

CLIENT CHARTER

The Energy Commission is committed in:

- Setting up a regulatory system that encourages the electricity and gas industry to be strong and consumers' interests are protected;
- Effectively monitoring electricity supply and gas reticulation in terms of its service quality, safety and reasonable price;
- Carrying out effective legal enforcement; and
- Providing efficient and friendly services within the stipulated time for licensing and issuance of certificate.

Our commitment to our customers is as follows:

For complainants

- All complaints will be recorded.
- All complainants will receive acknowledgement of their complaints within 3 working days.
- Complainants will be informed of the status of their complaints as soon as possible, within 15 working days.
- For complaints that require more comprehensive investigation, complainants will be informed of follow-up status from time to time.

For applicants

We will process and approve complete applications for licences and certifications within the stipulated periods as follows:

1. LICENCES	WORKING DAYS	3. ACCREDITATION OF TRAINING INSTITUTION FOR ELECTRICAL AND GAS COMPETENCY	WORKING DAYS
Electricity		Accreditation	
Private Licence less than 5MW	15	Approval as an Accredited Institution	60
Renewal of Private Licence less than 5MW	3	4. EQUIPMENT APPROVAL	
Amendment to Installation Capacity less than 5MW	3	Electrical Equipment	
Private Licence 5MW and above	60	Certificate of Approval (COA) to Import, Manufacture, Display, Sell or Advertise	5
Public Licence less than 30MW	60	Renewal of COA	1
Public Licence less than 5MW (NOVA, NEM GoMEN & SOLAR SELCO (LEASING & SARE))	30	Transfer of COA	5
Piped Gas		Change of Name or Business Address in COA	1
Import into Regasification Terminal Licence	60	Gas Fitting/Appliance/Equipment	
Renewal of Import into Regasification Terminal Licence	60	Certificate of Approval (COA) to Manufacture/Assemble or Import	5
Regasification Licence	180	COA for Gas Fitting/Appliance/Equipment	5
Renewal of Regasification Licence	180	Renewal of COA	3
Shipping Licence	60	Change of Name or Business Address	1
Renewal of Shipping Licence	60	5. REGISTRATION OF INSTALLATIONS	
Transportation Licence	180	Electrical Installations	
Renewal of Transportation Licence	180	New Registration	15
Distribution Licence	180	Renewal of Registration	3
Renewal of Distribution Licence	180	Capacity Amendment and Transfer of Certificate of Registration	3
Private Gas Licence	1	Piped Gas Installations	
Renewal of Private Gas Licence	1	Approval to Install (ATI)	15
Retail Licence	14	Approval to Operate (ATO)	7
Renewal of Retail Licence	14	6. REGISTRATION OF CONTRACTORS	
2. COMPETENCY CERTIFICATION		WORKING DAYS	
Electrical Competency (Private Candidates)		Electrical Contractors	
Public Notice on Written Examination Application	30 days before application closing date	New Registration, Cancellation and Reinstatement to the Register	3
Notice on Eligibility to Sit for Written Examination	21 days after application date	Renewal of Registration	1
Notification of Written Examination Result	30 days after the examination	Changes in Class of Registration and Relevant Information	3
Issuance of Certificate of Competency	30 days after notification of practical examination result	Piped Gas Contractors	
Replacement of Damaged or Lost Certificate	14	New Registration	7
New Registration as Competent Person	1	Renewal of Registration	4
Renewal or Cancellation of Registration as Competent Person	1	7. REGISTRATION OF ELECTRICAL ENERGY MANAGERS	
Gas Competency		WORKING DAYS	
Notice for Written Examination	30 days before application closing date	Registration	45
Notice on Eligibility to Sit for Written Examination	30 days after application closing date		
Notification of Written Examination Result	21 days after the examination		
New Registration	3		
Renewal of Registration	3		