before Disconnection

When the insulation resistance at the consumer's installation is so low as to prevent safe use of energy;

(iii) Seven Clear Days Notice Before Disconnection

(a) When the consumer fails to make payment of the amount in the electricity bill. A notice to this effect on the bill shall be considered sufficient notice for this purpose.

(b) When the consumer neglects to pay the additional security deposit as per regulation 52 or any sum other than a charge for energy due from him to the supplier in respect of supply of energy;

(c) When the supplier had inspected that the meter or metering equipment is tampered by the consumer or when the replacement of obsolete or defective meter by the supplier is resisted by the consumer;

(d) When the consumer adopts any electrical appliances or uses energy supplied to him unduly or improperly which interferes with the system or efficient working of the supplier's system or to the supply of energy to any other person;

(e) When a consumer assigns the supply agreement to any other person without written permission of the supplier.

100. The supplier may not give a notice as per above Regulation, where the consumer's installation poses a danger to the health or safety of the consumer's or supplier's employees or the public. Provided that in such a case, the supplier shall inform the consumer in writing within twenty-four hours of such disconnection.

101. Supply disconnected for any of the above reasons shall not be restored till the cause of disconnection has been removed or remedied.

13.4 STANDARDS OF PERFORMANCE

102. The supplier is required to maintain minimum Standard of Performance for all consumers as fixed by EAC. EAC may fix Standards of Performance from time to time and may fix different Standards of

Performance for different suppliers and different areas. The Standards of Performance fixed by EAC shall atleast include standards on the following key service areas.

- a. Attending to complaints on supply voltage.
- b. Restoration of power supply after interruptions due to fault.
- c. Attending to complaints on meters and meter reading.
- d. Attending to complaints on bills.
- e. Attending to complaints on disconnection and reconnection of the supply.
- f. Giving new connections for small and medium consumers.

103. The supplier shall keep proper records about its performance in the service areas for which Standards of Performance have been fixed. The supplier shall submit the information on its performance during a year with reference to the Standards of Performance within 31st March of the following year.

13.5 RIGHT TO INFORMATION

104. The supplier shall post in a conspicuous place in its business offices that the following documents are available in its office for inspection by the consumers, public, EAC and delegated agent of EAC.

- a. A current set of maps showing the physical locations of its facilities.
- b. All tariff schedules.
- c. A copy of the License document issued by the EAC.
- d. A copy of these Regulations on conditions of Supply
- e. The in charge Officer and the Next higher officer with whom different complaints are to be lodged.
- f. The hours and place for payment of bill.

13.6 RIGHT OF THE CONSUMER TO FILE A COMPLAINT

105. A consumer, not satisfied with the services provided by the supplier, has the right to file a complaint to the in Charge Officer of the supplier. The complaint should contain the name, address and consumer number of the consumer and description of the complaint. The supplier shall register the complaint and intimate a complaint number in each case. The supplier shall try to resolve the complaint within the time allowed in the standards of performance.

106. If the consumer is not satisfied with action taken on his complaint by the in charge officer, he may file a complaint to the Next Higher Officer of the supplier giving copy of the earlier complaint, complaint number and description of the complaint. The Next Higher Officer shall register the complaint

and intimate a complaint number in each case. The higher officer shall try to resolve the complaint within the time allowed in the standards of performance.

107. The supplier shall notify the In Charge Officer and the Next Higher Officer to resolve the complaint given in the following Regulations 108 to 113.

13.7 COMPLAINTS ON VOLTAGE

108. The complaint on over voltage, under voltage or fluctuations in voltage can be made either in writing or by phone.

13.8 COMPLAINTS ON INTERRUPTION/FAILURE OF SUPPLY

109. The complaint on interruption of supply or failure of supply can be made either in writing or by phone.

13.9 COMPLAINTS ABOUT METERS AND METER READINGS

110. The complaint about meters such as meter not working, meter being slow or fast and complaints about incorrect meter reading shall be made in writing.

13.10 COMPLAINTS ABOUT INCORRECT BILLS

111. Complaint in respect of non-receipt of energy bills or receipt of incorrect bills shall be made by the consumer in writing. The amount of such bill shall be paid under protest within the due date. The amount of bill paid under protest will be regarded as advance to the credit of the consumer's account until such time as the complaint is disposed. The action taken by the supplier on the complaint shall be intimated to the consumer in writing.

13.11 COMPLAINT ON DISCONNECTION OR RECONNECTION

112. If the supply is disconnected without giving a notice required to be given as per the provisions in these Regulations, or without adequate reason the consumer can make a complaint in writing. If, the supplier, after receipt of the information about removal of the cause of disconnection, fails to reconnect the supply within the time given in the standards of performance, the consumer can make a complaint in writing.

13.12 COMPLAINT ON DELAY IN GIVING NEW CONNECTION

113. If at any stage in giving a new service connection to small and medium consumers, the supplier has not been able to take action within the time period stated in these regulations, the applicant can make a complaint in writing.

13.13 COMPLAINT TO EAC

114.If the complaint of the consumer is not resolved within the time specified in the Standard of Performance, the consumer can make a complaint to EAC giving copies of all complaints made to the supplier and other details. EAC shall take action on the complaint as per complaint handling procedures of EAC.

CHAPTER 14

POWER OF EAC TO REMOVE DIFFICULTIES AND JURISDICTION OF

COURTS

14.1 POWER OF EAC TO REMOVE DIFFICULTIES

115.If any difficulty arises in giving effect to any of the provisions of these Regulations, the Electricity Authority of Cambodia may issue general or special order, consistent with the Electricity Law, which appears to it to be necessary or expedient for the purpose of removing the difficulties.

14.2 RIGHT TO APPEAL

116.As per the provision of Article 24 of the Electricity Law, any affected party or institution aggrieved by the decision of the Electricity Authority of Cambodia has the right to appeal to the Courts of the Kingdom of Cambodia within three months of the decision.