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# Quality of Electricity Service and Supply

The Electricity Regulatory Authority (ERA) joins the rest of the world to celebrate the World Consumer Rights Day 2018. In an effort to protect the consumers of Electricity Services, the Authority in March 2015 developed, approved and rolled out the Quality of Service Standards for the Electricity Supply Industry.

ERA encourages Electricity Consumers to acquaint themselves with these Standards and to utilize them to demand for Quality Service from Power Distribution Companies.

In accordance with section 11 (i) of the Electricity Act, 1999, Electricity Regulatory Authority (ERA) is required to protect the interests of consumers in respect to the quality and reliability of the electricity supply services.

In order to carry out effective network regulation, regulators world over monitor the quality of electricity supply, defining the standards and indicators applicable to their situation. In the case of Uganda's electricity distribution segment, ERA two years ago developed the minimum Quality of Service Standards covering:

- i) Access to Electricity Supply;
- ii) Reliability of Supply;
- iii) Customer Service.

The established Quality of Service Standards are shown in the Table below.

Standard	Description	Performance Level
<b>Standards on Access to Electricity Supply</b>		
QOS1	Period taken to connect a customer single phase (no pole service) from the time of payment for a service connection	Within 10 working days
QOS2	Period taken to connect a customer single phase (1 or more pole service) from the time of payment for a service connection	Within 15 working days
QOS3	Period taken to connect a new customer three phase (LIGHT) from the time of payment for a service connection	Within 15 working days
QOS4	Period taken to connect a new customer three phase (HEAVY) from the time of payment for a service connection and after all obligations of the customer have been fulfilled ( i.e way leaves and other clearances)	Within 30 working days
QOS5	Period taken to process customer applications from time of paying inspection fees to invoicing for service connection or notification of failure of the inspection	Within 10 working days
<b>Standards on Customer Service</b>		
QOS6	Number of times the meter was read in three consecutive months	100% of meters should be read at least once in a quarter.

QOS7	Period taken to reconnect customer after payment for reconnection	Within 48 hours
QOS8	Calls answered within 30 seconds	70% of calls should be answered within 30 seconds
QOS9	Numbers of emergency calls attended to within 30 minutes	100% response to all emergency calls within 30 minutes
QOS10	Number of technical complaints / queries investigated within 5 to 7 working days	100% of technical complaints / queries resolved within 7 working days
QOS11	Number of non-technical complaints /queries investigated within 30 working days	100% of non –technical queries and complaints resolved within 30 working days
QOS12	Number of investigations involving a 3rd Party completed within 60 working days	100% of investigations completed within 60 working days
QOS13	Period taken to replace a faulty meter (no tampering)	Within 5 working days
<b>Standards on Reliability of Electricity Supply</b>		
QOS14	Notice of planned outages within 48 hours	100% of planned outages issued with a 48 hours notice
QOS15	Duration of planned outages not to exceed 9 hours for all voltage levels and network types	90% planned outages should be within 9 hours for all voltage and network types
QOS16	Notice of unplanned outages within 2hours of occurrence.	100% of unplanned outages to have notification provided within 2hours of occurrence
QOS17	Duration of interruptions in service on the distribution system(SAIDI)	To be set annually
QOS18	Frequency of interruptions in service on the distribution system(SAIFI)	To be set annually

Cognizant of the challenges surrounding electricity supply relating to access to power, connection and billing, disconnection and reconnection issues, outages and power failures, voltage fluctuations and helplines effectiveness, ERA with the involvement

of all distribution companies set up performance standards aimed at improving the performance of distribution companies to ensure a minimum level of service to all consumers and to encourage companies to aim at a higher level of performance. Specifically, the established quality of service standards were intended to improve distribution companies' Customer Service; Reliability of Electricity Supply; and Statutory Reporting.

Uganda's Electricity Quality of Service and Supply Standards were developed out of the existing benchmarks provided by electricity distribution companies and their respective performance over time as monitored by ERA.

These Quality of Service Standards are a mechanism to encourage electricity supply companies to maintain high standards and where consistent breach is noticed, penalties are imposed. Quality of Service Standards are therefore a means of monitoring performance and prescribing specific improvements.

Continuity of supply is determined by the number and duration of supply interruptions and it is closely related to network investments and practices of operation and maintenance by distribution operators. In many countries where power supply is deregulated, distribution companies are subjected to quality regulation and can be financially penalized if set supply standards are not met.

Closely related to continuity of supply is the aspect of ease of connection, also termed as 'Access' for consumers willing and able to access power legally. In line with Government's Vision 2040, which highlights energy, particularly electricity, as a key driver to social economic transformation, ease of connection standards address barriers related to time taken to connect a customer from the time of payment for a service connection, time taken to process customer applications from time of paying inspection fees to invoicing for service connection or notification of failure of the inspection.

On a whole, ERA believes that the set Standards are Comprehensive in electricity service and supply, are consistent with the existing Statutory Instruments, are Controllable by the Utilities, are Measurable, Relevant and Enforceable, and data on each one of them is available at realistic and reasonable effort to the distribution companies.

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**Sustainable Electricity Supply**