



Powering the Nation



CUSTOMER SERVICE CHARTER

14th December 2017

www.reg.rw

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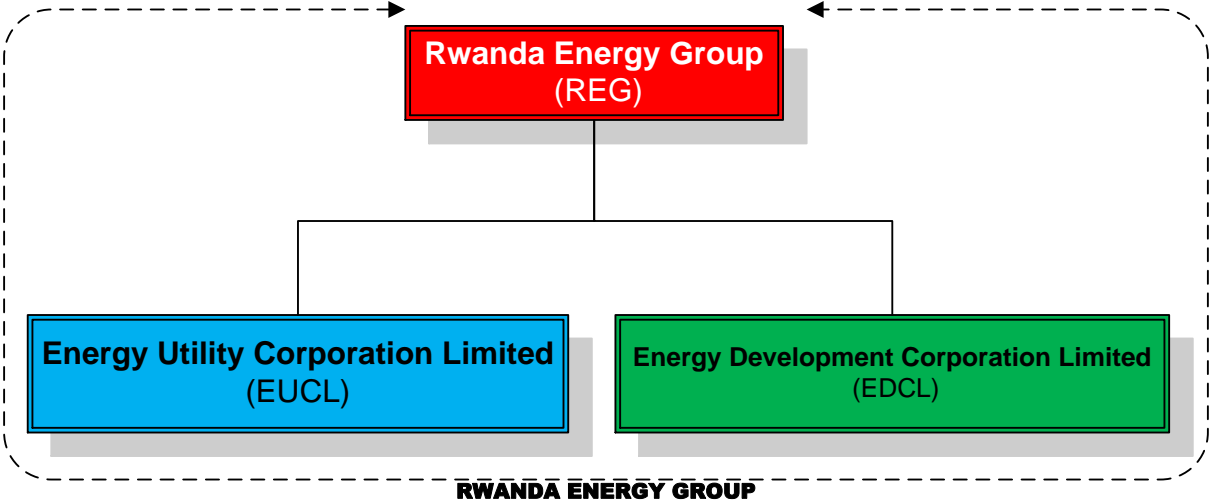
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CUSTOMER SERVICE CHARTER

1. GROUP RELATIONSHIP & MANDATE

1.1. Group High Level Structure



1.2. Group Mandate

1.2.1. *REG*

The Rwanda Energy Group was incorporated to expand, maintain and operate the energy infrastructure in the country through its two (2) subsidiaries the Energy REG Corporation Limited (REG) and The Energy Development Corporation Limited (EDCL)

1.2.2. *EUCL*

The Energy REG Corporation Limited (EUCL) was incorporated to have devoted attention in providing energy REG services in the country through operation and maintenance of existing Generation plant, Transmission Grid, Distribution networks and retail of electricity to end users.

1.2.3. *EDCL*

The Energy Development Corporation Limited (EDCL) was incorporated to have devoted attention to: (a) increase investment in development of new energy generation projects, (b) develop appropriate Transmission infrastructure, and (c) plan and execute energy access projects to meet the National access targets, all in a timely and cost-efficient manner.

CORPORATE MANTRA

1.3. VISION STATEMENT OF THE COMPANY

‘‘Be the most efficient and customer centric REG company in the region’’

1.4. MISSION STATEMENT OF THE COMPANY

‘‘To provide sufficient and quality of electricity to our customers at affordable and sustainable rates that support the socio-economic development of the country’’

1.5. Our Core Business Values

- Customer dedicated services;
- Commitment and reliability;
- Collaboration and teamwork;
- Honesty and transparency;
- Efficiency;

2. CUSTOMER CONNECTION

2.1. Connection service

If the customer has fulfilled the following ***preconditions***:

- filled the Service Application Form;
- provided all necessary attachments (ID card/passport, proof of ownership/land title);
- provided the requisite information (i.e.: legal name of applicant, service address, mailing address, work phone number, mobile phone number, PLUS the name, address and phone number of a personal reference);
- Has made ***Full payment*** OR negotiated ***payment in instalments*** for service connection;
- and any other information REG may require;

The following timeframes for connection of service shall apply:

2.1.1. LV Connections

Category	Conditions	Distance(M)	Connection Fee (Frw)	Additional Charges (Frw)	Duration (days)
LV connection	With existing Infrastructure	≤ 37	56,000	Nil	Within 4 (<i>working days</i>)
LV extension	Line extension required	> 37 - 50	56,000	Cost of extension	Within 4 (<i>working days</i>)
LV extension	Line extension required	>50 – 100	56,000	Cost of extension	Within 4 (<i>working days</i>)
LV extension	Line extension required	>100 – 800	56,000	Cost of extension	10 (<i>working days</i>)

2.1.2. MV Connections (0 – 100M)

Category	Conditions MV Connections (0 – 100M)	Distance (M)	Connection Costs (Frw)	Additional Charges (Frw)	Duration (days)
MV Connection	<ul style="list-style-type: none"> With existing MV Infrastructure Post-paid connection 	≤ 100	56,000	Cost of connection	10 (<i>working days</i>)
MV Connection	<ul style="list-style-type: none"> With existing MV Infrastructure Pre-paid connection 	≤ 100	56,000	Cost of connection	10 (<i>working days</i>)

2.1.3. MV extension (100M – 5km)

Category	Transformer Capacity (kVA)	Connection Costs (Frw)	Distance (100M – 1km)	Duration (1km – 5km)
Small industries (<i>e.g. maize grinding, wood finishing, etc.,</i>)	25–50	Will base on the quotation	100M – 5km)	20 working days
Medium industries (<i>e.g. three star hotels, bakery, small pumping stations, etc.,</i>)	100–250	Will base on the quotation	100M – 5km)	20 working days
Large industries, (<i>five star hotels, complex commercial buildings, big water pumping stations,</i>	400–1,600	Will base on the quotation	100M – 5km)	20 working days

<i>stadiums, higher institutes of education)</i>				
Industrial zones and integrated business centres (Udukiri)	Not require a transformer	Will base on the quotation	Within the boundaries of the integrated business centres (Udukiri)	2 Working days
Industrial zones and integrated business centres (Udukiri)	Need of transformer of any size	Will base on the quotation	Within the boundaries of the integrated business centres (Udukiri)	5 Working days after the customer presents proof of payment and when the transformer stand/cabin is already constructed and available by the day of his application.

NB:

- All networks whether constructed at the expense of the customer or by REG shall be the property of REG;
- Operation and Maintenance of new networks shall be undertaken by REG;
- REG will always contribute 30% of the project cost to customers who want to construct electricity extension line at their expenses, however, REG will ensure quality and secure supply.
- All network extensions shall be done solely by REG
- REG will not be liable for compensation to customers who have made internal wiring without installations certificate issued by firms or technicians certified by RURA
- Return meters to REG in case he is to vacate the premises, or penalties will apply.

2.1.4. PROCEDURES FOR NEW ELECTRICITY CONNECTION

The New Connection procedure is as follows:

1. Application
2. Survey
3. Quotation
4. Payment
5. Connection

2.2. REQUIREMENTS FOR A NEW ELECTRICITY CONNECTION

- a) Completed Application Form
- b) Provision of the following information (at Application):
 - Personal Details (ID card/passport, legal name of applicant, service address, mailing address, work phone number, mobile phone number);
 - Location Details (proof of ownership/land title);
 - Referee Details (name, address and phone number of a personal reference)
 - Provision of required capacity (Industries/Commercial to furnish list of equipment)
- c) The Customer has to conform with the REG technical standards regarding:
 - Rwanda Grid Code;
 - Prudent internal wiring practices by approved firms or technicians;
 - Standard domestic, commercial & industrial earth resistance;
 - Power factor not below 0.9
 - Any other applicable laws and regulations disclaimer
- d) Payment of Connection charges:
 - In Full; OR
 - In Instalments (as agreed with REG);
- e) Completed Supply Contract/Agreement

2.3. REFUSAL TO CONNECT

REG may refuse to connect a customer to electricity supply if:

- a) The applicant does not fulfil **ALL** the requirements for connection service;
- b) If the applicant's facilities do not comply with REG technical standards
- c) The person requesting the service is indebted to REG, whether to the same or different premises;
- d) When the requester needs a connection in a risk zone

3.3.1 NOTICE OF FAILURE TO CONNECT A CUSTOMER

In the event, that REG fails to connect a customer to electricity supply for:

- Failure to meet minimum requirements, OR
- Failure by REG to meet minimum timeframe for connection,

REG shall, within two (2) working days, notify the Customer of this development.

2.4. PAYMENT OF A NEW CONNECTION & SERVICE CHARGES

2.4.1. Full and/or Partial payment of New Connection & Service charges

- ALL Payments and charges for new connections and for other electricity services have to be paid to the following EUCL/REG Bank Accounts:

No	Bank	REG Account No.
1	Banque de Kigali (BK)	00040-0654235-03/FRW
2	I&M Bank	5044962-01-96/FRW
3	GT-Bank	211177974151180/FRW
4	ECOBANK	0010013811936001/FRW
5	ACCESS BANK	10021001004731005/FRW
6	Banque Populaire du Rwanda	400-3783873-11/FRW
7	COGEBANQUE	00016-1390135302-58
8	EQUITY BANK	4004200474348
9	Banque Nationale du Rwanda (BNR)	1000027924/FRW

2.4.2. Payment in Instalment(s) for New Connection

Installments shall be paid via a 50% deduction off each energy purchase for the duration of the facility.

3. METERING AND BILLING

3.1. Meter Reading

3.1.1. *Frequency of Meter Reading*

Post-paid metered Customers shall provide reasonable access to their meters to facilitate meter reading on a monthly basis.

3.1.2. *Meter requirements*

REG shall provide, install, own and maintain all energy meters at Customers premises. Any alterations, modifications and/or otherwise to the meter, meter installation point, etc. shall, if deemed viable, be solely executed by REG at the customer's expense;

3.1.3. *Meter tests and inspection*

Upon the customer's request, REG shall test the meter serving the Customer & furnish results of the test, within 5 working days. The Customer shall witness the test;

If the meter is proved accurate, the customer shall meet the test and meter replacement cost.

If however the meter is found to be inaccurate, REG shall meet the cost (provided it's the principal meter);

Any meters found tampered shall be replaced at the customers expense and all energy lost charged to the customer;

3.1.4. Meter Inspection

The customer shall provide reasonable access to REG to facilitate routine and adhoc meter Inspections. Where reasonable but unsuccessful attempts have been made and after having delivered a written warning to the Customer to gain access to a meter, REG may disconnect the supply without further notice.

3.2. Billing

4.2.1 Billing Frequency

ALL post-paid customers shall be issued bills at a pre-determined address on a monthly basis. REG shall employ all available methods to avail post-paid customers their bills including (hardcopy, e-mail, sms, REG website, etc.)

In case a customer does not receive a bill within the second week of a following month, he/ she should inform REG respective branch.

4.2.2. Bill computation

All post-paid bills shall be computed utilizing actual meter readings as a first priority. In the absence of an actual meter reading an estimated bill shall be provided;

4.2.3. Bill contents for Post-paid meters

A Customer's bill shall clearly present the following information over the period in question:

- a) Previous meter reading & date of reading;
- b) Current meter reading & date of reading;
- c) Consumption (actual or estimated);
- d) Applicable tariff;
- e) Total cost of consumption;
- f) Outstanding balance;
- g) Other charges including their description;
- h) Total amount payable;
- i) Due date for payment;

4.2.4. Payment Locations

REG shall ensure that their Customers are made aware of all payment options available to them;

4.2.5. *Payment*

- All post-paid customers are required settle their outstanding bills within **15** calendar days after receipt of invoice; bills not settled within the stipulated **15-day** window shall *attract an incremental penalty (compounded interest)*;

whereby on the 1st month the penalty shall be 5% of the total invoice and the subsequent months for a period of 6 months will add 1.5% to the previous penalty. If there is no sign of payment, on the 7th month, the customer will be handed over to Legal Unit for the follow up.

The formula for annual compound interest, including principal sum, is:

$$A = P(1+r/n)^{nt}$$

Where:

A = the future value of the investment/loan, including interest

P = the principal investment amount (the initial deposit or loan amount)

r = the annual interest rate (decimal)

n = the number of times that interest is compounded per year

t = the number of years the money is invested or borrowed

5. DISCONNECTION AND RECONNECTION

5.2. Disconnection of Service

5.2.2. *General Conditions for disconnection of service*

The REG may disconnect the Customer for the following reasons;

- a) Failure to comply with the terms and conditions of the contract or supply agreement;
- b) Accumulation of arrears in lieu of energy consumed;
- c) Continued use of sub-standard equipment despite sufficient notice;
- d) Fraudulent use of electricity, theft and or destruction of electricity materials and infrastructure
- e) In case of an emergency on network;
- f) Denying access to the premises for inspection
- g) Drawing load more than authorized load
- h) A Customer's installation is deemed dangerous to lives of people and the environment;
- i) A Customer's installation may adversely affect the network reliability and/or the quality of supply to other Customers;

5.2.3. *Procedure for disconnection With Notice*

1. Issue Customer disconnection notice at least seven (7) calendar days before the disconnection;
2. Disconnect Supply on due date;
3. REG shall issue a disconnection order (with all relevant details);

5.2.4. *Conditions for disconnection Without Notice*

REG has the right to disconnect the Customer without notice in the following conditions:

- a. The Customer is connected to REG's network illegally;
- b. A Customer's installation is deemed dangerous to lives of people and the environment;
- c. A Customer's installation may adversely affect the network reliability and/or the quality of supply to other Customers;

5.2.5. *Customer Request for Disconnection*

A Customer's requests for disconnect of electricity supply to his/her premises, shall be honoured by REG, provided that sufficient investigations by REG have confirmed receipt of consent by occupants of the premises; REG will accept the customer's disconnection request:

- Provided it based on concrete reasons
- It is delivered in writing;

5.2.6. *Exceptions for disconnection of electricity*

REG shall execute disconnections with the exception of the following circumstances:

- a. For non-payment on weekends, public holidays and after normal working hours;
- b. In case payment points and reconnection service are not available in the subsequent twenty-four (24) hours period from the projected time of disconnection;
- c. A payment arrangement or contract with REG is in force and effective;

5.3. Reconnection of electricity

5.3.2. *Conditions for Reconnection of Electricity*

REG shall reconnect electricity to the Customer in the following circumstances:

- a. After settlement of outstanding electricity bills and other related REG's charges;
- b. After committing to acceptable payment instalment arrangement with REG in lieu of outstanding electricity bills;
- c. Following the rectification of a supply connection previously disconnected for electricity theft or illegal connection to the satisfaction of REG and:
 - payment of all related charges owed to REG; or
 - enters into an acceptable payment instalment arrangement with REG;
- d. Following the rectification of a supply connection previously disconnected for dangerous or unsafe installations, and certification by an authorized person in accordance with REG's requirements;
- e. Following provision of access to premises previously inaccessible to REG, and agreement to reasonable continued access arrangements plus payment necessary reconnection fee;

6. QUERIES AND COMPLAINTS

6.2. Where to Lodge a Customer Query &/or Complaint

A customer may contact REG with (i) written (ii) oral a query/complaint via the following outlets: REG offices are open from 7:00am to 5:00pm from Monday to Friday.

No	Contact Methodology	Details
a	The nearest REG Branch Office	Follow this link on the internet: http://reg.rw/about-us/branches-and-managers-contacts OR <i>Refer to the list of Branch contacts in Appendix-1</i>
b	24 hr Call Centre	3535
c	Telephone	+250 (0) 788 181224
d	Email	info@.reg.rw
e	Twitter	www.twitter.com/reg_rwanda
f	Facebook	www.facebook.com/reg.rw
g	REG website	www.reg.rw
h	Mailing Address	REG KN82 ST3, Nyarugenge District, Kigali City, P.O. Box 537 Kigali, Rwanda

The query or complaint raised by the customer among others must specify; date, time, cause and damage of the event that led to be a query or complaint.

6.3. Customer query/complaints handling and dispute resolution durations

The REG has provided the following guidance regarding response to and resolution of Customer Queries and Complaints received via each of the routes indicated above:

Category	Details	Response (Hrs)	Resolution (Hrs)
Swift Resolution	Power Supply Interruptions	Immediate	4
	Meter/Metering	Immediate	3
	Connection Requests	Immediate	12
	Payments	Immediate	3
	Billing	Immediate	3
	Information request	Immediate	1
	Other(s)	Immediate	Case-by-case

Category	Details	Response (days)	Resolution (days)
Complex Resolution	Power Supply Interruptions	1	Within 7
	Meter/Metering	1	Within 5
	Connection Requests	2	Within 3
	Payments	1	Within 5
	Bill, Vending	1	Within 5
	Information request	1	Within 3
	Other(s)	1	Within 7
	Dispute	1	Within 10

Property Damage claim

In the case of a claim for property damage due to adverse electricity supply conditions:

- a. The customer shall deliver a written complaint to the REG;
- b. The REG shall investigate and generates a full report;
- c. The REG shall furnish and flow up the report to insurance for the eligible client;

6.4. Related Fees & Charges (Queries & Complaints)

The process of resolution of Queries and Complaints may require activities that shall attract charges &/or fees. This expense shall be borne by the customer to the extent that it is not covered under the contract the customer has with REG.

The chargeable items are listed in the table below.

S/№	DESCRIPTION	COST (FRW)
1	CONNECTION FEES:	
	≤ 37M	56,000
	≥ 37M	DEPEND ON QUOTATION
2	ADDITIONAL METER:	
	SINGLE PHASE	55,800 ¹
	THREE PHASE	117,900 ²
3	LABOUR COST (COMMERCIAL & INDUSTRIAL CUSTOMERS) IN CASE MATERIALS ARE PROVIDED BY REG	18% OF COST OF MATERIALS
	LABOUR COST (COMMERCIAL & INDUSTRIAL CUSTOMERS) IN CASE MATERIALS ARE PROVIDED BY THE CUSTOMER	15% OF COST OF MATERIALS
4	PENALTY FOR LATE BILL PAYMENT:	
	DELAY BY 1 ST MONTH	5%
	DELAY BETWEEN 2 ND – 6TH MONTH	5% + 1.5%
	7 TH MONTH, HANDLE DEFAULTERS TO LEGAL UNIT	
5	FINES FOR ELECTRICITY THEFT AND ILLEGAL CONNECTION:	
	SMALL CONSUMERS	1 MILLION
	MEDIUM CONSUMERS: (Households & Commercials with Equipment, E.G. Dry Cleaners, Cookers, etc.)	3 MILLION

¹ Prices are subject to change depending on the current market price; and in case of any changes, it will be officially communicated.

² Prices are subject to change depending on the current market price; and in case of any changes, it will be officially communicated.

LARGE CONSUMERS (Industries, hotels, etc.)	10 MILLION
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6.5. Customer Complaints Dispute resolution

Customer disputes with REG shall be handled as follows:

- The Customer will lodge the complaint as a dispute with REG
- The shall investigate & furnish the results to the customer within ten (10) working days;
- If the customer is not satisfied with REG’s response to the complaint, the Customer may refer the complaint to the Regulatory Authority;

7. RWANDA ELECTRICAL GRID PARAMETERS

Customers intending to connect to and utilise electrical energy in Rwanda need to carefully observe the following electrical parameters governing the Transmission Grid Distribution Networks.

7.2. Frequency

The Rwanda electrical network operates at a normal frequency of **50Hz**

The Grid Code approves an Operating Tolerance of **± 1%**

This translates to a range from **49.5Hz – 50.5Hz**

7.3. Voltage

The Rwanda Grid operates the following voltages across the Transmission Grid and Distribution Network:

Network	Category	Voltage (kV)
Transmission	High Voltage (HV)	220
		110
Distribution	Medium Voltage (MV)	30
		15

The Grid Code approves an Operating Tolerance of **±10%** across the entire network.

This translates to the following approved operating voltage ranges:

Category	Nominal Voltage (kV)	Acceptable Voltage Ranges (kV)
High Voltage (HV)	220	242 – 198
	110	121 – 99
Medium Voltage (MV)	30	36.3 – 29.7
	15	16.5 – 13.5

Low Voltage (LV)	0.4 (Three phase)	0.44 – 0.36
	0.23 (Single phase)	0.25 – 0.21

8. POWER INTERRUPTION COMMUNICATION

8.2. Power Interruption Communication and Notification Procedure

REG shall endeavour to provide communication and notices to affected customers of interruptions as follows:

- a) 10 working days' advance notification will be given for any planned interruption;
- b) For emergency interruptions or incidents, clients shall be communicated to within 24hrs after attending to the incident.

8.3. Methods of Communication

REG shall make use of ALL appropriate media (including but not limited to):

- Radio,
- Television,
- Local Newspapers,
- SMS &/or other Messaging Systems,
- Social media
- REG website

Notice: In case of non- restoration of power in the agreed time due to reasons beyond control, the customers will be re-notified.

9. REG'S & CUSTOMER'S RIGHTS AND OBLIGATIONS

9.2. Customer's Rights & Obligations

Rights	Obligations
a. Accurate measurement of consumption	a. Pay promptly the energy consumed
b. Entitled to be billed	b. To protect REG property installed at his /her premises.
c. Be treated with dignity and respect	c. Report to REG any additions of load in their premises.
d. Experience excellent service delivery	d. Employ a registered electrical contractor to inspect his/her premises every 5 years and deliver to REG a report indicating a clean bill of health;
e. Be dealt with promptly and appropriately	e. Use RURA certified electrical installer
f. Meter test upon request	f. Protect ALL his or her wiring system including appliances after electricity meter;
g. Connection and installation of external electrical components	g. Report any mal-functioning meter at his premises
h. Quality, reliable and secure supply.	
i. Be involved in issues affecting him/her	

<ul style="list-style-type: none"> j. Access to information relevant to them k. Subscription for a service contract l. Complain m. Termination of services 	<ul style="list-style-type: none"> h. Report to REG any unauthorized or suspicious activities regarding power supply infrastructure or theft of electricity; i. Return a meter to REG in case he is to vacate the premises j. The customer shall be liable for any damages or loss to REG property or that of other persons as a result of unauthorized tampering or interference with REG properties; k. The customer shall be liable for any injury to REG employees or other persons due to unauthorized tampering or interference with REG properties;
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9.3. REG's Rights & Obligations

Rights	Obligations
<ul style="list-style-type: none"> a. Access customer premises for the purpose of reading, repairing, controlling, removing or exchanging meters; b. Receive payment for service delivered; c. Disconnect supply if power/infrastructure theft, & energy payment default are proven; d. Levy fines on customers for energy payment default &/or involvement in illegal activity; e. Be treated with dignity and respect; f. Change network equipment and infrastructure where necessary; g. Confidentiality of its information; h. Be involved in issues affecting its operations; i. Complain; 	<ul style="list-style-type: none"> a. Operate, maintain and provide adequate, affordable, reliable and secure power supply; b. Consult customers regarding range of services provided; c. Inform customers about service delivery standards; d. Serve its customers; e. Provide customers complete and accurate information about products & services provided by REG; f. Provide Customer education and forums g. Be honest and transparent in its dealings with its customers; h. Ensure continual improvement in service by promoting innovation and learning; i. Full responsibility for all networks extending to BUT ending at the customer's meter;

10. SUMMARY OF SERVICE DELIVERY STANDARD

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
1	Electricity Connection service (<i>term & conditions apply</i>)*	<p>a) Preconditions:</p> <ul style="list-style-type: none"> ▪ Completed application form ▪ ID card/passport ▪ Proof of ownership/land title ▪ Legal name of applicant ▪ Service address ▪ Mailing address ▪ Work phone/mobile number, ▪ Name, address and phone number of a personal reference, ▪ and other information as REG may require. <p>b) Conformation with the REG technical standards</p>	<ul style="list-style-type: none"> ▪ Full payment: 56,000 ▪ 56,000 paid at bank <p>OR</p> <ul style="list-style-type: none"> ▪ Instalment: 56,000 	<ul style="list-style-type: none"> ▪ Connection to existing LV infrastructure (Within 37 Meters) ▪ 50% deductible from each electricity purchases. 	Within 4 working days	Customer respective branch
			<ul style="list-style-type: none"> ▪ Full payment: 56,000 paid at bank <p>OR</p> <ul style="list-style-type: none"> ▪ Instalment: 56,000 + Cost of extension 	<ul style="list-style-type: none"> ▪ LV Line Extension (Above 37 -50 Meters) ▪ 50% deductible from each electricity purchases. 	Within 4 working days	Customer respective branch
			<ul style="list-style-type: none"> ▪ Full payment: 56,000 paid at bank + Cost of extension <p>OR</p> <ul style="list-style-type: none"> ▪ Instalment: 56,000 + Cost of extension 	<ul style="list-style-type: none"> ▪ LV Line Extension (Above 50 -100 Meters) ▪ 50% deductible from each electricity purchases. 	Within 4 working days	Customer respective branch
			<ul style="list-style-type: none"> ▪ Full payment: 56,000 paid at bank + Cost of extension <p>OR</p> <ul style="list-style-type: none"> ▪ Instalment: 56,000 + Cost of extension 	<ul style="list-style-type: none"> ▪ LV Line Extension (Above 100-800 Meters) 	Within 10 working days	Customer respective branch

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
		c) Payment of connection charges (In Full OR Instalments)	Full payment: 56,000 paid at bank + Cost of connection OR ▪ Instalment: 56,000 + Cost of connection	MV connection to existing MV infrastructure for post-paid meter (0-100 Meters)	Within 10 working days	Customer respective branch
				MV connection to existing MV infrastructure for prepaid meter (0-100 Meters)	Within 10 working days	Customer respective branch
			Will base on the quotation	MV extension from 100M – 5KM with a transformer of 25-50kVA (Small industries)	Within 20 working days	REG Operations Department
			Will base on the quotation	MV extension from 100M – 5KM with a transformer of 100-250kVA (Medium industries)	Within 20 working days	REG Operations Department
			Will base on the quotation	MV extension from 100M – 5KM with a transformer of 400-1,600kVA (Large industries)	Within 20 working days	REG Operations Department

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
2	Procedures for new connection	Refer to item 1	NIL	<ol style="list-style-type: none"> 1. Application 2. Survey 3. Quotation 4. Payment 5. Connection 	Refer to item 1	<ol style="list-style-type: none"> 1. Customer 2. REG Technician 3. REG Technician 4. Customer 5. REG Technician
3	Metering	Customers to facilitate REG in accessing to meter	<p>NIL</p> <p>NIL</p> <p>1,500 if test is requested by the customer</p>	<ol style="list-style-type: none"> 1. Metering reading 2. Inspection 3. Meter testing/verification 	<p>Monthly when necessary</p> <p>Within 3 days</p>	<p>REG branch</p> <p>REG staff</p> <p>REG Metering section</p>
4	Billing	NONE	NIL	Customers will be issued with monthly bills through (hardcopies, E-mail, SMS, & REG website,)	2 nd week of the month	REG respective branch /REG Commercial Department
5	Payments	Settle outstanding bills	NIL	Payment of outstanding bills	Within 15 days after receipt of invoices	Customer
			<p><i>Attract an incremental penalty (compounded interest);</i></p> <p><i>Whereby on the 1st month the penalty shall be 5% of the total invoice and the subsequent months for a period of 6 months will add 1.5% to the previous penalty.</i></p>	charge for late payment	After 15 days of receipts of invoices	Customer

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
			<i>If there is no sign of payment, on the 7th month, the customer will be handed over to Legal Unit for the follow up.4</i>			
6	<p>Conditions for disconnection of a service:</p> <p>Failure to comply with the terms and conditions of the contract or supply agreement; Accumulation of arrears</p> <p>Continued use of sub-standard equipment despite sufficient notice;</p> <p>Fraudulent use of electricity, theft and or destruction of electricity materials and infrastructure</p>	<p>Issue of disconnection notice</p> <p>None</p>	<p>Compensation for the damages</p> <p>Small Consumers: 1 Million + Regularization</p> <p>Medium Consumers (Households & Commercials With Equipment, E.G. Dry Cleaners, Cookers, etc.): 3 Million +</p>	<p>Disconnection notice</p> <p>Disconnection</p> <p>Disconnection</p>	<p>At least 7 working days before disconnection</p> <p>Immediate</p> <p>Immediate after confirmation of the tampering/by-pass</p>	<p>Customer respective branch/REG Commercial Department</p>

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
	<p>Emergency on network</p> <p>Disconnection upon customer request</p>	Request delivered in writing with concrete reasons	<p>Regularization Large Consumers (Industries, hotels, etc.): 10 Million + Regularization</p> <p>None</p>	Disconnection	Within 24hrs after attending to the incident.	Customer respective branch
7	Queries and complaints	Submitted in oral /Writing via (Respective branch, call centre, Telephone, Twitter, Facebook, REG website and mailing address	Depend on the category	<p>Resolution of Queries and complaints:</p> <ul style="list-style-type: none"> ▪ That require no investigations ▪ That don't require investigations 	<p>Within 48 hours</p> <p>-Within 7 working days</p>	<p>REG Respective Department</p> <p>REG Respective</p>
8	Customer dispute	A written dispute	Upon dispute resolution	Investigation	Within 10 working days	REG Respective
9	Power interruptions	Communication and Notification	Depend on channel of communication used	<p>Planned interruptions</p> <p>Un-planned interruptions</p>	<p>10 working days in advance</p> <p>Within 24hrs after attending to the incident.</p>	REG Commercial Department/ Customer respective branch

S/N	Item	Requirements	Cost (FRW)	Activity	Timeframe	Contact/Responsible
10	<p>Rwanda electrical grid parameters:</p> <ul style="list-style-type: none"> ▪ Frequency: 50Hz <p>Tolerance ±1% (Hz): 49.5 – 50.5</p> <p>Voltage (kV) & operating tolerance: ±10%</p> <p><u>Transmission</u></p> <ul style="list-style-type: none"> ▪ High voltage 220 and 110 <p>Tolerance(kV):</p> <ol style="list-style-type: none"> a. 242-198 b. 121-99 <p><u>Distribution</u></p> <ul style="list-style-type: none"> ▪ Medium Voltage (30 &15) <p>Tolerance(kV):</p> <ol style="list-style-type: none"> a. 36.3-29.7 b. 33-27 c. 16.5-13.5 d. 7.26-5.94 <p><u>Low Voltage</u> 0.4 (Three phase) 0.23 (Single phase)</p> <p>Tolerance(kV):</p> <ol style="list-style-type: none"> a. 0.44-0.36 0.25-021 	<p>Compliance to grid code</p>	<p>None</p>	<p>Maintain frequency and voltage within acceptable limits</p>	<p>Contract duration</p>	<p>Customer respective branch/ Directorate of Electricity Distribution</p>

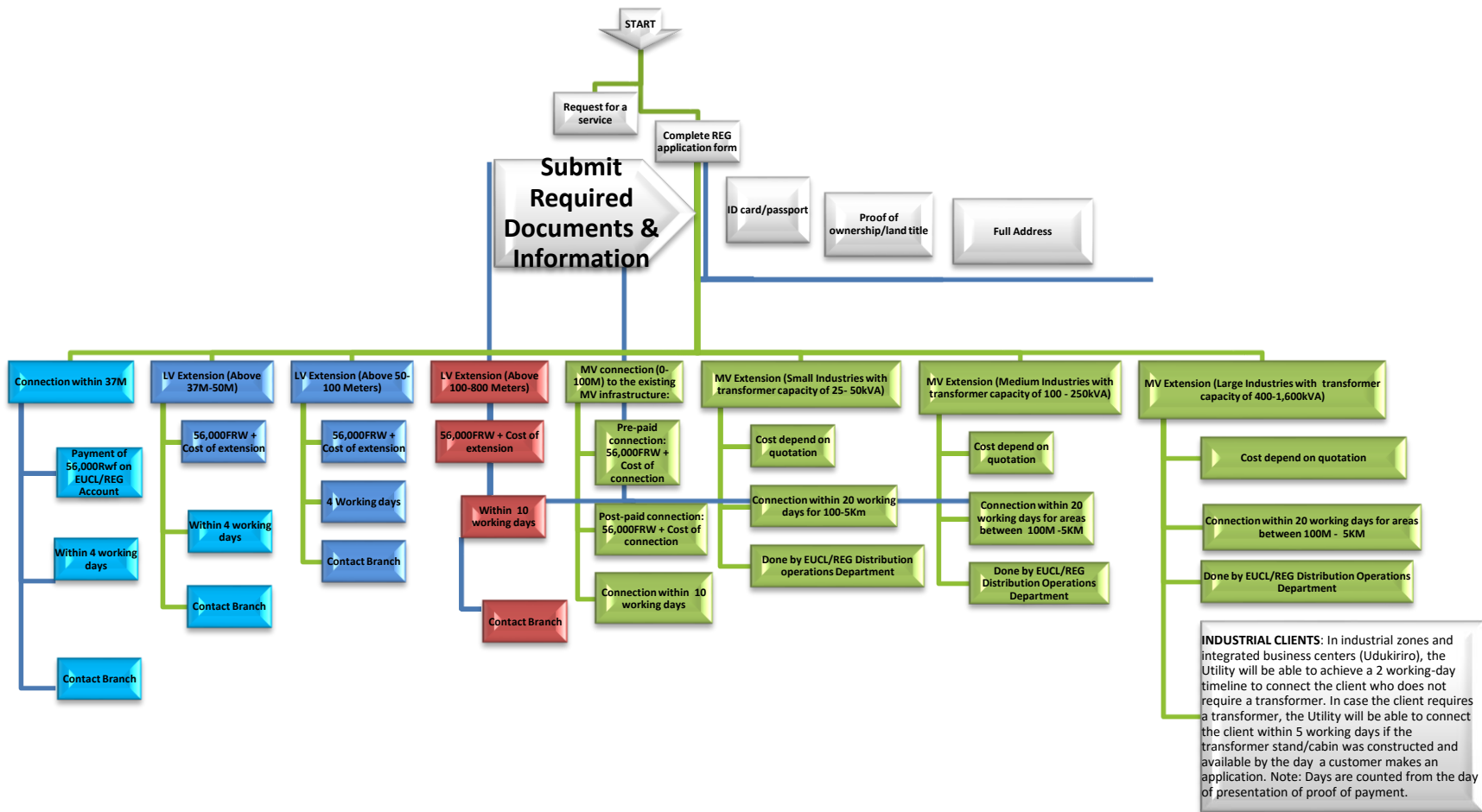
CUSTOMER’S RIGHTS & OBLIGATIONS

RIGHTS	OBLIGATIONS
<ul style="list-style-type: none"> a. Accurate measurement of consumption b. Entitled to be billed c. Be treated with dignity and respect d. Experience excellent service delivery e. Be dealt with promptly and efficiently f. Quality, reliable and secure supply. g. Be involved in issues affecting him/her h. Meter test upon request i. Connection and installation of external electrical components j. Access to information relevant to them k. Subscription for a service contract l. Complain m. Termination of services 	<ul style="list-style-type: none"> a. Pay promptly the energy consumed b. To protect REG property installed at his /her premises. c. Report to REG any additions of load to their premises. d. Employ a registered electrical contractor to inspect his/her premises every 5 years and deliver to REG a report indicating a clean bill of health; e. Use RURA certified electrical installer f. Protect ALL his or her wiring system including appliances after electricity meter; g. Report to REG any unauthorized or suspicious activities regarding power supply infrastructure or theft of electricity; h. The customer shall be liable for any damage or loss to REG property or that of other persons as a result of unauthorized tampering or interference with REG properties; i. The customer shall be liable for any injury to REG employees or other persons due to unauthorized tampering or interference with REG properties; j. Return a meter to REG in case he is to vacate the premises

REG's Rights & Obligations

RIGHTS	OBLIGATIONS
<ul style="list-style-type: none"> a. Access customer premises for the purpose of reading, repairing, controlling, removing or exchanging meters; b. Receive payment for service delivered; c. Disconnect supply if power/infrastructure theft, & energy payment default are proven; d. Levy fines on customers for energy payment default &/or involvement in illegal activity; e. Be treated with dignity and respect; f. Change network equipment and infrastructure where necessary; g. Confidentiality of its information; h. Be involved in issues affecting its operations; i. Complain; 	<ul style="list-style-type: none"> k. Operate, maintain and provide adequate, affordable, reliable and secure power supply; l. Consult customers regarding range of services provided; m. Inform customers about service delivery standards; n. Serve its customers; o. Provide customers complete and accurate information about products & services provided by REG; p. Provide Customer education and forums q. Be honest and transparent in its dealings with its customers; r. Ensure continual improvement in service by promoting innovation and learning; s. Full responsibility for all networks extending to BUT ending at the customer's meter;

11. FLOW CHART OF ELECTRICITY CONNECTION



12. FLOW CHART TO ADDRESS QUERIES, COMPLAINTS, DISPUTES & POWER INTERRUPTIONS

