



Kiini Cha Maendeleo

**CUSTOMER SERVICE CHARTER**

**Agosti 2023**

Preamble:

Mwenga Power Services Limited is part of the energy distribution division of the Rift Valley Energy Group, and is a private, integrated, licensed and fully regulated renewable energy service provider in Tanzania, dedicated to provide its rural and commercial customers with sustainable, grid-quality and affordable electricity services.

Mwenga Power Services Limited is the holder of an EWURA distribution license number EDL-2021-002.

As per the legal requirement of Section 21(3)(e) of the Electricity Act, 2008 Cap 131 (as revised), Mwenga Power Services Limited has developed this CUSTOMER SERVICE CHARTER, as set out in this document.

For further information please contact Mwenga Power Services Limited Helpdesk through [info.rvetz@riftvalleyenergy.co.tz](mailto:info.rvetz@riftvalleyenergy.co.tz) or 0755 739 997

## 1. MISSION STATEMENT OF SERVICE PROVIDER

Be an efficient, service orientated and commercially viable utility, supporting the development of Tanzania by supplying electricity to its rural customers in the most effective, competitive, and sustainable manner.

## 2. TERMS AND DEFINITIONS

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

**EWURA:** The Energy and Water Utilities Regulatory Authority.

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

**Planned Interruptions:** A situation or a circumstance whereby a Customer is not supplied with electricity due to interruptions planned by the Service Provider.

**Service Provider:** Mwenga Power Services Limited, a company incorporated in Tanzania with company number 63737 and licensed by EWURA to undertake electricity distribution operations.

**Unplanned Interruptions:** A situation or circumstance whereby a customer is not supplied with electricity due to unplanned circumstances.

## 3. APPLICATION ASSESSMENT

- 3.1 As soon as an applicant has filed with the Service Provider the Data Capture Form (see Annex A) with all necessary supporting documents, the Service Provider will respond within seven (7) working days to the applicant, to notify the acknowledgement of the receipt of the application, the timeframe for connection, which depends on whether or not the applicant is within 70 m of the existing infrastructure, and a relevant quotation.

## 4. CONTRACTUAL AGREEMENT, PAYMENT OF CONNECTION FEE, CONNECTION

- 4.1 The applicant shall enter into a contract with the Service Provider, after:
- (a) an eligibility assessment (i.e., verification of whether all the information has been provided and the obligations have been met as stipulated in the Connection Application Form);
  - (b) payment of the full connection fee (as per customer class, stipulated in Annex 1 of the Connection Application Form) unless otherwise agreed by the Service Provider; and
  - (c) proof of completed internal wiring, done by electrical installation personnel authorised by EWURA (except customers using “ready boards”).

- 4.2 After reception of the full connection fee, the Service Provider shall use all reasonable endeavours to complete the connection for the supply of electricity within seven (7) working days in the case of construction of LV extensions lines of not more than 70 m from the nearest appropriate connective pole; or within a timeline agreed with the Customer in the case of construction of LV extensions lines of more than 70 m from the nearest appropriate connective pole.
- 4.3 If the Service Provider fails to complete the connection within the specified timeframe, the Service Provider shall inform the Customer when connection will be completed. The Service Provider will compensate the applicant by making a credit to customer account equivalent to 0.05% per day up to 50% of that amount of the monies paid by the customer until the supply is connected.
- 4.4 On every new connection, the meters will be issued with pre-loaded 5kWhrs and 20 kWhrs for single phase and three phase connections respectively, this is to allow for testing and ensuring the customer is satisfied that the connection is complete. The customer will pay for these units prior to completion of the connection.

## **5. PRE-PAID METER ACCURACY QUERIES**

- 5.1 All Customers connected to the Service Provider network have a right, on request, to a meter check, although the meters provided by the Service Provider are expected to have a 10-year life span, within which routine meter calibration is not expected to be required.
- 5.2 Meter accuracy checking shall be done at the Customer's premises within three (3) working days after receipt of a written request, and test results will be provided to the Customer within fifteen (15) working days after completion of the test.
- 5.3 The Service Provider shall charge a fee for meter accuracy checking which shall be approved by EWURA. The meter check fee shall be non-refundable if the meter is found to be accurate. If the meter is found to be inaccurate, the fee equivalent in electricity units shall be credited to the Customer's account within seven (7) working days.
- 5.4 Any meter which is found to be inaccurate shall be immediately either replaced or recalibrated so that it is accurate.

## **6. BILL PAYMENTS**

- 6.1 All Customers will pre-pay their electricity bill via the pre-paid electricity metering system (these payments are monitored and managed by the Service Provider's sales team, with relevant data being stored in a payment systems database).

## **7. DISCONNECTION**

- 7.1 Disconnection shall be carried out immediately on any day of the week in case of verifiable incidents 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.

- 7.2 Reconnection of disconnected customers shall only be permitted once the necessary investigations and related prosecutions or compensation events have been properly concluded, any associated reconnection fees have been paid

## **8. POWER INTERRUPTIONS**

- 8.1 For Planned Interruptions, the Service Provider shall give Customers seven (7) days advance notification of future Planned Interruptions by Short Messaging System (SMS) or by other means of communication, such as radio broadcast and public address system with the following information:

- (a) the time that the Planned Interruption(s) will occur or is/are planned to occur;
- (b) the geographic areas that will be affected;
- (c) the reason for the Planned Interruption(s); and
- (d) the time at which the supply will be restored.

- 8.2 For Unplanned Interruptions of wide area outages (including total black outs caused by grid failure, but excluding Force Majeure), the Service Provider shall inform public / individual Customers of the cause of the outage and shall use appropriate media (SMS or alternative mobile App service) to inform its Customers of the reason for any previous forced Unplanned Interruptions within twenty-four (24) hours. The Service provider will not be able to compensate individual customers for those kinds of outages but will use its best endeavours and apply good utility practice to provide the expected service.

- 8.3 For Unplanned Interruptions of individual or small areas, the Service Provider shall use all reasonable endeavours to restore power within twenty-four (24) hours depending on the fault. For faults which cannot 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 the Service Provider shall use all reasonable endeavours to restore power within twelve (12) hours.

## **9. CUSTOMER RIGHTS**

- 9.1 A Customer has the rights to:

- (a) Accurate measurement of electricity consumption.
- (b) Be involved /consulted in the setting of tariffs and or tariff reviews
- (c) Error free billing.
- (d) Be treated with dignity and respect.

- (e) Experience excellent treatment on service delivery.
- (f) Be dealt with promptly and efficiently.
- (g) Be treated fairly.
- (h) Confidentiality of their personal information.
- (i) Quality, reliable and secure supply.
- (j) Complain on electricity supplied by Service Provider.
- (k) Be redressed efficiently, efficiently and without unnecessary delay after complaint registration.
- (l) Be informed of various electricity related matters;
- (m) Be educated on electricity uses and safety matters through marketing campaigns and other means of communication;
- (n) Safety and a secure and sound environment
- (o) Compensation in case of proven liability on the Service Provider's part as provided for in this charter.

## **10. CUSTOMER DUTIES**

### **10.1 A Customer shall be obliged to:**

- (a) Pay for the energy consumed.
- (b) Get internal wiring done in their premises by electrical installation personnel authorised by EWURA or, if so, requested by the Customer, accept a ready-board installation by the Service Provider
- (c) Take good care of the Service Provider's equipment installed at their premises.
- (d) Act in the manner to protect any of the Service Provider's installations from physical and technical harm.
- (e) Allow the Service Provider access to the premises at all reasonable times, and at any time in an emergency, so the Service Provider can inspect, maintain, repair, remove, replace and/or disconnect meters, monitor display units, electric lines and all other apparatus at the customers premises to deliver, measure and control electricity equipment.
- (f) Report immediately at the Service Provider's office before shifting to new premises.
- (g) Report to the Service Provider's office in writing of any significant additions of electricity equipment and appliance at their premises.

- (h) Inspect their premises as provided by the country's electricity legislation in place, that may change from time to time.
- (i) Always ensure that there is adequate protection present for his or her wiring system and all appliances connected after electricity meter.
- (j) Report immediately to the nearest Police Station and/or the Service Provider's office of any unauthorised or suspicious activities on power supply infrastructure or theft of electricity.
- (k) Follow the safe use of electricity instructions, as per the Service Provider's safety and awareness publications and other available awareness campaigns in the area.

## **11. SERVICE PROVIDER DUTIES**

11.1 The Service Provider shall be obliged to:

- (a) Operate, maintain, and provide an adequate, affordable, reliable and secure power supply.
- (b) Consult Customers on the Service Provider services that are provided.
- (c) Inform Customers about service delivery standards and what to expect from the Service Provider as a service provider.
- (d) Serve the Customer.
- (e) Customer education about the Service Provider available services.
- (f) Be honest and transparent in dealing with Customers.
- (g) Continually improve service by promoting innovation and learning.
- (h) from time to time make assessment (surveys) of the ability and willingness of the consumers to pay for the Services.
- (i) Establish a complaint register system and maintain database of all complaints received and handled.
- (j) Establish and maintain public register of all complaints received and decisions made on those complaints for public viewing.
- (k) Endeavor to ensure that the customer understands the presence and existence of the Customer Service Charter, including the accompanying terms and conditions and his/her role and responsibilities in implementing the Charter.

11.2 The Service Provider's responsibility ends at the meter and Customer's responsibility starts after the meter.

11.3 The Service Provider shall be obliged to be insured against incidents within the area of its responsibility (force majeure incidents excluded) and 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.

## **12. CUSTOMER REQUESTS, QUERIES OR COMPLAINTS PROCEDURE**

- 12.1 The Service Provider shall investigate and seek to resolve all requests, queries or complaints as quickly as practicable and in good faith and shall use all reasonable endeavors to ensure that all general requests, queries or complaints, apart from technical faults, shall to the extent practicable be handled on a one-stop basis without referral or delay.
- 12.2 The Service Provider shall receive all requests, queries or complaints, whether received telephonically, in person or in writing (via Email or SMS to the Service Provider's customers service number, including the social media formally used by the Service Provider)
- 12.3 The Service Provider shall provide a Helpdesk service for telephone requests, queries, or complaints. This service shall be available Monday – Friday, 07:30am - 10:00pm and Saturdays, 07:00am – 04:00pm, using 0755 739 997 and as set out on the information materials distributed by the Service Provider.
- 12.4 In emergency only, an emergency number can be called at any time on a 24-hour basis as set out on various information material distributed by the Service Provider. An “emergency event” in this context is a sudden, urgent, usually unexpected incident or occurrence that is potentially threatening the physical integrity of human life and goods of one or more customers, and that requires an immediate reaction or assistance. The main purpose of the assistance of the Service Provider in emergency situation(s), is to bring the situation under control and to restore normality. Emergency contacts are:
- Customers from Mdabulo, Luhunga, Ihanu and Mtwango Wards: 0758 585 838
  - Customers from Kibengu, Ihalimba and Mapanda Wards: 0745 583 828
  - Customers from Iwungu and Luponde Wards: 0742 462 906
- 12.5 Written customer requests, queries or complaints should be addressed to Mwenga Power Services Limited, P O Box 555, Mafinga or through email address: [info.rvetz@riftvalleyenergy.co.tz](mailto:info.rvetz@riftvalleyenergy.co.tz)
- 12.6 All requests, queries or complaints shall be logged in the Service Provider's Customer requests, queries or complaint register system.
- 12.7 In the case of general queries of requests, the Service Provider shall respond to the customer in writing (or SMS) within five (5) days after receipt.
- 12.8 In the case of specific, actual power supply related queries or complaints (for example moving of meters, changing of meters, pole movement, change of mode of supply) the Service Provider shall respond to the Customer in writing (or SMS) within three (3) working days after receipt. The response shall include



information on the cost to the Customer, the Customer's duties and the time frame for the Service Provider to carry out the request.

12.9 The Service Provider shall then use reasonable endeavours to resolve any problem within two (2) days after response to the Customer. If the problem cannot be solved within ten (10) days the Customer shall be informed.

12.10 Escalation matrix; all customer requests, queries or complaints should be logged via customer service and in case of dissatisfaction at any level may escalate to the next level as follows:

Level 1: Customer service: 0755 739 997, available as stated on 12.3 above.

Level 2: Operations Manager: 0752 241 426, available during working hours.

Level 3: General Manager: 0754 638 267, available during working hours.

In case the service provided by the Service Provider is perceived by the Customer as not satisfactory and the Customer considers that the Service Provider cannot help, the Customer may finally refer the complaints to EWURA, P.O Box 2857, EWURA House, Plot No 3, Block AD Medeli West, Dodoma, Tel: 026 2329003 4, E-mail: [info@ewura.go.tz](mailto:info@ewura.go.tz)

If the customer is not satisfied with the ruling by EWURA, he/she may further appeal to the Fair Competition Tribunal (FCT).

### **13. REVIEW OF CUSTOMER SERVICE CHARTER**

13.1 This CUSTOMER SERVICE CHARTER may be reviewed from time to time when the need arises as well as depending on stakeholders' views on Customer satisfaction.

## **Annex A - "Data Capture Form"**