

ELECTRICITY SERVICES QUALITY STANDARDS DIRECTIVE – No. 2/2005

DRAFT awaiting approval

PART ONE

GENERAL

1. Issuing Authority

This Directive is issued by the Ministry of Infrastructure (hereafter referred as the “Ministry”) pursuant to the authority vested in it by Articles 28 (2) of the Electricity Proclamation No. 86/1997 and Article 77 of the Electricity Operations Council of Ministers Regulations No. 49/1999.

2. Short Title

This Directive may be cited as the “Electricity Services Quality Standards Directive No. 2/2005”.

3. Definitions

3.1 Words and phrases used in this Directive shall have the meaning and application given to them in the Proclamation No. 86/1997, Electricity Operation Regulations No. 49/1999, and Directives issued there under.

3.2 In this Directive, unless the context requires otherwise:

3.2.1 “Availability Factor” shall mean the ratio of installed plant capacity (MW) multiplied by 8760 hours less total annual unserved energy due to all planned and forced outages, to the installed plant capacity (MW) multiplied by 8760 hours.

3.2.2 “Accounts Receivable Lag” shall mean the ratio of the accounts receivable balance at the end of the year to the average daily revenues.

3.2.3 “Billing Lag” shall mean the number of days after meter reading until the time the bill is sent to the customer.

3.2.4 “Complaints Procedure” shall mean a procedure that is implemented by a Licensee so as to allow customers to register complaints relating to the performance of the Licensee and describes how Licensees shall respond to complaints received from customers.

3.2.5 “Day “ shall mean a government working day. It excludes weekend days and national holidays.

- 3.2.6 “EEPCo” shall mean the Ethiopian Electric Power Corporation.
- 3.2.7 “Fiscal year” shall mean the fiscal year of the Government of Ethiopia which is based on the Ethiopian calendar.
- 3.2.8 “Forced Interruption” shall mean an interruption encountered when a component of the supply system is taken out of service immediately, either automatically or as soon as switching operations are performed, as a result of emergency conditions, or human error or by the malfunctioning of equipment.
- 3.2.9 “Forced Outage Factor” shall mean the ratio of annual un-served energy (MWh) due to forced removal of a unit or component from service for work to the installed plant capacity (MW) multiplied by 8760 hours.
- 3.2.10 “MW Capacity” shall mean the ratio of the actual available capacity in MW to the design capacity (name plate rating) in MW.
- 3.2.11 “Network” shall mean the transmission or distribution lines, all associated equipment and accessories of any Licensee.
- 3.2.12 “Non momentary outage” shall mean an outage that lasts for more than 2 minutes.
- 3.2.13 “Planned Interruption” shall mean an interruption that occurs when a component of the supply system is deliberately taken out of service by the Licensee at a selected time, usually for the purpose of construction, preventative maintenance or repair.
- 3.2.14 “Planned Outage Factor” shall mean the ratio of annual un-served energy (MWh) due to planned work that generally involves an overhaul work, either on a unit or component, to the installed plant capacity (MW) multiplied by 8760 hours.
- 3.2.15 “Service Quality Standards” shall mean a set of parameters and their corresponding values that are used to evaluate the adequacy of the level of electricity services provided by a Licensee

4. Objective of the Directive

The objective of this Directive is to determine the quality standards of electricity services that are provided by a Licensee.

PART TWO

CUSTOMER COMPLAINTS HANDLING

5. Customer Complaints Procedure

- 5.1 The Licensee shall implement a Complaints Procedure that allows customers to register complaints relating to the Service Quality Standards of the Licensee and that describes how Licensees shall respond to complaints received from customers.
- 5.2 The Complaints Procedure shall include the provision that the Licensee will register all complaints and will acknowledge all written complaints within 10 days and will respond to all complaints, whether written or verbal, within 20 days.
- 5.3 A copy of the Complaints Procedure and all revisions to the Complaints Procedure shall be sent to the Agency. A copy of the Complaints Procedure, upon request, shall be given freely to any customer of the Licensee.
- 5.4 The Licensee shall publicise appropriately the existence of the Complaints Procedure and revisions thereof. The Licensee shall report to the Agency the method by which it has publicised the Complaints Procedure and the number of copies of the Procedure that are given upon request.
- 5.5 The Agency or bodies authorised by the Agency shall investigate complaints made by customers of the Licensee provided that the customer has first complained to the Licensee and is not satisfied with the response of the Licensee or where the Licensee has failed to respond within the prescribed period.
- 5.6 The Licensee's Complaints Procedure shall indicate that customers have the right to complain to the Agency or bodies authorized by the Agency if they consider that the response by the Licensee to their complaint is unsatisfactory.

6. Record of Complaints

- 6.1 The Licensee shall keep records of all complaints and shall prepare and submit annual complaint analysis report to the Agency.
- 6.2 The Agency may issue from time to time format for the complaints analysis report.

7. Application

The Complaints Procedure shall be prepared by the Licensee within 6 months of the date of the issuing of a License or of this Directive, whichever is the latest.

PART THREE

CUSTOMER SERVICE QUALITY STANDARDS – DISTRIBUTION AND SALE

8. Restoring a Supply Following a Distribution System Failure

- 8.1 Where the supply to a customer is discontinued as a result of a failure of the distribution system, the Licensee shall restore supply within 2 hours.
- 8.2 This shall only apply if the Licensee is made aware of the interruption to supply.

9. Providing an Estimate of Charges

Where a new or existing customer requests a new supply or improvement to his supply or relocation of his supply lines and associated equipment, as the case may be, the Licensee shall provide an estimate of appropriate charges within 3 days.

10. Giving Notice of Supply Interruption

Where the Licensee requires interrupting supply to carry out planned maintenance or other planned work to the network, the Licensee shall notify the customers 24 hours before the interruption is to take place.

11. Voltage Problems

Where a customer requests the Licensee to rectify voltage problems of his supply, the Licensee shall investigate and, where the work only requires improvement to the low voltage network, give a solution to the problem within 15 days, or challenge the request.

12. Responding to Meter Accuracy Queries

Where a customer requests the Licensee about the accuracy of his meter, the Licensee shall investigate and respond within 10 days, or challenge the request.

13. Responding to Queries from Customers

If a customer enquires in writing about:

- a) the accuracy of his account;
- b) the accuracy of an estimate of charges, or
- c) any other relevant issue.

the Licensee shall respond to that enquiry within 5 days.

14. Making and Keeping Appointments

- 14.1 If a customer requests that the Licensee visit the customer's property in connection with the supply of electricity or other services covered in this Part, the Licensee shall:
 - a) offer an appointment; and

b) keep that appointment.

14.2 If the Licensee has to change the appointment then the Licensee shall notify the customer the change of that appointment at least one day in advance. However the Licensee cannot change the appointment more than once.

15. Providing a New Supply, Improving or Relocating Existing Supply Installations

15.1 When requested to, the Licensee shall provide a supply to a new customer or improve or relocate the existing supply installations of an existing customer, within the following prescribed times:

- a) For single phase_____4 days
- b) For three phase_____13 days

15.2 The prescribed time runs from the time that the prospective customer has agreed terms with the Licensee

16. Re-connecting Supply Following Payment

16.1 Where a customer has been disconnected for default in payment the Licensee shall reconnect the supply within 24 hours after the customer has effected payment of owed invoices and overcharges

16.2 This standard shall not apply in those cases where the supply has been disconnected because of any illegal act of the customer.

17. Meter Reading

Customers shall have their meter read at least once in a month.

PART FOUR

AVERAGE SYSTEM STANDARDS FOR RELIABILITY OF SUPPLY AND COMMERCIAL SERVICE QUALITY – DISTRIBUTION

18. Planned and Forced Interruptions

The Licensee shall not exceed the values prescribed in Table 1 for the parameters described.

Type of measure	Measured as	Values
Frequency of outages caused by planned interruptions	Interruption frequency per customer per year (numbers)	5
Duration of outages caused by planned interruptions	Interruption duration per customer per year (hours)	5

Frequency of non - momentary outages caused by unplanned interruptions	Interruption frequency per customer per year (numbers)	15
Duration of non - momentary outages caused by unplanned interruptions	Interruption duration per customer per year (hours)	20

Table 1. Average parameters for planned & forced interruptions with prescribed values

19. Technical and Non-Technical Losses

- 19.1 The Licensee shall not exceed combined transmission and distribution technical and non-technical losses set out in Table 2.
- 19.2 Beyond fiscal year 2001, the Licensee shall maintain the overall losses below the level of 12%.

Table 2. Overall losses of Transmission and Distribution Networks

<u>Fiscal Year</u>	<u>Losses in %</u>
1997	19%
1998	18%
1999	16%
2000	14%
2001	12%

20. Revenue Collection

- 20.1 From fiscal year 1997 to 1999 the Licensee shall maintain the Billing Lag below the level of 30 days .
- 20.2 Beyond fiscal year 1999, the Licensee shall maintain the Billing Lag below the level of 25 days.
- 20.3 The Licensee shall not exceed the Accounts Receivable Lag targets set out in Table 3.
- 20.4 Beyond fiscal year 2001, the Licensee shall maintain the Accounts Receivable Lag below the level of 35 days.

Table 3. Accounts Receivable Lag

<u>Fiscal year</u>	<u>Accounts Receivable Lag (days)</u>
1997	50
1998	45
1999	41
2000	38
2001	35

PART FIVE

SERVICE QUALITY STANDARDS – GENERATION (ONLY FOR HYDRO)

21. Forced Outage

Forced outage factor shall not exceed 0.5%.

22. Planned Outage

Planned outage factor shall not exceed 2.5%.

23. Availability

Availability factor shall not be less than 97%.

24. MW Capacity

MW capacity for each unit shall not be less than 90%.

PART SIX

SERVICE QUALITY STANDARDS – TRANSMISSION

25. Losses

25.1 The Licensee shall not exceed combined transmission and distribution technical and non -technical losses set out in Table 2.

25.2 Beyond fiscal year 2001, the Licensee shall maintain the overall losses below the level of 12%.

PART SEVEN

MISCELLANEOUS

26. Annual Report and Publication of Performance

26.1 The Licensee shall provide detailed annual reports to the Agency on actual performance against Service Quality Standards defined in this Directive.

26.2 The Licensee and the Agency shall publicize performance against targets.

26.3 Distribution and Sales Licensee shall publicize performance by means of posters prepared annually and located at cash collection offices and/or in leaflets sent with one invoice each year to customers as may be appropriate.

27. Effective Date

This Directive shall enter into force as of the ___th day of _____ 2005.