



**PETROLEUM (NATURAL GAS) CUSTOMER
SERVICE CHARTER
GUIDELINES, 2019**

DODOMA, 2019

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PART I: PRELIMINARY PROVISIONS

1.1 Citation and Commencement

These Guidelines may be cited as the Petroleum (Natural Gas) (Customer Service Charter) Guidelines, 2019.

1.2 Application

These Guidelines shall apply in relation to any Rule made by the Authority under Section 259(1)(b)(vii) of the Act.

These Guidelines may be reviewed after every five (5) years or at such time as their review is deemed necessary by the Authority.

1.3 Interpretation

Unless the context otherwise requires, the following words shall have the following meanings:-

“**Act**” means the Petroleum Act, Cap 392;

“**Authority**” means the Energy and Water Utilities Regulatory Authority established under the provisions of the EWURA Act;

“**EWURA Act**” means the Energy and Water Utilities Authority Act, Cap. 414;

“**Guidelines**” means these Guidelines;

“**Licensee**” means the holder of a Licence;

“**Licence**” means an authorization issued by the Authority to conduct a Regulated Activity;

“**Natural Gas**” has the meaning given to it in section 3 of the Act;

“**Natural Gas Service Provider**” means a Licensee conducting a Regulated Activity; and

“**Regulated Activity**” has the meaning given to it in section 3 of the Act.

PART II: INTRODUCTION TO THE CUSTOMER SERVICE CHARTER GUIDELINES

This Part explains the purpose of these Guidelines and what they cover.

2.1 Background

Tanzania is a country blessed with extensive natural resources. Existing discoveries are world-class and promise a transformative effect for the country. In addition, it is internationally recognized that further significant discoveries are yet to be made. Gas is an important part of the national energy mix, fuelling a significant portion of the current power generation and earmarked for wider use in a number of further power developments, industrial application and also for widespread public consumption. Tanzania has begun to ready itself to better exploit its gas reserves for the benefit of the nation and has taken steps to modernize its legal and regulatory regime for natural gas.

The exploitation of the gas reserves will entail the supply to, and use by, the Tanzanian people as consumers of the gas. Tanzania has put in place an extensive regulatory regime to cover the supply of gas and related services to midstream and downstream users and consumers of the gas.

2.2 Purpose of the Guidelines

The purpose of these Guidelines is to provide guidance to Natural Gas Service Providers on how to prepare and implement a customer service charter.

All Natural Gas Service Providers are required to establish, and submit to the Authority for approval, a customer service charter.

2.3 Content of the Guidelines

These Guidelines provide information on:

- (a) the minimum requirements for Natural Gas Service Providers when preparing their customer service charters;
- (b) the guidelines for the periodic review of customer service charters by Natural Gas Service Providers; and
- (c) an explanation of the process that will be employed by the Authority in approving customer service charters.

Natural Gas Service Providers may choose to provide additional information about matters such as safety within their customer service charters as they consider appropriate.

PART III: WHAT IS A CUSTOMER SERVICE CHARTER?

This Part explains what a customer service charter is and the purpose it is intended to serve.

3.1 What is a charter?

A customer service charter is a published statement which contains certain written commitments from a Natural Gas Service Provider to its customers.

A customer service charter shall include:

- (a) details regarding the Natural Gas Service Provider's services;
- (b) the standards set for the Natural Gas Service Provider's service;
- (c) information regarding the duties and responsibilities of the Natural Gas Service Provider to customers;
- (d) a list of customer entitlements;
- (e) information regarding the rights and responsibilities of the customers;
- (f) any other information relevant to the relationship between the customer and the Natural Gas Service Provider; and
- (g) the procedure by which customers can provide feedback, raise issues and lodge complaints.

A customer service charter is a public document that should be developed by a Natural Gas Service Provider in consultation with its customers, staff, and stakeholders that continually develops and grows with the Natural Gas Service Provider.

3.2 What is the purpose of a charter?

The purposes of a customer service charter include:

- (a) to highlight the commitment of service providers when discharging their duties in the natural gas industry;
- (b) to provide procedures of interaction between natural gas service providers and their customers based on connections, disconnection, billing, payments and complaint;
- (c) to provide a framework for assisting service provider to improve the way they deliver services to their customers in line to customers' expectation;
- (d) to create awareness as to the type, availability and quality of services offered by the Natural Gas Service Provider;
- (e) to provide guidance to customers to detect non-compliance and raise complaints to the regulator for enforcement ;
- (f) to institute a customer focused approach;
- (g) to develop a frame work for feedback mechanism
- (h) to improve service delivery to the public; and
- (i) to increase the accountability and responsiveness of the Natural Gas Service Provider by setting standards of service that the Natural Gas Service Provider should maintain.

PART IV: THE INFORMATION TO BE CONTAINED IN A CUSTOMER SERVICE CHARTER

This Part explains what a customer service charter should cover and the types of information that a Natural Gas Service Provider should include in its customer service charter.

When preparing a customer service charter, a Natural Gas Service Provider should consider who its customers are, what its customers' needs are, and how best to address them. A Natural Gas Service Provider shall ensure that its customer service charter is tailored accordingly.

A customer service charter shall include the following information.

4.1 Services provided by the Natural Gas Service Provider to its customers

The customer service charter shall clearly outline the different services that a Natural Gas Service Provider offers to its existing and prospective customers. This includes describing the manner, expected timeline or procedures to handle the following:

- a) New gas connection procedures;
- b) Gas disconnection procedures following unpaid bill, emergencies, safety reasons and maintenance;
- c) Gas disconnection following customer request;
- d) Gas reconnection procedures after disconnection;
- e) Installation procedures of metering device;
- f) maintenance of existing connections;
- g) Illegal connections disconnection procedures;
- h) Quality of natural gas supply;
- i) Safety procedures of natural gas supply;
- j) Reliability of natural gas supply;
- k) Planned Interruption of natural gas supply;
- l) Un-planned Interruption of natural gas supply;
- m) Access to natural gas supply address or customer' premises;
- n) Metering process especially when not operational;
- o) Maintaining the integrity of metering and safety devices ;
- p) Billing procedures ;
- q) Payments procedures;
- r) Customer complaint reporting and record keeping procedures;
- s) Compensation to customers for failure to meet licensee's obligations; and
- t) Service restoration time and response time after gas supply interruption.

4.2 The standards to which services are to be provided

The customer service charter shall state the standards of service that customers can expect from the Natural Gas Service Provider. This shall include a commitment from the Natural Gas Service Provider to meet such standards in relation to each service it provides or proposes to provide. Such standards of service include but are not limited to: response and delivery times for the different services the Natural Gas Service Provider provides, quality of services

(including clarity and accuracy), responses to outages of services or emergencies, complaints handling and staff attitudes and customer relationships.

4.3 Duties and responsibilities of service provider to customers

The Natural Gas Service Provider shall clearly state the approach it will follow to ensure that the services it provides are delivered in line with its customers' expectations for value and satisfaction.

Such duties and responsibilities shall include (but are not limited to):

- (a) **Set standards of service:** Set clear standards of service that users can expect, monitor and review performance, and publish the results of any such review, wherever possible, following independent validation.
- (b) **Be open and provide full information:** Be open and communicate clearly and effectively in simple language to help customers using the service and ensure that they receive full information about the services, their cost and how well they are performed.
- (c) **Consult and involve:** Consult and involve present and potential users of services, as well as those who work to provide them, and use their views to improve the services provided.
- (d) **Encourage access and the promotion of choice:** Make services easily available to everyone who needs them, including using technology to the full, and offering choice wherever possible.
- (e) **Treat all fairly:** Treat all people fairly, respect their privacy and dignity, be helpful and courteous, and pay particular attention to those with special needs.
- (f) **Put things right when they go wrong:** Put things right quickly and effectively, learn from complaints, and implement a clear, well-publicised and easy-to-use complaints procedure, with independent review wherever possible.
- (g) **Use resources effectively:** Use resources effectively to provide best value for taxpayers and users of the services.
- (h) **Innovate and improve:** Always look for ways to improve the services and facilities offered.
- (i) **Work with other providers:** Work with other service providers to ensure that services are simple to use, effective and co-ordinated, and deliver the best possible service to the user.

- (j) **Ensure the safety of its supply infrastructure and provide safety awareness:** the service provider shall take all measures to ensure safety of its supply infrastructure and create safety awareness to its customers;
- (k) **Provision of copy of customer service charter:** the service provider shall ensure that the approved customer service charter is distributed to all its customers; and
- (l) **Compensation:** Ensure customers are compensated for licensee's failure to perform timely its obligations stated in customer service charter.

4.4 Rights and responsibilities of customers

The charter shall state the customers' rights as well as their responsibilities when seeking services. Examples of such rights and responsibilities are as follows:

A customer has the right to:

- (a) privacy and confidentiality of their information;
- (b) receive services in a professional and courteous manner;
- (c) be provided with adequate, timely and accurate information;
- (d) obtain copies of the service agreement with the service provider;
- (e) participate and comment when consulted by the Natural Gas Service Provider in accordance with paragraphs 4.3 and 6.2 of these Guidelines;
- (f) comment on the quality of the services provided by the Natural Gas Service Provider;
- (g) lodge a complaint; and
- (h) appeal a decision concerning such a complaint.

A customer has the responsibility to:

- (a) treat Natural Gas Service Provider staff with courtesy and respect;
- (b) pay any levies or fees in a timely manner;
- (c) comply with all applicable laws at all times;
- (d) attend scheduled meetings punctually;
- (e) keep safe the licensee's infrastructure within customers premise;
- (f) respond to requests for information by the Natural Gas Service Provider accurately, thoroughly and in a timely manner; and
- (g) abide by any legal requirements and other obligations in order to be eligible for services sought.

4.5 Communication procedures

The customer service charter shall set out the contact information for the Natural Gas Service Provider. The charter shall contain:

- (a) the full name of the Natural Gas Service Provider and its abbreviations (if applicable);

- (b) the Natural Gas Service Provider's logo (if applicable);
- (c) key contact details such as principal office in Tanzania, postal address, telephone, e-mail, website address and hours of business;
- (d) details of the Natural Gas Service Provider's 24/7 emergency helpline; and
- (e) details of disability access to services by providing information, advise and support .

4.6 Customer billing process

The customer service charter shall include details of how bills are to be calculated, mode of payment, the frequency with which they will be issued, and how any billing errors that may occur shall be rectified.

4.7 Complaints and dispute resolution procedures

The customer service charter should set out how customers can raise grievances, complaints and disputes, how those grievances, complaints and disputes will be handled internally by the service provider all in a fair, efficient and effective manner. The Charter shall guide customers that they can file any unresolved complaint to the Authority.

The charter should also encourage clients to provide feedback as a means of improving service delivery.

PART V: FORMAT REQUIREMENTS FOR CUSTOMER SERVICE CHARTER

This Part covers the format requirements for a customer service charter and explains how a customer service charter shall be published.

5.1 Format requirements

A customer service charter shall be written in simple language and set out in a format that is easily accessible and understood by customers.

General obligation by all service providers

- a) All service providers of regulated activities shall comply with these guidelines by developing own ‘natural gas service provider customer service charter’ within twelve months from date of being issued with a licence; and
- b) Any service provider, contractor, sub-contractor or any other person engaged in petroleum activities who fails to adhere or comply with the procedures set forth in these Guidelines for the preparation of its Service Provider Customer Service Charter, or who fails, refuses or delays in the preparation of its Service Provider Customer Service Charter, or gives inadequate, false or misleading information in its Service Provider Customer Service Charter shall be deemed to be in default of provisions of the applicable Rules approved by the Authority.

5.2 Approval by the Authority

A Natural Gas Service Provider shall submit its customer service charter to the Authority for approval prior to its publication.

5.3 Publication requirements

A customer service charter should be produced in both hard copy and electronic form. Furthermore, the charter shall be published in both Kiswahili and English language.

A customer service charter should be uploaded to the website of the Natural Gas Service Provider where it can be easily found and accessed by customers. Hard copies of a charter should be made available at a Natural Gas Service Provider’s principal place of business in Tanzania.

A copy of the customer service charter shall be also provided to the Authority in hard copy and in electronic form.

PART VI: CRITERIA FOR REVIEW AND UPDATE OF CUSTOMER SERVICE CHARTER

This Part covers the requirement to review and update the customer service charter and the customer consultation process that a Natural Gas Service Provider should follow.

6.1 Review and update of customer service charter

In every five years or at any time deemed necessary, the Natural Gas Service Provider shall periodically review its customer service charter to check if the information contained therein is up-to-date and still relevant. Following such review, the Natural Gas Service Provider shall make any necessary amendments and publish an updated version of its customer service charter as soon as possible and in accordance with the requirements in paragraph 5.2 and 5.3 of these Guidelines.

As part of its review, the Natural Gas Service Provider shall consider the following:

- (a) if the charter continues to reflect the Natural Gas Service Provider's approach to meeting customer requirements and whether there are any significant new initiatives to take account of;
- (b) if the service commitments and standards are still sufficient and meet the needs and priorities of the Natural Gas Service Provider's customers and key stakeholders;
- (c) if the current content (in particular, the contact details provided) is still accurate;
- (d) if the customer service charter is sufficiently accessible to customers;
- (e) if responsiveness to emerging trends and shifts in the industry have significant implications on the achievement of customer service delivery objectives;
- (f) if the existing means of collecting customer feedback is sufficient to enable the Natural Gas Service Provider to act on feedback received in order to improve service delivery;
- (g) whether any changes are required to the complaint handling process; and
- (h) whether there is a need to undertake a direct review of any of the standards of the services that the Natural Gas Service Provider provides to its customers.

6.2 Consultation with customers

When conducting any review of its customer service charter, a Natural Gas Service Provider shall consult with, and obtain feedback from, its customers to ensure that its customer service charter is as useful and valuable as possible.

PART VII: GUIDELINES FOR REVIEW OF CUSTOMER SERVICE CHARTER BY THE AUTHORITY

This Part covers the review of a Natural Gas Service Provider's customer service charter by the Authority.

7.1 Review by the Authority

- (a) The Authority may at any time review a Natural Gas Service Provider's customer service charter to ensure that it is compliant with all requirements under these Guidelines and applicable law;
- (b) The Authority may, following its review of a customer service charter, give directions for the Natural Gas Service Provider to ensure that the customer service charter complies with these Guidelines and applicable law; and
- (c) Upon receiving any such directions, the Natural Gas Service Provider shall promptly review those directions and make such changes to its customer service charter to comply with those directions. The Natural Gas Service Provider shall publish such revised customer service charter as soon as possible and in the manner provided for in these Guidelines.

7.2 Criteria for review

The Authority may consider the following criteria when reviewing a Natural Gas Service Provider's customer service charter:

- (a) Has the Natural Gas Service Provider undertaken a review process on a regular basis?
- (b) Does the customer service charter contain the necessary information and comply with all legislative and regulatory requirements?
- (c) Has the Natural Gas Service Provider engaged with customers and/or their representatives in the development and/or review process? and
- (d) Is the final version of the customer service charter presented in simple language that is easily understood by customers?

The Natural Gas Service Provider should contact the Authority directly should it have any questions on the content or interpretation of these Guidelines.