



Customer Guide



هيئة تنظيم الخدمات العامة
Authority for Public Services Regulation

Customer Complaint Handling Procedure

Stage 1

If you have a problem, get in touch with your supplier. They will immediately acknowledge your complaint and will normally respond to you within 10 working days. In exceptional circumstances up to 30 working days are allowed.

Satisfied?

NO

YES

Stage 2

If you are not satisfied, let your electricity supplier know. They will escalate your complaint to the Director of Customer Services who will respond to you within 40 working days from receipt of your original complaint.

Satisfied?

NO

YES

Stage 3

If you are still not satisfied you may refer your complaint to the Authority for Public Services Regulation. We have the legal power to investigate and to determine your complaint. You may contact us at any time for further advice on this process.

Satisfied?

NO

YES

Stage 4

If the Authority issues a determination, you have the right to challenge it, in court. If you choose to do so, address your appeal to the Commercial Circuit of the Muscat Preliminary Court

Complaint resolved

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Introduction

The Authority for Public Services Regulation, Oman was established in accordance with the Sector Law as an independent organization responsible for the regulatory control of the electricity sector. One of our most important functions is to protect the interests of electricity Customers. The Authority's main Directorates are:

Customer Affairs

Our Customer Affairs team is responsible for ensuring that your interests are fully considered and that Licensed Distribution and Supply Companies meet their obligations to deliver high quality Customer services. These services include:

- meter reading
- billing and payments
- responding to queries and complaints
- processing applications for connection

Economic & Financial Affairs

Our Economic & Financial Affairs team is responsible for:

- setting, monitoring and ensuring compliance with price controls.
- ensuring that Oman has sufficient electricity generating plant capacity to meet the country's needs.
- calculating electricity subsidies and connection charges.

Technical Affairs

Our Technical Directorate is responsible for:

- all matters related to the safety and quality of the electricity supplied to your home
- metering accuracy
- efficient management of the electricity network in Oman
- approving, monitoring and ensuring compliance with all technical standards applicable to the sector

Legal and Regulatory Affairs

Our Licensing and Legal Affairs team is responsible for:

- ensuring that licenses are only granted to those organizations or persons with the appropriate skills and expertise to enter the market
- ensuring that license obligations are enforced
- ensuring the framework of rules governing the industry is kept up to date

This Guide highlights our role in enhancing awareness of customer rights and explains your basic rights as an electricity customer. It also sets out some common questions that customers may have in relation to complaint handling procedures applicable to the electricity sector in Oman. Furthermore, it describes the precedent determinations made by the Authority for Public Services Regulation, in accordance with the Authority's legal powers, to resolve disputes arising between customers and licensed electricity companies, as provided by the Sector Law.

Know your rights

The Authority for Public Services Regulation has issued Ministerial Decision 4/2020 concerning the issuance of Customer Welfare Regulation. The regulation contained a set of obligations for licensed supply companies associated with the welfare of the interests of electricity service customers .

The Regulation is primarily aiming to improve the quality of activities provided by licensed companies related to customer services, in response to the developments in the electricity sector since its restructuring in 2005, reflecting the technical development of systems and procedures in the field of Customer Service. You can see the provisions of the Regulation in our website.

We are committed to protect your rights through the following measures:



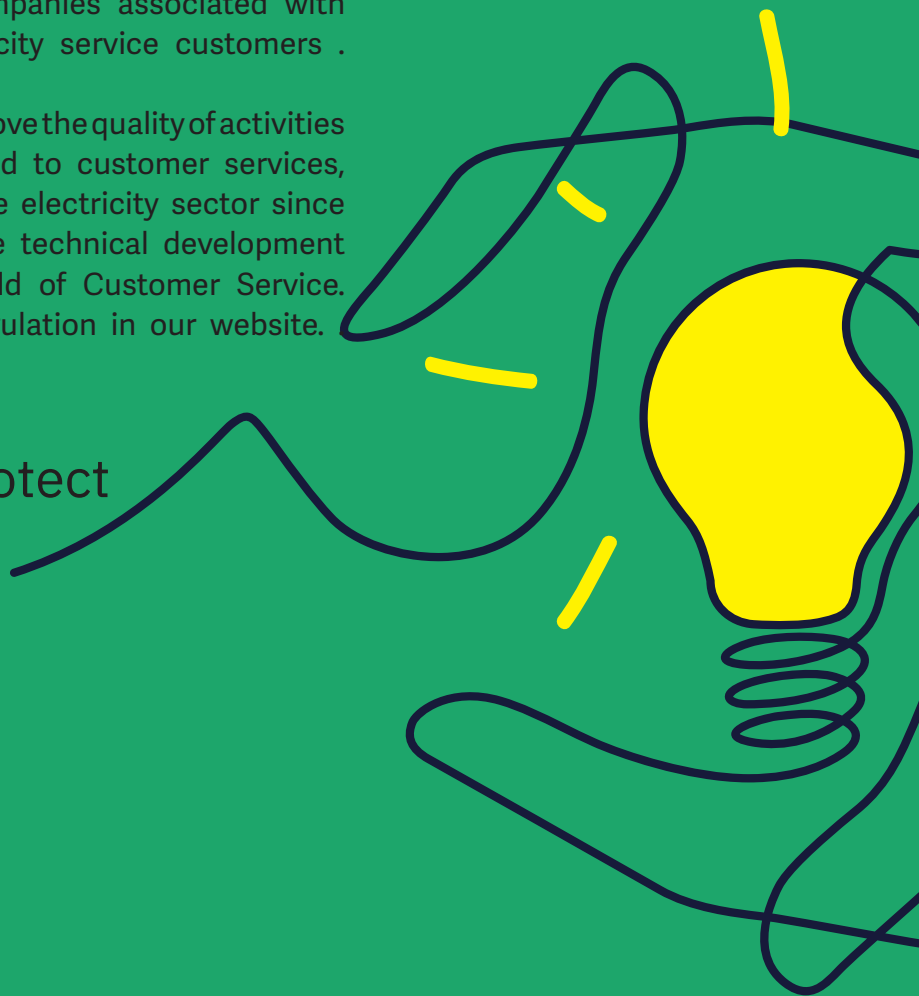
We publish information about customers' rights and work to ensure that you – the customer - know what level of service you should expect.



Where customers and electricity companies are unable to resolve problems to a mutually satisfactory standpoint, we can investigate - and usually resolve – those disputes.



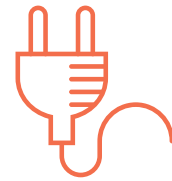
We set license conditions for electricity companies to follow, including requirements for meeting and informing customers about their service standards and complaint handling procedures. We also monitor compliance of those standards.



GETTING CONNECTED

Except in circumstances where your premises are a significant distance from the electricity network, or in the event that the cost of connection would be prohibitively expensive, you have a right to get a connection to the electricity network. You will have to make a contribution to the costs of that procedure, but these charges, and the process to be followed, are controlled by the Authority.

- ✓ Contact the electricity company responsible for your area.
- ✓ Ask your electricity distribution and supply company for a guide to obtaining a connection.
- ✓ Complete an application form and provide the details requested. These can be found at your electricity supplier's office or on their website.



To get connected



How to find out more

To know more about the type of connection required for your premises, and the charges you can expect to pay, please be sure to ask your supply Company for a copy of its connection statement.

PAYING YOUR ELECTRICITY BILL

Your electricity company is responsible for:



Offering you a choice of payment methods



Reading your meter.



Delivering a bill to you every month.

You have a right to expect your bills will be accurate and timely. However, if you don't receive a bill, please contact the supplier to confirm how much you owe and to request a duplicate bill. Alternatively, you may wish to provide your electricity supplier with your own meter reading, together with appropriate photographic evidence. This will help to ensure that your bills are accurate and that you are paying the correct amount.

You can choose to pay your bill via a number of methods, including:

Nama electronic payment channels

Bank payment channels



Telecom payment channels

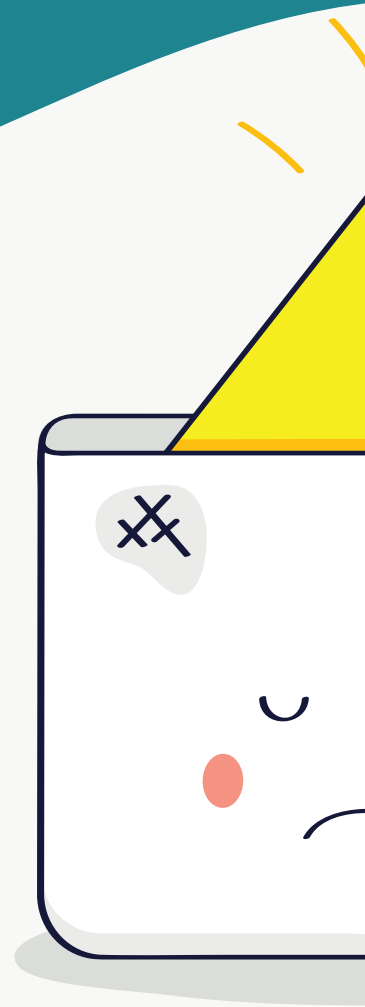
At the offices of Electricity Company's collection agents and their mobile applications

HAVING DIFFICULTY PAYING YOUR BILLS?

We require Electricity Suppliers to publish a "late payment" code of practice in order to help you understand how they will assist you if you should have difficulty paying your bill.

Let your Electricity Supplier know as soon as possible if you are unable to pay your bill in full.

Staff at the Supply Company should be trained to adopt a sympathetic approach to assist you with understanding your bills, and to advise you how to use electricity efficiently. Providing you contact your supplier, you should be allowed reasonable time to pay any outstanding debt, in accordance with your ability to pay.





If you don't pay your bill

There is a procedure included in the late payment code of practice that will lead to the disconnection of your electricity supply, should you fail to pay your bill. This is as follows:

- You will be sent a reminder notice in the first instance
- A final notice is then sent if you still have not paid the outstanding amount
- A disconnection notice is then delivered, by hand, to your premises - this will warn you that if an arrangement is not made to pay within 10 days, your supply will be disconnected without further notice.

How to find out more

For more information, please ask for a copy of the late payment code of practice from your Electricity Supplier.

CUSTOMERS WITH SPECIAL NEEDS

The Authority recognizes that some Customers deserve special treatment. We require electricity supply Companies to provide additional services specifically tailored to meet the needs of those with limited income, the sick and the elderly. These services are described in a code of practice available from your Electricity Supplier.

If you believe that you may require these services, you will need to do the following;

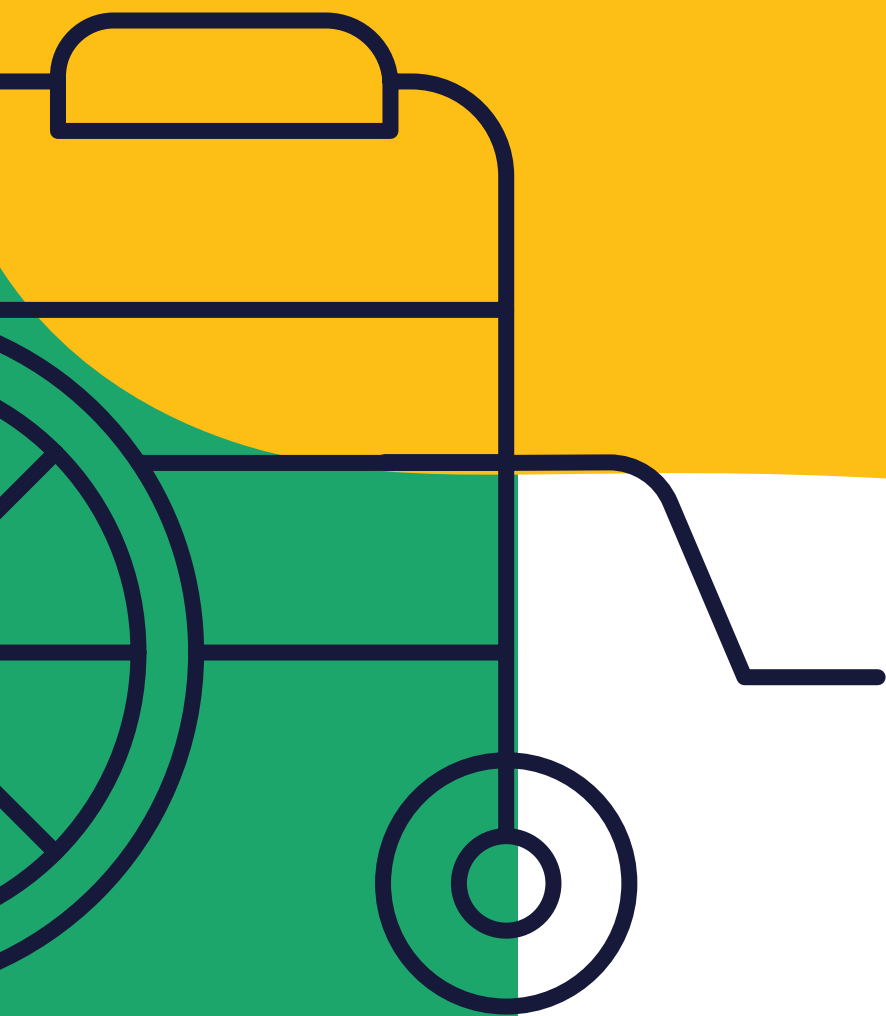
- **Let your electricity company know**
Call the toll-free number of their contact center or visit their nearest office and ask for a Special Needs Assessment Form.
- **Register as a Special Needs Customer**
Providing you meet the eligibility criteria that they have agreed with us, they will place you on their register of special needs Customers.
- **Receive additional support**
You will qualify for additional support if the power supply to your home, or in your area, is interrupted. You will also be protected from disconnection in the summer should you be unable to pay your bill. You will be informed about planned interruptions to your electricity supply and will receive priority when the supply is restored.

We advise that you also consider an alternative source of power if you, or a family member, have a specific medical need for a guaranteed supply of electricity.



How to find out more

For more information, please ask for a copy of the Customers with Special Needs code of practice from your Electricity Supplier.



ENERGY EFFICIENCY

“Efficient use of electricity” code of practice by Electricity Supplier

We require Electricity Suppliers to publish an “Efficient use of electricity” code of practice recommending to Customers best practices they can follow to be more energy efficient and reduce their electricity consumption. Energy efficiency measures can be simple and easy to follow, with costs ranging from low to high. Using electricity efficiently will help you save money and increase your comfort. It also has a hugely positive impact on our environment, by reducing emissions from electricity generation. By being mindful of your energy consumption you will potentially benefit financially from lower electricity bills, in addition to helping nature by being more environmentally friendly. Please contact your Electricity Supplier for advice or for a copy of their “Efficient use of electricity” code of practice.

The Authority’s recommended energy efficiency measures

Understanding home energy consumption

To improve your domestic comfort and efficiency, you can start by identifying some common problems in your house that are driving energy consumption. You can do that by either employing a professional energy auditor to inspect your house and provide you with recommendations, or follow a simple [checklist](#) developed by the Authority.



Air conditioner (AC) maintenance

Air conditioners are the largest consumers of electricity in your house. They can be responsible for up to 70% of total electricity consumption, especially during summer. Therefore, one of the simplest ways to reduce your overall energy consumption, and electricity bills, is to improve the energy efficiency of your AC. Regular cleaning and maintenance of these units can significantly improve AC performance and cooling. The Authority recommends simple cleaning of the unit's filters every 3 months, or more, depending on usage, and annual maintenance by a technician. For more information on how to clean and maintain your AC units, refer to the Authority's website .

Choosing an efficient appliance

If you are buying a new electrical appliance, remember that each appliance has two costs attached: the purchase price and the cost of operating that appliance. You will not only pay to acquire the appliance, but will continue to pay the electricity cost of running the appliance over its lifetime. Therefore, appliance energy efficiency will have an impact on your electricity consumption and bills.

The Authority and the Ministry of Commerce & Industry (MOCI) are working to introduce energy efficiency labels for various appliances available to the public. You will find these labels on window and split air conditioners. So, make sure to check the label before making your decision and choose the most efficient AC unit to help you control your energy consumption. The following appliances will soon have their own energy efficiency labels, which will help you to choose the most efficient model: refrigerators, water heaters, LED lights, and washing machines.

How to find out more

For more tips and advice, we recommend that you refer to our "Homeowners' Guide to Energy Efficiency", at our website.

This guide shows you how easy it is to reduce your energy consumption at home by doing the following;

assessing your house's energy use, cooling your house efficiently, choosing efficient appliances, understanding passive cooling, using efficient lights, adopting measures to protect your house against the impact of weather, and utilizing solar energy.



Customer Complaint Handling Procedure

If you have an issue or problem and you don't know how to resolve it, you should first raise it with your Electricity Supplier. Ask them for their advice, ask them to help resolve your issue or problem and refer them to their Customer complaint handling procedure.



How can I make a complaint?

If you are unhappy with the services provided to you, let your Electricity Supplier know by filing an official complaint.

Ask for a copy of your Electricity Supplier's Customer complaint handling procedure in order to guide you through the process. You can also find this on your Electricity Supplier's website, or ask us for a copy.

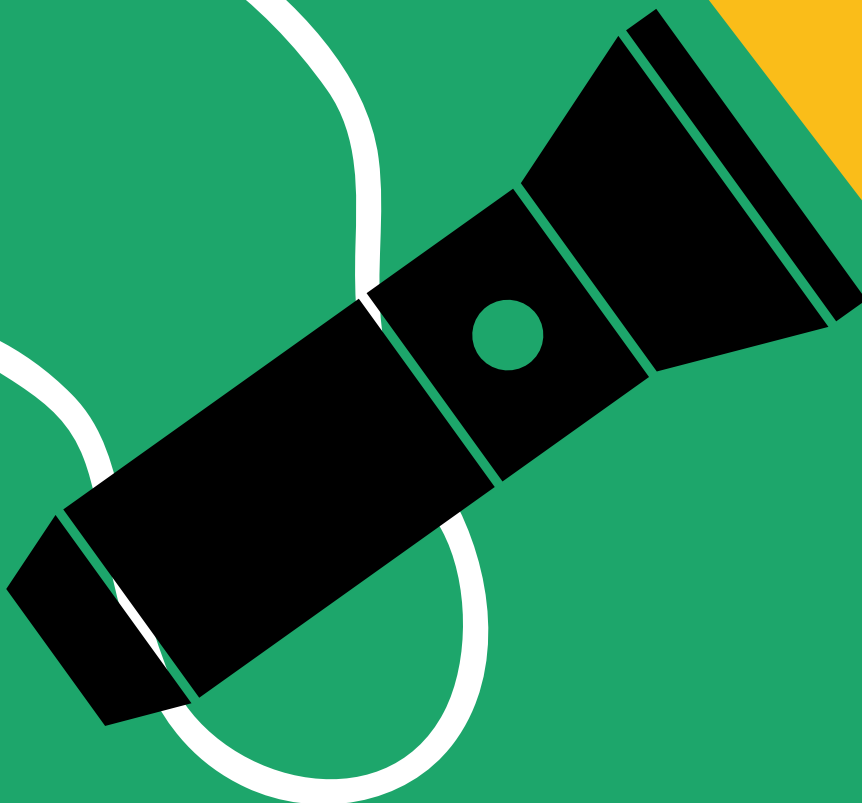
You can file your complaint by phone, by email or in person at your Electricity Supplier's offices. Do not complain to agents of your Electricity Supplier as they do not have the appropriate legal responsibilities to be able to help you.

When you complain, please let your electricity supplier have as much detail as possible about your issue or problem, so that they can properly understand the situation and try to put things right as quickly as possible.



YOUR ELECTRICITY SUPPLIER SHOULD:

- Acknowledge receipt of your complaint
- Provide you with a unique complaint reference number
- Advise you of any further information they need from you
- Advise you of the next steps and the timescale for their investigation
- Provide you with a full and proper explanation of what went wrong and why, and what they will do to put things right
- Ask you if you are satisfied that your problem has been resolved satisfactorily



WHAT SHALL I DO IF MY SUPPLIER DOES NOT RESOLVE MY PROBLEM?

If your issue has not been resolved after you have made a complaint, or is not addressed within the period specified in the Customer complaint handling procedure, please ask your Electricity Supplier to refer the matter to their Manager of Customer Services. You may also do this yourself.

The Manager of Customer Services should personally consider your case and review whether the Company has made sufficient effort to resolve things properly for you, or could have done more. You should allow additional time for this. Again, they should ask if you are satisfied that your complaint has been satisfactorily resolved.

How can the Authority help me?

If you have followed the terms and guidance of the Customer complaint handling procedure but are still unhappy, or if your Electricity Supplier fails to respond to you within time stipulated in the Customer complaint handling procedure, you may ask us to examine the issue and try to resolve things to your satisfaction. In most cases, we have legal powers that allow us to ensure you receive the level of service that you are entitled to.

How do I refer my dispute to you?

If you are able to do so, visit our office so that our staff can discuss your issue or complaint, clarify the process we will follow, advise you of the information that we require from you, and provide you with an initial assessment of the situation. The more information that you are able to provide us with, the quicker that we will be able to reach a conclusion about what should be done regarding your case.

If you are unable to visit our office, you may still refer your dispute to us by a call, an e-mail, a post or through our social media channels. We will still need to talk to you to find out as much as we can about your issue and we will require you to provide us with relevant documents where possible.

If you feel that it is important to discuss things face-to-face, but are unable to travel because of sickness or a physical disability, we will seek to make arrangements to receive your complaint.

What will happen then?

We will initially review the details of your case to determine whether things have been dealt with in accordance with the approved Customer complaint handling procedure.

If the matter has been reviewed by your Electricity Supplier's Manager of Customer Services, we will register the details in our system and provide you with an acknowledgement letter, together with contact details for our Complaint Handling Team.

We will then review the information available to us, ask you why you are still unhappy, and consider what further information we require in order to reach a decision. Usually, we will ask your Electricity Supplier to provide this, but we may also ask you for any further information that we think you may have.

As soon as we have all of the information required, we will provide you with a detailed explanation of our view of the evidence provided by you and your Electricity Supplier, and advise you of our proposed way forward. This will be based on the evidence available to us, the legal obligations of the Electricity Supplier, and previous decisions made by Members of the Authority in similar situations.

In some cases, where the legal obligations and precedent are not wholly clear, we will ask Members of the Authority to make a specific determination of your dispute. This will be binding upon your Electricity Supplier and they must implement it as soon as possible.

Both you and your Electricity Supplier have a right to appeal a determination made by the Authority to the courts, but the act of making an appeal will not suspend the implementation of the Authority's determination.

If the matter has not been reviewed by your Electricity Supplier's Manager of Customer Services, we will register the details in our system, forward it to your Electricity Supplier for review and ask your Electricity Supplier to respond to you.

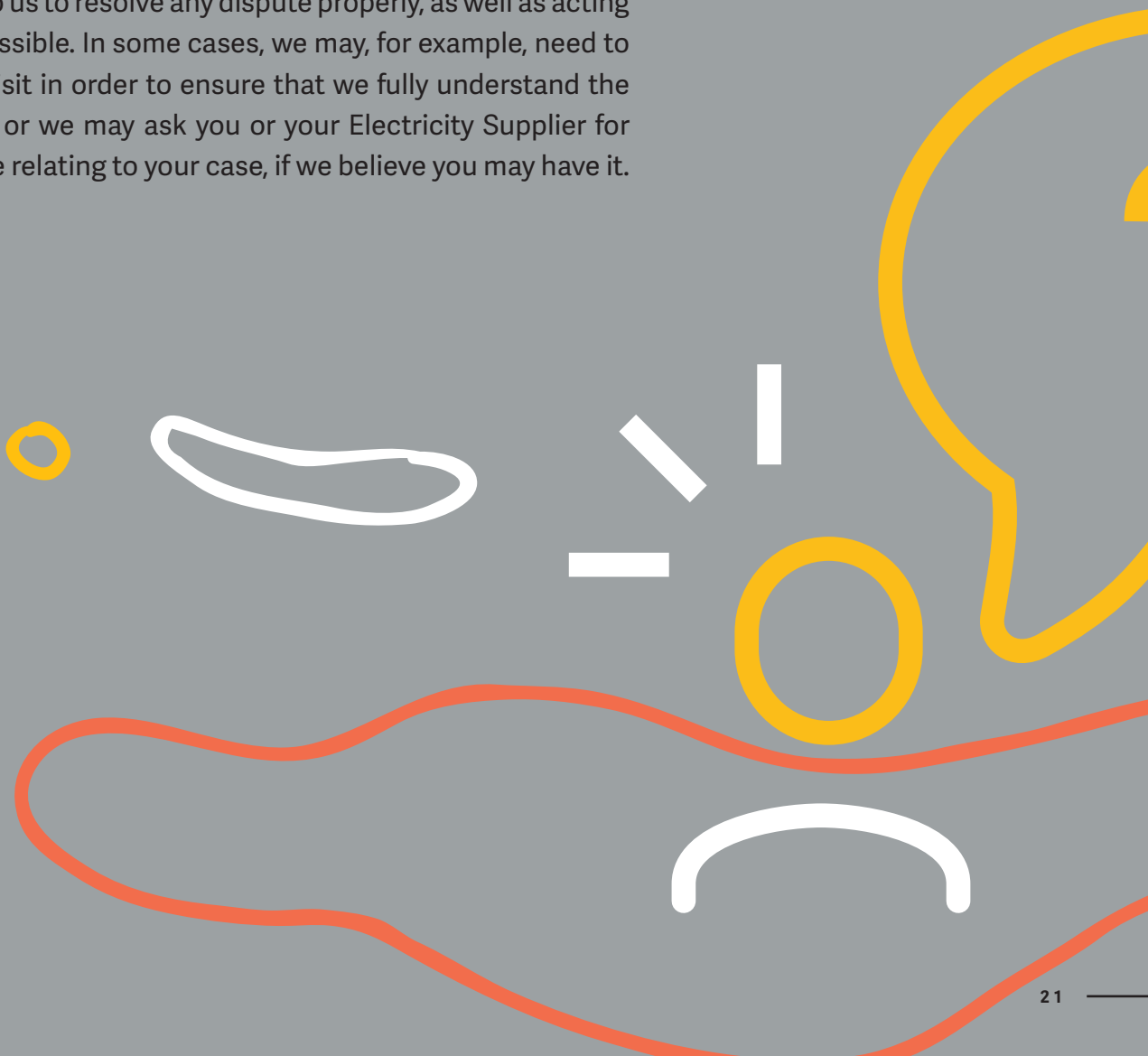
We will also advise you of the next steps in the process, and we may ask your Electricity Supplier to provide us with a copy of its response to your complaint, in order that we can check whether the issues were addressed properly.

How long will it take to resolve the issue?

It is very difficult for us to give a precise timescale for the resolution of a dispute, but, be assured, we will fulfil our obligations as quickly as possible. Many cases are resolved within a few weeks.

We must, however, also take great care to ensure that decisions made by the Authority are based on a fair procedure, the relevant available evidence and a balanced view of the facts.

It is important to us to resolve any dispute properly, as well as acting as quickly as possible. In some cases, we may, for example, need to arrange a site visit in order to ensure that we fully understand the relevant issues, or we may ask you or your Electricity Supplier for further evidence relating to your case, if we believe you may have it.



Can I submit an appeal to the courts? If so, how do I go about this?

Although we hope that our decisions will be seen by all as fair and reasonable, and based on the evidence available and the applicable law, we fully accept that Customers and Electricity Companies may wish to make an appeal. The Sector Law specifically provides for such rights of appeal.

In accordance with the Sector Law, exclusive jurisdiction to hear appeals against decisions made by the Authority rests with the Competent Omani Court. That is the Three Judges Panel of the Commercial Circuit in the Muscat Preliminary Court. If you wish to follow this course of action, it is important that you submit your appeal to this court and not to any other court, including the Administrative Court, which is not authorized to review decisions made under the Sector Law. You are advised to submit your appeal within one month of the date of the Authority's decision.

Determination

This section attempts to describe the precedent determinations made by the Authority in a simple and clear manner, for the benefit of Licensed Companies, potential investors, Customers and other stakeholders, but must not be taken as committing the Authority to a particular course of action in any specific case. This is because, when making each determination, the Authority has a duty to take account of the specific individual circumstances of each case, including the reasonable expectations of Licence Holders and Customers at the time the determination is made



Nevertheless:

- It is expected that Electricity Companies will take careful note of the information summarized in this section. They should apply the underlying principles to assist with handling complaints from their Customers as quickly as possible. The Authority does not expect to have to make a series of repeat determinations in respect of similar cases.
- It is hoped that Customers, and other stakeholders who read this section, will gain a better understanding of the principles that would apply to any dispute that they may have. This should assist them in resolving a dispute with their Electricity Company and/or advising Customers of their rights.
- It is hoped that this section will help Customers, and other stakeholders, understand what the Authority may say if a dispute with their Electricity Company cannot be satisfactorily resolved and the Customer chooses to refer the dispute to the Authority, in accordance with the published Customer complaint handling procedure.

CUSTOMER BILLING DISPUTES

Electricity Distribution and Supply Companies have a responsibility to ensure that their bills to Customers are timely and accurate. This includes ensuring that:

- meters are accurate and maintained in proper working order
- meters are read regularly and accurately
- Customers receive timely and regular bills





Where Companies repeatedly fail to meet these obligations the Authority has determined, in relation to a series of previous disputes, that the Customer's liability to pay for electricity consumed during the period in which the service delivery failed to meet the expected standard should be limited to the equivalent of not more than 12 months' reasonably estimated or accurately metered consumption. In addition, where a large debt has been accrued on the Customer's account as a result of a service delivery failure by the Company, the Customer should be allowed to repay the outstanding sum by instalments, over a reasonable period of time.

In other cases, where there have been problems existing for a period of less than 12 months, or where the Company has made a good effort to resolve the problem but the Customer was still unhappy with his/her bills, the Authority has determined that the Customer should pay their bill or bills.



METER ACCURACY AND METER READING

- **The Authority's first determination, concerned the case of a Customer whose meter had not been read properly for a period of around eight years, because the meter reader had not been properly trained to read a three-phase meter. When the Company discovered this problem, it sent the Customer a bill for unbilled consumption for the sum of RO1635.110. The Company suggested that the Customer should have known that his bills were too low and drawn the matter to its attention. It also said that it was unable to make a claim for the error made by its meter reading contractor and had no other option than to seek recovery from the Customer.**

The Authority determined that it was the Company's responsibility to identify the problem caused by its failure to read the meter properly, not the responsibility of the Customer. The Authority determined that the Customer's responsibility to pay for unbilled consumption was limited to the equivalent of 12 months' consumption, not the eight years demanded by the Company.

- **A Customer complained that he received a high bill, for the sum of RO750.475. It was discovered that his meter had not been read for a period of 10 months because there was damage to his meter box, obscuring the register. The reason for the high bill was a series of under-estimated readings. The Customer's meter was also tested and was found to be functioning properly. The Company adjusted the Customer's bill from RO750.475 to RO630.005 to better reflect the number of units charged at different tariff slab rates.**

The Authority determined that the Company had taken appropriate action, given that the Customer's liability to pay for electricity consumed during a series of estimated readings was only limited where it not exceeded a period of 12 months, the meter had been found to be working normally, and the Company's calculation was reasonable.

- **A Customer complained that he received a high bill for the month of May, for the sum of RO1157.210. It was discovered that his meter had not been read regularly for a long period of time. The Customer's meter was tested and was found to be functioning normally. The Company recalculated the Customer's bill on the basis of the lowest slab rate. The Company issued the Customer with a revised bill for RO716.740.**

The Authority determined that the Customer's liability should be limited to no more than 12 months and compared the revised bill with the Customer's consumption during the same 12 months' period in the following year, during which period the meter had been read regularly. The amount to be paid by the Customer for the month of May was reduced to RO237.843.

- **A Customer complained about his bill for the month of August, for the sum of RO119.800. His meter readings had not been taken regularly during July and August. His meter was tested and found to be functioning normally. The Company compared his consumption with the same period in the previous year, when his meter was read correctly, and credited his account with the sum of RO22.875.**

The Authority determined that the actions taken by the Company were reasonable. The Customer was required to pay the revised bill.

CUSTOMER NOT PROVIDED WITH REGULAR BILLS

- **A Customer who was being supplied with electricity had not received a bill for a period of more than five years, as a result of the contractor's failure to properly register the Customer's details in the billing system. When this was finally discovered the Customer was presented with a bill for RO2137.600, representing his consumption during that entire period. The Company said that the Customer was aware that he was not paying for the electricity supplied to him and should have brought the matter to its attention. It argued that it could not make a claim against its contractor and had no option but to seek recovery from the Customer.**

The Authority determined that it was the Company's responsibility to ensure its billing system was accurate as the Customer had provided the appropriate details. The Company had a duty to provide the Customer with regular and accurate bills. The Authority determined that the Customer's responsibility to pay for unbilled consumption was limited to the equivalent of 12 months.



CUSTOMER BILLS INCORRECTLY CALCULATED

- **A Customer noticed that his bills were being calculated on the basis of a commercial tariff, rather than a residential tariff. He discovered that this had been happening for some years previously, but said he had not really noticed the mistake before. He now expected his supplier to recalculate his bills for the whole period.**

The Authority determined that the Customer's bills should be calculated on the basis of the residential tariff, but that the Customer had a responsibility to check the bills that had been presented to him. The Customer's liability was, therefore, limited to 12 months and the Company was asked to recalculate his bills for the previous 12 months only, on the basis of the residential tariff, and to refund the appropriate overpaid amount.

- **A Customer complained that his meter had not been read regularly. He had then received a very large bill for the month of June. The Company stated that June bill was high due to irregular meter readings. However, as per the Authority's assessment, the bill for June was not unduly high due to accumulative readings but due to incorrect slabs being applied when calculating the bill.**

The Authority determined that the Customer's bill should be recalculated on the basis of a lower slab rate, resulting in a credit of RO62,570 to the Customer's account.



UNBILLED ELECTRICITY CONSUMPTION

- **A Customer complained that the Company had asked him to pay a total of RO1,089,019.835 for electricity consumption for five years and five months, because his meter had not been read since the installation, and no GPS coordinates or scan records were available. The Customer asked the Authority to determine on this dispute.**

The Authority considered that it was unreasonable for the Company to hold the Customer liable for mistakes and errors of the Company or its contractors for unlimited periods. Since the Company had failed in its obligation to read the Customer's meter and provide him with an accurate bill over a long period of time, the Authority determined the case in favor of the Customer. The Company was to recover under-recovered revenue for not more than 12 months, and this was to be paid in installments.



New meter and higher bills

- **A Customer complained that his bill for December, for the sum of RO368.470, was too high and was much higher than his previous bills. It was discovered that the Customer's meter had been replaced in May as a result of damage to the existing meter. In addition, the Customer's meter had not been read regularly after the new meter was installed.**

The Authority compared the Customer's bill during the period of May to December with his bills during the same period in the following year and found that there was very little difference in consumption. The Authority determined that the bill for December was accurate and the Customer should pay the sum demanded.

Disconnection

- **A Customer complained that his service was disconnected without him being sent the required notifications and that his meter had not been read regularly between April and November. He had also experienced difficulty in paying bill amounts that he was not disputing with the Company. The Customer asked the Authority to award compensation for inconvenience caused to him.**

The Authority considers disconnection to be a serious matter. It asked the Company to provide evidence that it had complied with the approved disconnection procedure. It did not do so, but instead provided a statement that its agent was aware of and followed the disconnection procedure. The Customer's supply had been reconnected, so it was not necessary for the Authority to make a determination on that issue. But it did determine that there was no evidence that the disconnection procedure had been followed properly and the disconnection and reconnection fees applied to the Customer's account should, therefore, be refunded. The Authority also noted that the Customer and the Company had reached agreement about the bills for the period April to November.



METER TAMPERING

The Authority considers meter tampering to be a very serious offense. Fines may be levied on proven offenders in accordance with Article 132 of the Sector Law. However, the Authority also considers that Companies should make every effort to obtain and retain proof of such an offence. Charges for under-recovered revenue should also be fairly calculated, using the best available estimates of consumption in a similar period, following installation of a new accurate meter.





LANDLORD AND TENANT RESPONSIBILITY FOR HISTORIC DEBTS

The Sector Law provides that the supply of electricity to Customers may be disconnected for non-payment of amounts due. Where a properly registered tenancy exists, and is provided to the relevant Supply Company, the tenant is to be regarded as the Customer and his supply may not be disconnected (nor may disconnection be threatened) in relation to non-payment of an historic debt, owed by either the landlord or by any previous tenant.

Supply Companies shall also ensure that following receipt of a properly registered tenancy, only the Customer's (tenant) name shall appear on bills and the landlord's details shall be removed.

CUSTOMERS ASKING FOR COMPANY'S ELECTRICITY ASSETS TO BE RELOCATED

What is relocation?

Sometimes, Customers ask to have electricity assets, such as electricity poles, lines, substations and feeder pillars etcetera that are located at their premises repositioned or moved. This may be because they feel the assets are too close, because they want to extend their property or there is a safety related issue or because they simply don't like them positioned where they are. In some cases, they can be moved, though this will incur a cost.

Those assets should only be constructed and placed on land if the relevant approvals are obtained by Electricity Companies.

Will I have to pay?

The Authority has legally determined a number of cases involving Customer disputes in relation to the costs of relocation, and has established a number of principles to guide Electricity Suppliers in relation to similar cases.

Most importantly, you will generally be liable for the costs of relocating assets relating to your land if those assets were:

- **properly positioned in the first place**
- **positioned with the required approvals and consents**
- **there prior to your ownership of the land**
- **shown on the land Krooki.**

If the assets were not constructed with the required approvals, and are not shown on the land Krooki, the electricity distribution Company may have to move them for you, free of charge, providing this can be done safely.

If you do have to pay for assets to be relocated, and it is now required that those assets should be placed underground, you will only have to pay the cost equivalent of moving those assets above ground. The additional costs of 'undergrounding' will be met by your Electricity Supplier.

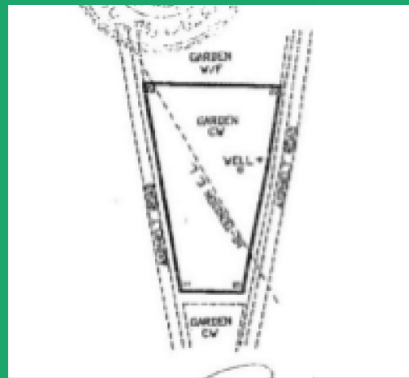
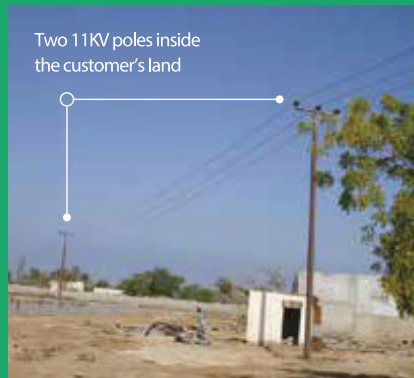
While each case will be judged on its merits.

THE FOLLOWING EXAMPLES SERVE TO ILLUSTRATE THE AUTHORITY'S CONSIDERATIONS AND DECISIONS.

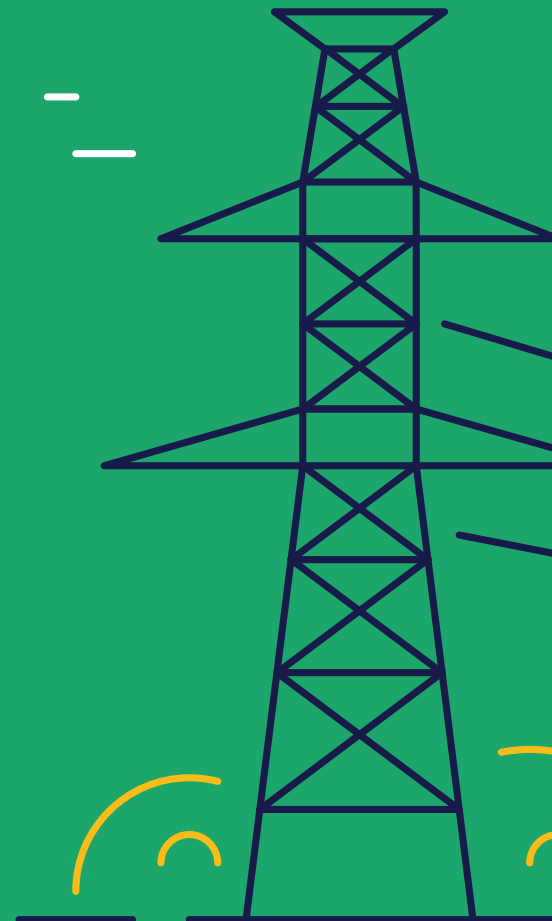
1- Relocation of electricity poles

A Customer had owned a plot of residential land and asked the Authority to determine whether the Company should pay for the removal of two electricity poles and an overhead line situated on his plot.

The Authority's investigation found that the line was clearly shown on the Krooki issued. The Authority determined the complaint in favor of the Company.



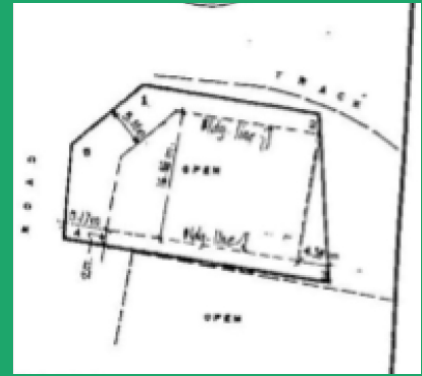
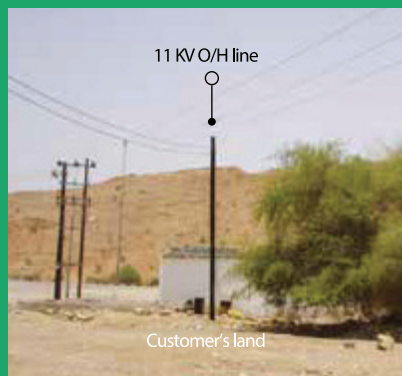
The Krooki on the right clearly shows the electricity line running across the center of the plot



2- Relocation of 11KV line

A Customer had owned a plot of land and asked the Authority to determine whether the Company should pay for the removal of an 11 KV that crossed his plot.

The Authority's investigation found that the line was not shown on the Krooki issued. The Company failed to provide evidence that the line was constructed with the necessary approvals. The Authority determined the complaint in favor of the Customer.



The Krooki on the right does not show any electricity line crossing the Customer's plot of land. The track shown on the Krooki is that on the right hand side of the photograph



3- Relocation of 33 KV underground cable

A Customer requested a land plot extension. The Customer followed the Ministry of Housing's procedures in obtaining the extension to his land. The Company did not object to the extension and it was, accordingly, granted to the Customer. Later on, however, the Customer identified a 33 KV cable passing through the extended part of his land and demanded the Company relocate the cable at its expense.

The Authority's investigation revealed that the Customer followed the correct procedures in obtaining the extension of his plot and that the Company approved the land extension in which the 33 KV cable was located. Moreover, the assets were not shown on the Krooki provided after the extension. The Authority determined the complaint in favor of the Customer and that the Company relocate the cable at its expense.



4- Relocation of underground cables

A Customer owned a plot of land and then later he was granted an extension to his plot, as shown on the Krooki. During construction work he discovered the existence of two underground cables and asked the Authority to determine that the Company pay for them to be relocated.

The Company provided approved drawings that demonstrated the lines were constructed prior to the extension customer was granted. In accordance with approved drawings, and the cables indications by markers, the Authority determined the case in favor of the Company.



The photographs above show the sub-station and the new structure being constructed by the Customer (left-hand image) and the existence of a cable marker that was placed between the sub-station and the Customer's land (on the right) clearly demonstrating the route of the underground cables to the sub-station

5- Relocation of sub-stations

- **Two Customers owning land asked the Authority to determine that sub-stations located near to their properties should be moved at the Companies' expense. In neither case was the sub-station located on land owned by the Customer.**

The Authority's investigation revealed that the sub-stations were 7 meters and 3.5 meters from the Customers' premises, with appropriate safety measures in place and could not be found to constitute a safety risk. The Authority determined the complaints in favor of the Companies.



The photograph on the left clearly shows that the sub-station was separated from the Customer's plot of land by a track. This is also clearly shown on the Krooki, which illustrates the Customer's plot of land (190) in the center of the photograph with the sub-station just in front



The photograph on the left clearly shows the sub-station, approximately 3.5 metres from the Customer's premises. The Krooki on the right shows the empty plot of land on which the sub-station was constructed

Connection and metering of separate premises

In some cases, Customers whose premises are sub-divided lack clarity about when a separate meter can be provided and when a connection charge should be aggregated. The Authority takes the view that a separate meter should be provided where the premises have both a separate mulkiya and the essential facilities for independent living. That is, a separate distribution board, a discrete entrance, a kitchen and bathroom and appropriate living accommodation.

If a new connection or separate meter is requested by a Customer, and facilities for independent living are not present, the building should have a single account and there should be a single aggregated connection charge for the total connected load.

- **A Customer completed two new premises in a building he had first developed. Then he obtained three separate mulkiyas and applied for a separate supply of electricity to each premises. This was rejected by the Company, which informed him that the building constituted a single load. He was charged a connection fee of RO362. The Company stated to the Authority that it was concerned that Customers would manipulate matters in order to benefit from lower connection charges.**

The Authority determined that the connection fee of RO362 should be refunded. The Authority considered that if the same applications had been made by different persons the Company would have been unlikely to reject the applications. The Authority also took the view that the Customer had taken considerable care to establish legally separate premises and that the costs of doing so were likely to outweigh any savings from the alleged manipulation of connection charges. The Authority asked the Company to revise its connection charging statement to clarify this point.

Your electricity supplier



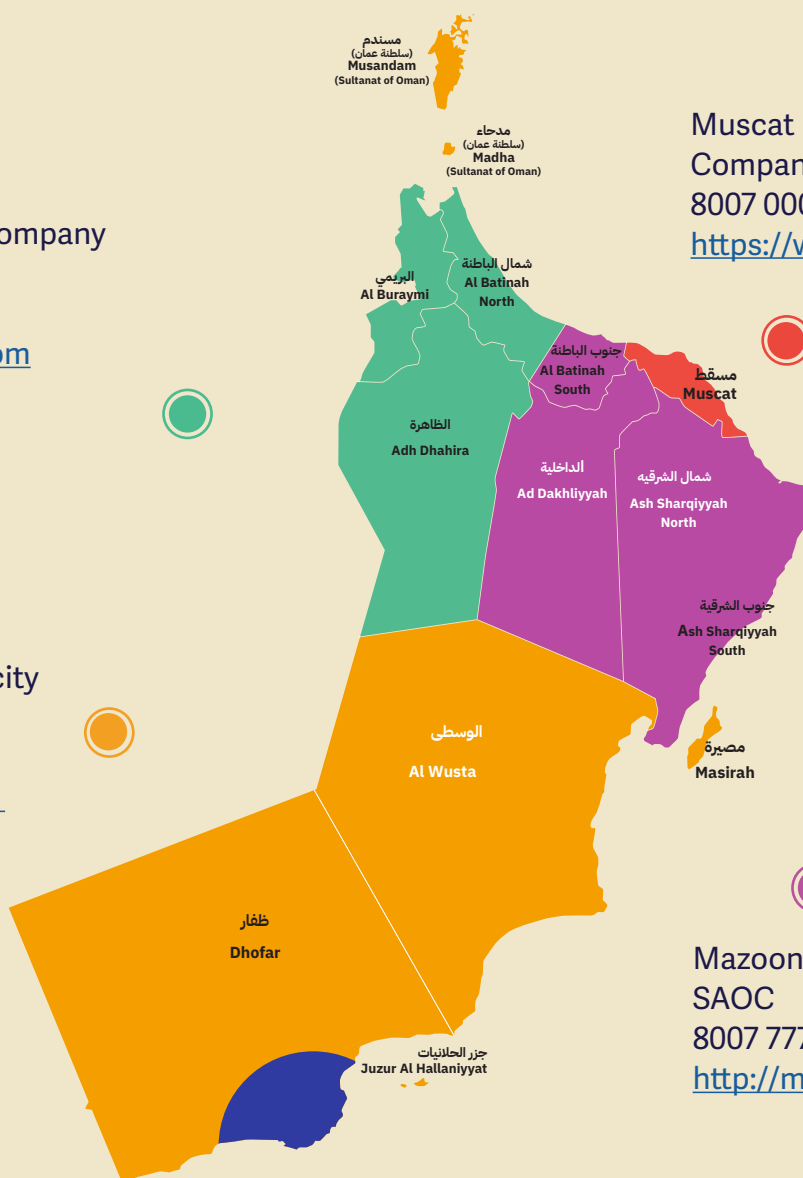
Please contact your electricity supplier via free toll contact center number or visit their website

Where are you?

Majan Electricity Company
SAOC
8007 8000
<http://majanco.co.om>

Rural Areas Electricity
Company SAOC
8007 7787
<https://tanweer.om>

Muscat Electricity Distribution
Company SAOC
8007 0008
<https://www.medcoman.com>



Mazoon Electricity Company
SAOC
8007 7771
<http://mzec.nama.om>

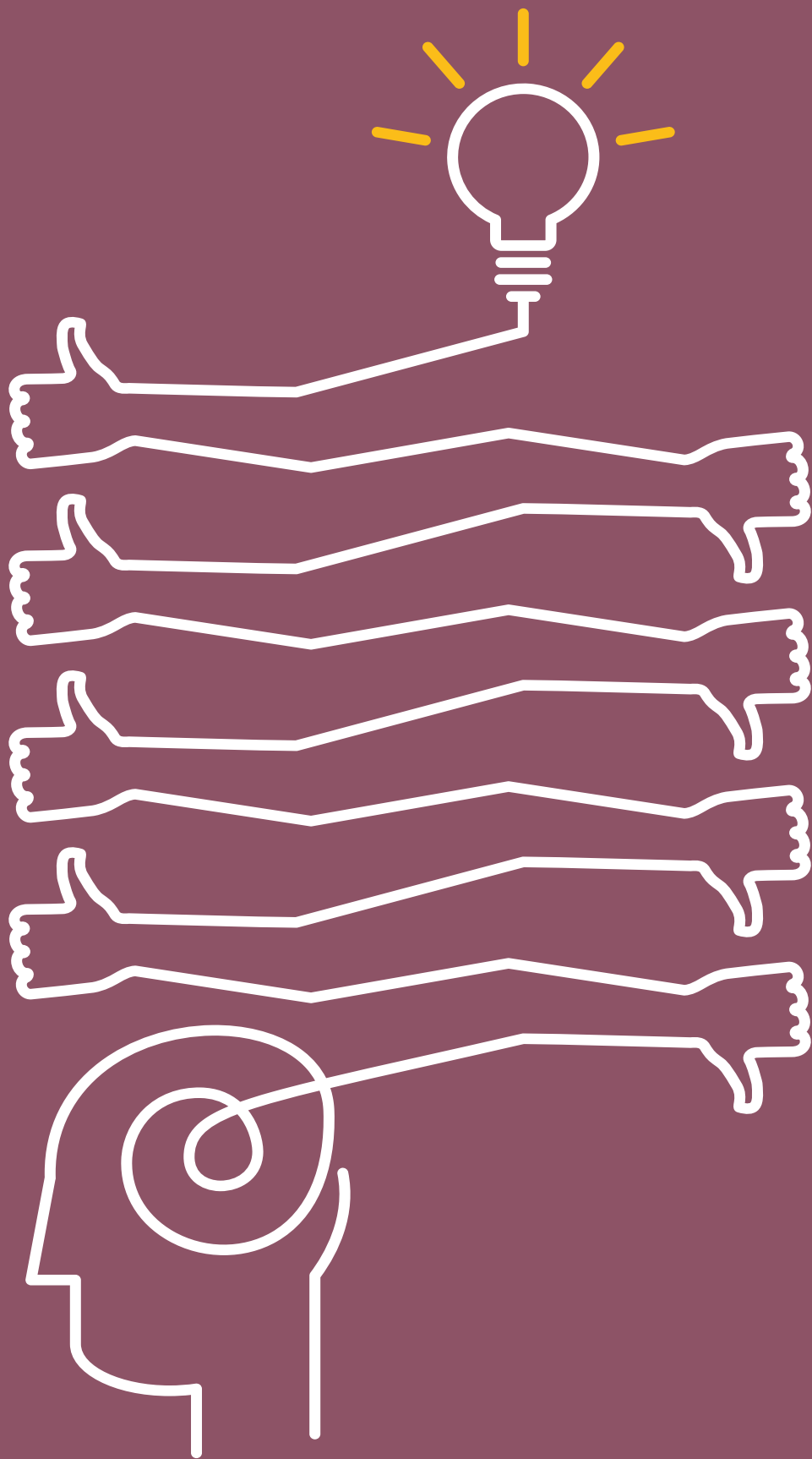
Dhofar Integrated Services
Company SAOC
8007 7700
<http://dpcoman.com>

Conclusion

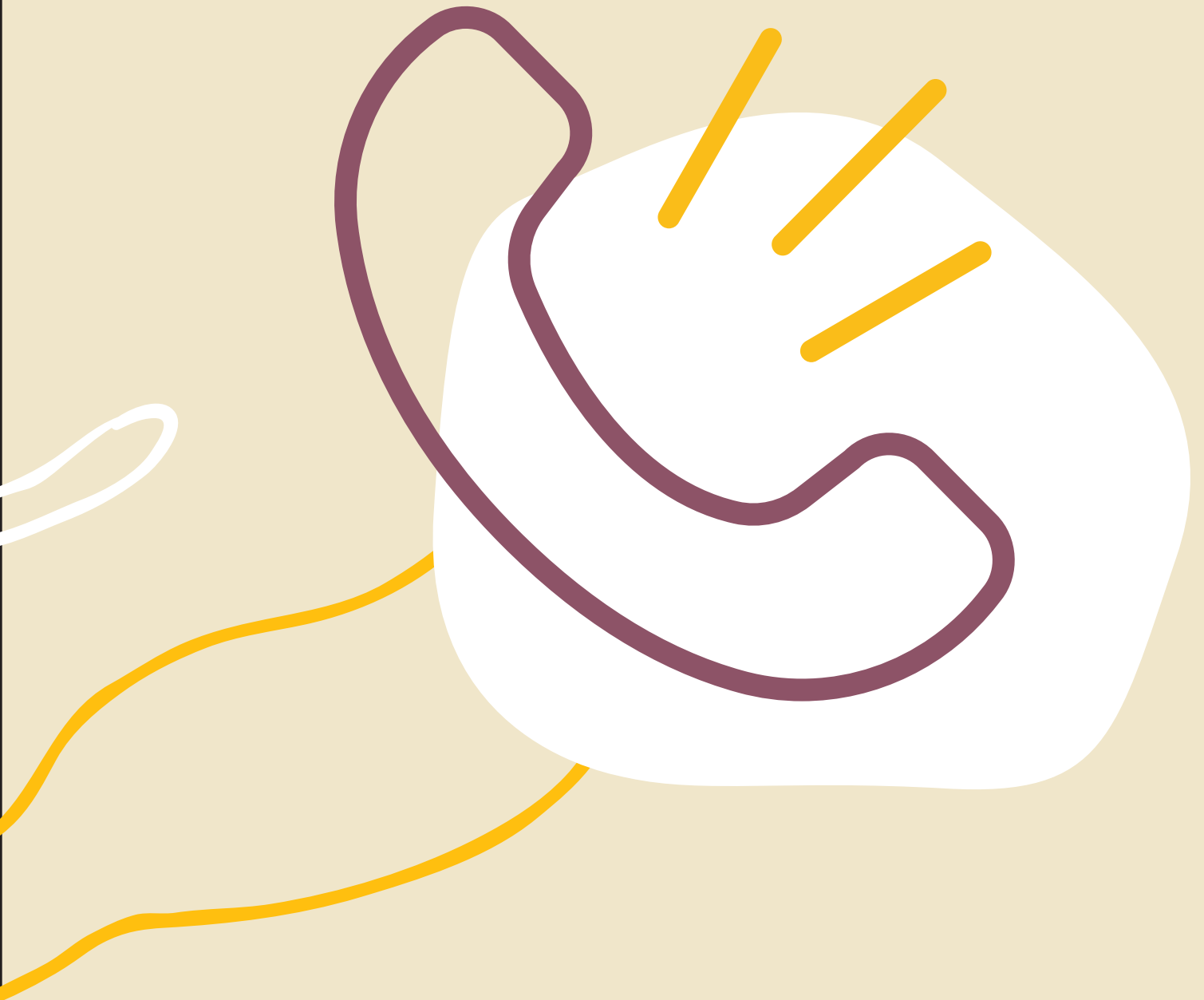


We hope that you have found the information in this guide useful. As the Authority responsible for regulating the electricity sector, we constantly strive to ensure that Customers receive a high level of service from their Electricity Suppliers, that they know where to go in the event of a dispute and what action they can take, if necessary.

The Authority will review and update this document from time to time, but hopes that Customers, Licensed Companies and other stakeholders will feel free to suggest modifications that would make this document clearer, or easier to use.



Contact Us



Don't forget that if you need any help or advice, please contact us:



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