

TANZANIA ELECTRIC SUPPLY COMPANY LTD



“We Light Up Your Life”

CUSTOMER SERVICE CHARTER

Reviewed Version December, 2013

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VISION STATEMENT OF THE COMPANY

To be an efficient and commercially focused utility supporting the development of Tanzania and to be the power house of East Africa.

MISSION STATEMENT OF THE COMPANY

To generate, transmit and supply electricity in the most effective, competitive and sustainable manner possible

TERM, DEFINITIONS AND ABBREVIATED TERMS

Terms and definitions

Customer: A person (or legal entity) who either has entered into an electricity supply agreement with TANESCO, or legally consumes electricity supplied by TANESCO.

Force majeure: An irresistible force or an extraordinary interruption by a natural cause that cannot reasonably be controlled or prevented.

Licensee: a supply authority licensed by EWURA to distribute electricity

Planned interruptions: An interruption that occurs when a component is deliberately taken out of service by TANESCO or agent at a selected time, usually for the purpose of construction, preventive maintenance and repair.

Unplanned interruptions: An interruption that occurs when a component is taken out of service immediately, either automatically or as soon as switching operations can be performed, as a direct result of emergency conditions or is caused by human error or by the improper operation of equipment.

Abbreviated terms

EWURA: Energy and Water Utilities Regulatory Authority

TANESCO: Tanzania Electric Supply Company Limited

GENERAL

This customer Service Charter may be reviewed from time to time when the need arises as well as depending on stake holders' views on customer satisfaction.

SERVICE DELIVERY STANDARDS

A: CUSTOMER CONNECTION

1. Quotations to Customers

If the customer has filled in the Service Line Application Form and has provided all necessary attachments (one photograph of the customer and wiring diagram of the house/building properly drawn and rubberstamped by the registered Electrical Contractor who undertook the wiring) , the following time frames for quotations shall apply:

- a. Within 7 working days where the existing infrastructure can be used (within 30m of the existing infrastructure),
- b. Within 10 working days where lines extensions are required (of not more than 100m).
- c. If new networks have to be established or if supply is required for industrial and commercial customers, the period for providing quotations shall be within 14 working days.

2. Payment of Service Line Charges in Instalments

After being given a quotation, a customer who wishes to pay service line charges in instalments shall have to apply and ultimately enter into contract with TANESCO to pay the charges in instalments.

- a. TANESCO shall allow for a maximum of three instalments in three consecutive months.
- b. The first instalment shall include full payment of Value Added Tax (VAT).
- c. The customer who fails to pay full amount of service line charges within the prescribed period (three months) shall be liable to pay additional monies if there will be any increase of charges during the period.
- d. Provision of supply to the customer shall be done after all instalments have been paid.

3. Construction of Service Line

If the customer has paid all monies owing and met all other obligations stipulated in the Service Line Form, and if, where applicable, all subsidies have been received, the following time frames shall apply for provision of supply:

- a. Within 30 working days where the existing infrastructure can be used (within 30m of the existing infrastructure)
- b. Within 60 working days where lines extensions of not more than 100m (that is when the customer is located between 30m and 100m from the nearest TANESCO appropriate connective pole).
- c. If new networks have to be established or if High Voltage Lines extensions are required for industrial and commercial customers (that means if there is no nearby infrastructure

to supply the applicant) the period for providing the supply shall be within 90 working days.

- d. "In case TANESCO fails to complete the connection and supply electricity to customer within the specified time frame, it shall pay, in cash or credit to customer account 0.066% of the monies paid by the customer per day unless a force majeure event occurs (such as war, floods, earth quake, riots etc.,)"
- e. If no force majeure event has occurred and in case TANESCO fails to complete the connection and supply electricity to customer within specified time frame, TANESCO shall be obliged to inform the customer about the situation and inform the customer the specific time when connection will be done.

B: METERING

1. Frequency of Meter Reading

- a. All customers' credit meters shall be read at least once in two (2) months. If the meter is not read in any month, the monthly bill shall be estimated and corrections if any shall be done when the meter is read in the following month. The customer is encouraged to report if the meter has not been read for two (2) consecutive months.
- b. Additional reading should be taken when premises are vacated and new customers are registered, after meter replacement, or as may be required by customer for billing adjustments.
- c. Land lords who change or plan to change ownership or status of the property such as residential to business should inform TANESCO at least 30 days before the changes are effected. Landlords should also inform TANESCO within the same period if their tenants intend to vacate their premises. Failure to inform TANESCO within this specified period, Land lords shall be held responsible to pay any outstanding debts left by the vacated tenants .
- d. Failure to inform TANESCO within the above specified period and failure to pay outstanding debts left by the vacated tenants, TANESCO reserves the right to discontinue its services until the outstanding debt is fully paid.

2. Credit and Pre-paid Meter Accuracy Queries

- a. The customer has a right to demand for meter check
- b. TANESCO shall, on request, provide meter accuracy checking as a service to customers.
- c. Meter accuracy checking at the customer's premises shall start within three (3) working days after receipt of request, and test results will be availed to customer within 15 working days.
- d. The fees for meter accuracy checking shall be as approved by the regulator. The fees shall be non refundable if the meter is found to be accurate. If the meter is proven to be inaccurate, the fee shall be credited to the customer account and a customer shall be

issued with a written statement of bill correction within 7 calendar working days. Pre-paid customers shall be given a credit to compensate for extra payments made.

- e. The meter which will be proven to be inaccurate shall be replaced and bill correction will be done within 3 working days.

3. Estimated Energy Consumption

In case where it is necessary to estimate electricity consumption for a particular period, the method of estimation shall be based on past readings for three months consumption.

4. Bill Payments

The following conditions shall be met unless different conditions have been contractually agreed upon:-

- a. TANESCO shall issue bills on monthly basis to all credit customers. The bills shall be delivered to the customers by post, courier, SMS Messaging System, or email to customers who choose this method of delivery.
- b. All customers are required to pay the due amount within 7 days after date of invoice. If a customer does not receive a bill within the last week of a month he/ she should obtain the bill from TANESCO offices.
- c. Account not settled within 30 days from the date of invoice shall be surcharged interest at 2% per outstanding debt per month.

5. Disconnection for Non-Payment

As per Electricity Act No. 10 of 2008 section 28; A licensee may disconnect supply of electricity to a customer who is in breach of his contractual obligation in respect of electricity supply, and a licensee shall reconnect a customer's electricity service upon full payment of a past due account and reconnection fees. Thus:-

- a. TANESCO will disconnect power to all defaulting customers
- b. Disconnections shall be effected 7 days after due date for payment stipulated on the bill that is 14 days from the date of invoice.
- c. Customers shall be given at least 48 hours notice of an impending disconnection.
- d. Disconnection shall only be carried out up to 2 hours before normal closing time of the payment centre.
- e. Disconnections shall not be carried out on weekends or public holidays.
- f. Reconnection shall be effected as promptly as possible no later than the first working day after the account has been settled in full and reconnection fee has been paid.
- g. Disconnection shall be carried out immediately on any day of the week in case of power theft through tampering with metering system, using un-metered supply, illegal

re-connection of supply after being disconnected or illegal connection of service line and/or meter.

- h.* In case TANESCO wrongly disconnects a customer on claims of non-payment, TANESCO shall compensate such a customer at a rate specified by the rules made by the regulator. In the interim, TANESCO shall compensate at five (5) times TANESCO tariff rate for the energy not supplied based on prorated consumption from the previous 30 days.

6. Account Queries

- a.* For accounts that require investigation, an account query made in person at a service/payment centre, written or telephonically shall be acted upon, solution suggested and be responded to within 10 working days.
- b.* The customer is obliged to pay in full regardless of pending investigation or estimated energy consumption basing on past reading for three months consumption while waiting for investigation to be completed then pay the balance.

C: NOTICE OF POWER INTERRUPTIONS

- 1.** TANESCO shall make use of the appropriate media such as Radio, Television, Local Newspapers, SMS Messaging System, Email, and Public Address systems and so on to inform its customers of future planned interruptions. The following information shall be supplied.

- a.* The time that the interruption(s) will occur or is/are planned to occur,
- b.* The areas that will be affected,
- c.* The reason for the planned interruption,
- d.* The time at which the supply will be restored.
- e.* Notification that customers are to treat the supply as live at all times.

2. Power Interruption Notification Procedure

- a.* 5 days advance notification will be given for any planned interruption.
- b.* In case of large customers, TANESCO and customers should mutually agree on planned interruptions. If not possible, TANESCO will send a notice to large power users (i.e. customers other than of tariff D1 and tariff T1), in writing (hard copy), electronic mail or SMS messaging.
- c.* For unplanned wide area outages (including total black outs caused by grid failure), TANESCO shall inform public/individual customers on the cause of the outage, TANESCO should also choose to make use of the appropriate media to inform its customers of the reason for any previous forced interruptions within 24 hours.
- d.* For individual or small area unplanned outage, TANESCO shall endeavour to restore power within 24 hours depending on the fault. For the faults which can not be restored within such period such as poles falling due to rain or wind or failure of big equipment due to short circuit, customers will be informed within the same period accordingly. However, for small faults such as fuse failure TANESCO shall restore power within 12 hours.

- e. In case of load shedding, the state interest areas such as State House, Ministry offices, Hospitals and Universities will be given a priority. The first priority will always be not to load shed them unless the power supply condition does not allow.

D: GENERAL CUSTOMER'S RIGHTS AND OBLIGATIONS

1. Customer's Rights

A customer has the rights to:-

- a. Accurate measurement of consumption
- b. Error free and timely bills
- c. Be treated with dignity and respect
- d. Experience excellent treatment on service delivery
- e. Be dealt with promptly and efficiently
- f. Be treated fairly
- g. Confidentiality of their information
- h. Quality, reliable and secure supply.
- i. Be involved in issues affecting them
- j. Complain

2. Customer's Obligations

A customer shall be obliged to:-

- a. Pay promptly the energy consumed
- b. Take good care of TANESCO equipment installed at their premises.
- c. Act in the manner to protect any TANESCO installations from physical and technical harm.
- d. Report immediately at TANESCO office before shifting to new premises
- e. Report to TANESCO office of any significant additions of electricity equipment and appliance at their premises.
- f. Request the land lord to clear any outstanding bills of the new premises before shifting in (TANESCO will not connect power to plots with debts even to new customers other than the former users unless the debt is cleared).
- g. Inspect every five years using a registered electrical contractor, installation at his/her premises to find out whether there is any deterioration or defect and subsequently take appropriate remedial measures.
- h. Protect his or her wiring system and all appliances connected after electricity meter.
- i. Report immediately to the nearest Police Station and TANESCO office of any unauthorised or suspicious activities on power supply infrastructure or theft of electricity.

E: TANESCO OBLIGATIONS TO CUSTOMERS

- a. Operation, maintenance and provision of an adequate, affordable, reliable and secure power supply.
- b. Customers are consulted on TANESCO services that are provided;
- c. Inform customers about service delivery standards and what to expect from TANESCO as a service provider;

- d. serving the customer;
- e. Provide our customers full and accurate information about our services provided;
- f. Customer education and forums
- g. Being honest and transparent in dealing with our customers
- h. Continually improve service by promoting innovation and learning;
- i. TANESCO's responsibility ends at the meter and consumer's responsibility starts after the meter except where faults on the TANESCO side of the meter cause damage to the consumer's property and/or equipment.
- j. TANESCO shall be obliged to compensate its customers where electrical fault has caused loss or damage to customers or customer's belongings, and the cause of the fault has been proved beyond reasonable doubt that has not been caused by the customer in any way.

F: CUSTOMER COMPLAINTS, ENQUIRIES AND REQUESTS

1. Customer Complaints.

- a. All complaints must be logged, whether received telephonically, in person or in writing and should be logged in the logging customer complaint register or system.
- b. All general complaints apart from technical faults received telephonically or in person should be handled on a one –stop basis without referral.
- c. Written customer complaints should be responded to in writing within 3 working days and the problem should be resolved within 1 month. If the problem cannot be solved within 1 month the customer shall be informed.
- d. In case service provided by TANESCO is perceived by the customer as not satisfactory, the customer may finally refer the complaints to EWURA after having contented himself or herself that TANESCO can not help

2. Customer Queries

- a. All customer enquiries must be logged, whether received telephonically, in person or in writing and should be logged in the logging customer queries register/system.
- b. Where investigative work is required, all telephonic queries or queries received in person should be responded to within 5 working days
- c. Written queries should be responded to within 5 working days
- d. Unless there is a prior explanation, queries should be resolved within one week.

3. Customer Requests

All general customer requests must be logged, whether received telephonically, in person or in writing and should be logged in the logging customer request register/system.

All written customer requests (for example moving of meters, changing of meters, pole movement, change of mode of supply), should be replied to in writing by TANESCO within 2 weeks of receipt of a written request. The reply should include information on the cost to the customer, the customer's obligations and the time frame for the carrying out of the request.

Appendix G1: TELEPHONE SERVICES

1. Provision of Essential Telephone Services

- a. TANESCO shall provide a telephone service for complaints, requests and queries. This service shall be available during normal office hours.

REGION	TEL.NOS.(OFFICE)	E-MAIL ADDRESS	FAX
Arusha	027-2506110	rm.arusha@tanESCO.co.tz	027-2508028
Coast	023-2402044	rm.coast@tanESCO.co.tz	023-2402141
Dodoma	026-2321728	rm.dodoma@tanESCO.co.tz	026-2353040
Ilala	022-2133330, 022-211104143	rm.ilala@tanESCO.co.tz	022-2125955
Iringa	026-2702019	rm.iringa@tanESCO.co.tz	026-270-2400
Kagera	028-2220061/3	rm.kagera@tanESCO.co.tz	028-22-20621
Kigoma	028-2802668	rm.kigoma@tanESCO.co.tz	028-280-2368
Kinondoni North	022-2700358/67	rm.kinondoninorth@tanESCO.co.tz	022-2700364
Kinondoni South	022-2171760/66	rm.kinondonisouth@tanESCO.co.tz	022-2170170
Kilimanjaro	027-2754035	rm.kilimanjaro@tanESCO.co.tz	027-2751801
Lindi	023-2202282	rm.lindi@tanESCO.co.tz	023-2202840
Manyara	027-2530590	rm.manyara@tanESCO.co.tz	027-2531045
Mara	028-2622020	rm.mara@tanESCO.co.tz	028-2620221
Mbeya	025-2504219, 0252504392	rm.mbeya@tanESCO.co.tz	025-2504358
Morogoro	023-2613501/2,	rm.morogoro@tanESCO.co.tz	023-2613515
Mtwara	023-2333902	rm.mtwara@tanESCO.co.tz	023-2333651
Mwanza	028-2500090, 0282501060	rm.mwanza@tanESCO.co.tz	028-2501074
Rukwa	025-2802097	rm.rukwa@tanESCO.co.tz	025-2802585
Ruvuma	025-2602281	rm.ruvuma@tanESCO.co.tz	025-2602621
Shinyanga	028-2762386/3672	rm.shinyanga@tanESCO.co.tz	028-2763672
Singida	026-2502133	rm.singida@tanESCO.co.tz	026-2502892
Tabora	026-2605440	rm.tabora@tanESCO.co.tz	026-2604301
Tanga	027-2646779	rm.tanga@tanESCO.co.tz	027-2646777
Temeke	022-2138352	rm.temeke@tanESCO.co.tz	022-2129804
ZONE			
Central Zone	026-2321632	Seniorzm.central@tanESCO.co.tz	026-2321716
Dar-Es-Salaam & Coast Zone	022-2135065	Seniorzm.dar@tanESCO.co.tz	022-2125955
Lake Zone	028-2540027	Seniorzm.lake@tanESCO.co.tz	028-2541617
North Zone	027-2506415	seniorzm.north@tanESCO.co.tz	027-2548476
South-West Zone	025-2503080	Seniorzm.south@tanESCO.co.tz	025-2503076
HEAD OFFICE			
Deputy Managing Director (D &CS)	022-2451226		022-2452042
Managing Director	022-2451159	md.tanESCO@tanESCO.co.tz	022-2451158

b. A 24 hours telephone service shall be provided for the reporting of faults and emergencies.

REGIONS/HO	EMERGENCY TELEPHONE NUMBERS	
	LANDLINE	CELL PHONE
Arusha	027-2506110	0732-979280/0758174943
Call Center	02-2194400,	0768 985100
Coast	023-2402044	0732-961270/ 0732-961274
Dodoma	026-2321728	0782161643
Ilala	022-2133330, 022-211104143	0784-768586
Iringa	026-2702019	0737203015
Kagera	028-2220061/3	0753120701/0785787898
Kigoma	028-2802668	0783-720598
Kinondoni North	022-2700358/67	0784-768584/ 0716-768584
Kinondoni South	022-2171760/66	0784-271461 / 0715-271461
Kilimanjaro	027-2754035	0765397925/0682771310
Lindi	023-2202282	0684692786/0752518247
Manyara	027-2530590	0689795599/027-2530590
Mara	028-2622020	0683165087
Mbeya	025-2504219, 0252504392	0757529380
Morogoro	023-2613501/2,	0684889272/0754697254/0652829046
Moshi	027-2755007/8	0765397925/0682771310
Mtwara	023-2333902	NIL
Mwanza	028-2500090, 0282501060	NIL
Rukwa	025-2802097	0768879813
Ruvuma	025-2602281	0756338771/0788319562
Shinyanga	028-2762386/3672	0754521070/0788521070
Singida	026-2502133	0732 960924
Tabora	026-2605440	0786 558510/0763162868
Tanga	027-2646779	NIL
Temeke	022-2138352	0732997361/0712052720/0758880155

Bagamoyo	023 2440294	
Bariadi	028 2700180	
Mbezi Beach		0658 768583
Bunda	028 2621225	
Bushiri	027 2630071	
Chalinze	022 2129459	0784902332/0784902391/0767 902391
Chato	028 2222891	
Chunya	025 2520076	
Gongo la Mboto		0715 768589
Geita	028 2520306	
Hai	027 2756171	
Handeni	027 2641773	
Himo	027 2756229	
Ifakara	023 2625001	

Igunga	026 2650096	
Ikwiriri	023 2010006	
Ileje	025 2570112	
Kahama	028 2710752	
Kasulu		
Karagwe	028 2222996	
Karatu	027 25334251	
Kateshi	027 2530007	
Kibondo		
Kimara		0717 379696/0788 379696
Kilombero	023 2626066	
Kilosa	023 2623038	
Kigamboni		0788 499014
Kiomboi	026 2502231	
Kisarawe	023 2402850	0655 359998/0686 359998
Kiteto	027 2552062	
Kondoa	026 2321548	
Kongwa	026 2321138	
Korogwe	027 2640566	
Kyela	025 2540137	
Liwale	TTCL No 7	
Ludewa	026 2790024	
Lushoto	027 2640028	
Mafia	023 2010183	0657 274210/0783 319199
Mafinga	026 2772015	0756 555150
Magu	028 2530144	
Mahenge	023 260371	
Mvomelo	023 2620029	
Makambako	026 2730012	
Makete	026 2740021	
Manyoni	0262540011	
Masasi	023 2510041	
Masoko	023 2013051	
Maswa	028 2750234	
Mbinga		
Mbozi	025 2580001	
Mbulu	027 2533102	
Meatu	028 2795017	
Mererani	027 2553989	0732 979163
Misenyi		
Misungwi	028 2500920	0732 980769
Monduli	027 2538044	0732 972383
Mpanda	025 2820197	
Muhenza	027 2641239	
Muleba	028 2222689	
Mkuranga		0767 902332/0784 902391
Mpwapwa	026 2322155	
Mwanga	027 2757750	
Newala	023 2410332	
Ngara	028 2226062	

Ngudu	028 25000968	0732 982971
Nyakato	028 2570064	
Njombe	026 2782317	
Nzega	026 2692452	
Rombo	027 2757276	
Same	027 2758122	
Sengerema	028 25900078	
Sikonge		0732 988397
Usa River	027 2553628	0732 972383
Urambo		0732 988250
Ukerewe		
Viwandani(Industrial)		0715 768587
Tabata		0684 001068/0715 768589
Tandahimba	023 2410034	
Tarime	028 2690107	
Tegeta		0717 650878/0688 650878
Tukuyu	025 2552024	
Tunduru	025 2680281	

NB. Most of the District Offices do not have Mobile Emergency Numbers.

Appendix G2: SUMMARY OF SERVICE DELIVERY STANDARD

Item		requirement	indicator	Minimum standard
1	A.1	Quotations to customers	Existing infrastructure Lines Extensions required New Network required/ supply is required for industrial and commercial customers	Within 7 working days Within 10 working days Within 14 working days
2	A.3	Construction of Service Line	Existing infrastructure Lines Extensions required New Network required/ supply is required for industrial and commercial customers Failure to connect within set time	Within 30 working days Within 60 working days Within 90 working days Days after 30/60/90 days
3	B.1	Frequency of Meter Reading	All customers' credit meters	A least once in two (2) monthly
	B.2	Credit and Pre-paid Meter Accuracy Queries	Meter Accuracy Check	Within 15 working days
	B.3	Estimated Energy	Method of estimation to	3 months consumption

		Consumption	based on past reading	
	B.5	Disconnection for Non-Payment	Disconnection No disconnections reconnections	After 21 days of non-payment -later than 2 hours before closing -Weekends -Public Holidays -day after settlement
	B.6	Account Queries that requires investigation	Made in person/Telephonically/Written	10 working days
	C.2	Power interruption Notification Procedure	Customers to be notified (planned interruption) Customers to be informed the reasons for unplanned interruption Power restoration to for individual/small area Power restoration for small faults (e.g fuse failure)	5 days in advance Within 24 hours Within 8 hours depending on the fault Within 8 hours
	F.1	Customer Complaints	Time to respond -Received in person or telephonically (except technical fault -written complaints Time to resolve -written complaint	Immediately resolved 3 working days Within 1 month
	F.2	Customer Queries	Time to respond -investigative work required, Telephonically, in person or written time to resolve -there is prior explanation	Within 5 working days Within 1 week
	F.2	Customer requests for moving meter, change of meter, pole movement, change of mode of supply)	Reply in writing to request	Within 2 weeks
	G1	Essential Telephone service	Provision of telephone service for faults and emergency Provision of telephone service for complaints, request and queries	24 hours During normal office hours

