

PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF SESB



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OF SESB



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1.0 ELECTRICITY SUPPLY SERVICE PERFORMANCE STANDARD

1.1 GUARANTEED SERVICE LEVELS (“GSL”)

These guaranteed service levels, as stipulated in Schedule 1, set the required levels as notified by the Commission for the purpose of ensuring the quality of the delivery of services of SESB. SESB’s non-compliance shall result in payable compensation in the form of rebates to eligible consumers.

Schedule 1

| Service Dimension | Service Indicator | Performance Level (Not more than the specified level) | Compensation in the form of rebate |
|---|---|--|--|
| Availability of Supply • Frequency of interruption | <u>GUARANTEED SERVICE LEVEL : GSL1</u> Number of unplanned interruptions experienced by a consumer within the administration of: <ul style="list-style-type: none"> • WP Labuan • Kota Kinabalu & Sandakan • Other areas | 4 per year 5 per year 10 per year | <u>Domestic consumer(s)</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher. <u>Commercial consumer(s)</u> 1% of average monthly bill amount, up to a maximum of RM300. <u>Industrial consumer</u> 0.5% of average monthly bill amount, up to a maximum of RM1000. |

Obligations of Licensee(s)

- i. Interruptions referred to in GSL1 are those interruptions sustained for more than four (4) hours which are not due to force majeure or natural disaster or weather-related incidents.
- ii. A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year.
- iii. In the case of non-compliance to GSL1, the affected consumers **may claim for a rebate** within the first two (2) months of the following year when the number of interruptions exceed the threshold for that particular year.

| Service Dimension | Service Indicator | Performance Level (Not more than the specified level) | Compensation in the form of rebate |
|--|---|---|---|
| Availability of Supply Restoration time | <u>GUARANTEED SERVICE LEVEL : GSL2</u> Time taken to restore electricity supply following outage caused by: <ul style="list-style-type: none"> Low voltage (400V & below) | 8 hours | <u>Domestic Consumer(s)</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher. |
| | <ul style="list-style-type: none"> Medium voltage (11-33kV) | 8 hours | <u>Commercial Consumer(s)</u> 1% of monthly bill amount, up to a maximum of RM300. |
| | Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing: <ul style="list-style-type: none"> Partial Blackout | 8 hours | <u>Industrial Consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000. (Monthly bill of the particular month when non-compliance occurs) |
| | <ul style="list-style-type: none"> Total blackout | 18 hours | For major incidents involving the grid or transmission system, imposition of any compensation shall be within the sole determination of the Commission. |

Note:

Fault at any distribution voltage level is as defined in the Distribution Code for Peninsular Malaysia, Sabah and the Federal Territory of Labuan.

Obligations of Licensee(s)

- i. Interruptions referred to in GSL 2 are those interruptions which were not due to force majeure, natural disasters or weather related incidents.
- ii. In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the following two (2) months after the incident.
- iii. A rebate for GSL2 is to be calculated based on the monthly bill of occurrence of the incident.

| Service Dimension | Service Indicator | Performance Level (Not more than the specified level) | Compensation in the form of rebate |
|-------------------|--|---|------------------------------------|
| Providing Supply | <p><u>GUARANTEED SERVICE LEVEL: GSL3</u> New individual domestic service connection (NSC) single phase & three phase until connection of electricity supply and after premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies).</p> | 32 days | RM50.00 |
| | <p><u>GUARANTEED SERVICE LEVEL: GSL4</u> Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid and access is available.</p> <p>For meter installations only.</p> <p>Number of days will be calculated commencing a day after deposit received by SESB.</p> | 3 working days | RM50.00 |

Obligations of Licensee(s)

In the case of non-compliance to GSL3 or GSL4, the affected consumers **may claim for a rebate** within the next two (2) months after connection of supply.

| Service Dimension | Service Indicator | Performance Level | Compensation in the form of rebate |
|-------------------|---|---------------------------|------------------------------------|
| Customer Contact | <p><u>GUARANTEED SERVICE LEVEL: GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.</p> | No wrongful disconnection | RM100.00 |

Obligations of Licensee

In the case of non-compliance to GSL5, the affected consumers **may claim for a rebate** within the next two (2) months after non-compliance is established.

1.2 MINIMUM SERVICE LEVELS (“MSL”)

The minimum service levels as stipulated in Schedule 2 set the minimum levels that SESB needs to adhere to, in delivering services to its consumers.

Schedule 2

| Service Dimension | Service Indicator | Performance Level |
|-------------------------------|---|-----------------------|
| Availability of Supply | 1a. Minimum duration of notice for planned / scheduled interruption of electricity supply. | 2 days |
| | 1b. Upon request, time taken to provide initial information to consumer who report on electricity interruption. | 1 hour |
| Quality of Supply | 2a. Time taken to rectify voltage complaint or limit violation. | 180 days |
| | 2b. Time taken to provide a complete report of voltage sag from complaints received date. | 14 days |
| | 2c. Time taken to complete investigation of over voltage from complaint receipt date. | 30 working days |
| Providing Supply | 3a. Time taken to inform the developer of the connection charges to be paid upon receipt of complete application. i) For supply up to 11 kV ii) For supply of 33 kV | 60 days 120 days |
| | 3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, way leave obtained and successful taking over of substation building by SESB: i) For supply up to 11 kV ii) For supply of 33 kV | 4 months 18 months |
| | 3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable occurrence must be followed up by returning call in not less than one (1) hour before the appointment time) | 1 hour |

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| Service Dimension | Service Indicator | Performance Level |
|--------------------------|---|---|
| Customer Contact | 4a. Time taken to reply to written enquiry(ies) or complaint(s). 4b. Average queuing time at customer service counter. 4c. Time taken by customer service officer(s) at SESB Careline 15454 to pick up ringing telephone.e. | 7 working days 20 minutes 90% calls answered within 30 seconds. |
| Metering Services | 5a. Time taken to attend and respond to metering problem(s) or dispute(s), upon official notification/ request by the consumer (appointment, visit, testing, replace, relocate, etc) . 5b. Time interval(s) between monthly bill(s). | 5 working days 1 month |

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Notes



