

***“SUSTAINABLE GREEN ELECTRICITY  
FOR RURAL DEVELOPEMNT IN TANZANIA”***



**RIFT VALLEY ENERGY**

**CUSTOMER SERVICE CHARTER**

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## RIFT VALLEY ENERGY TANZANIA

### 1. SERVICE DELIVERY STANDARDS

Rift Valley Energy (**RVE**) forms the energy division of Rift Valley Corporation (**RVC**), and seeks to sustainably develop the renewable energy resources within East and Southern Africa. Through it's own renewable electricity generation units (e.g. the Mwenga Hydro Project) and its own licensed power distribution company (Rural Power Development Ltd., **RPDL** or the **SERVICE PROVIDER**), RVE is the first private, fully integrated and licensed renewable energy service provider in Tanzania, and as such dedicated to provide permanently available, sustainable, grid-quality electricity to its rural and commercial customers.

### 2. VISION STATEMENT OF SERVICE PROVIDER

To be an efficient and commercially focused utility supporting the development of Tanzania.

### 3. MISSION STATEMENT OF SERVICE PROVIDER

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

### 4. TERM, DEFINITIONS AND ABBREVIATED TERMS

#### Terms and definitions

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

**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 the SERVICE PROVIDER 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 a direct result of emergency conditions or caused by human error or by the improper operation of equipment.

### 5. GENERAL

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.

### 6. Application Assessment:

As soon as applicant has filled the Connection Application Form (Annex A), and provided all necessary supporting documents, the SERVICE PROVIDER will respond within seven (7)

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working days to the customer, where the existing infrastructure can be used (within 70 m of the existing infrastructure).

Where eventually LV line extensions are required (more than 70 m from the nearest appropriate connective pole) the period for providing quotations shall be within fourteen (14) working days.

## **7. Contractual agreement, Payment of Connection Fee, Connection**

After an eligibility assessment (verification if all the obligations stipulated in the application form have been met), the applicant shall enter into a contract with the SERVICE PROVIDER, after payment of the full connection fee, unless otherwise agreed with the SERVICE PROVIDER.

The provision of supply shall be completed within seven (7) working days for the construction of LV extensions lines of not more than 70 m from the nearest appropriate connective pole. For the construction of LV extensions lines of more than 70 m from the nearest appropriate connective pole individual timelines will be agreed with the customer.

If the SERVICE PROVIDER fails to complete the connection and supply electricity to customer within specified time frame, the SERVICE PROVIDER shall be obliged to inform the customer about the situation and the specific time when connection will be done.

## **8. Pre-paid Meter Accuracy Queries**

All customers connected to our network have a right to demand for a meter check.

The SERVICE PROVIDER shall, on request, provide meter accuracy checking as a service to customers. 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 fifteen (15) working days.<sup>1</sup>

The fees for meter accuracy checking shall be 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 equivalent in electricity units shall be credited to the customers account within 7 working days.

The meter, which will be proven to be inaccurate shall be immediately either replaced or calibrated.

## **9. Bill Payments**

- All customers will pre-pay their electricity bill via the pre paid.
- 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.

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<sup>1</sup> Meters provided by the Service Provider have a 10 year life span, within which routine meter calibration is not expected to be required.

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## **10. NOTICE OF POWER INTERRUPTIONS**

- The SERVICE PROVIDER shall make use of Short Messaging System (SMS) to inform its customers of future, planned interruptions.
- The following information shall be supplied:
  - the time that the interruption(s) will occur or is/are planned to occur;
  - the areas that will be affected;
  - the reason for the planned interruption; and
  - the time at which the supply will be restored.

## **11. Power Interruption Notification Procedure**

- 3 days advance notification will be given for any planned interruption.
- For unplanned wide area outages (including total black outs caused by grid failure, but excluding force majeure), the SERVICE PROVIDER shall inform public/ individual customers on the cause of the outage, the SERVICE PROVIDER 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.
- For individual or small area unplanned outage, the SERVICE PROVIDER 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 the SERVICE PROVIDER shall restore power within 12 hours.

## **12. GENERAL CUSTOMER'S RIGHTS AND OBLIGATIONS**

A customer has the rights to:

- Accurate measurement of consumption.
- Error free billing.
- Be treated with dignity and respect.
- Experience excellent treatment on service delivery.
- Be dealt with promptly and efficiently.
- Be treated fairly.
- Confidentiality of their information.
- Quality, reliable and secure supply.

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- Complain.

A customer shall be obliged to:

- Pay for the energy consumed.
- Get his internal wiring done by properly registered contractors authorised to do so by the SERVICE PROVIDER.
- Take good care of the SERVICE PROVIDER’s equipment installed at their premises.
- Act in the manner to protect any of the SERVICE PROVIDER’s installations from physical and technical harm.
- 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.
- Report immediately at the SERVICE PROVIDER’s office before shifting to new premises.
- Report to the SERVICE PROVIDER’S office of any significant additions of electricity equipment and appliance at their premises.
- Inspect every three (3) 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.
- Always ensure that there is adequate protection present for his or her wiring system and all appliances connected after electricity meter.
- Report immediately to the nearest Police Station and the SERVICE PROVIDER’S office of any unauthorised or suspicious activities on power supply infrastructure or theft of electricity.
- Follow the safe use of electricity instructions, as per the SERVICE PROVIDER’s safety and awareness publications.

### **13. SERVICE PROVIDER’S OBLIGATIONS**

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

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- Serve the customer.
- Customer education.
- Being honest and transparent in dealing with customers.
- Continually improve service by promoting innovation and learning.
- The SERVICE PROVIDER's responsibility ends at the meter and consumer's responsibility starts after the meter.
- The SERVICE PROVIDER shall be obliged to be insured against incidents within the area of it's 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.

### **14. CUSTOMER COMPLAINTS, ENQUIRIES AND REQUESTS**

#### **Customer Complaints**

- 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.
- All general complaints apart from technical faults received telephonically or in person should be handled on a one-stop basis without referral.
- Written customer complaints should be addressed to the **Rural Power Development Ltd, PO Box 1, Mufindi Iringa**, or to the email address ([info.rvetz@riftvalley.com](mailto:info.rvetz@riftvalley.com)), and shall be responded to in writing within three (3) working days after receipt and the problem should be resolved within one (1) month after receipt. If the problem cannot be solved within 1 month the customer shall be informed.
- In case service provided by the SERVICE PROVIDER is perceived by the customer as not satisfactory, the customer may finally refer the complaints to EWURA after having contented himself or herself that the SERVICE PROVIDER cannot help.

#### **Customer Queries**

- 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.
- Where investigative work is required, all telephonic queries or queries received in person or in writing should be responded to within five (5) working days.
- Written queries should be responded to within five (5) working days.

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- Unless there is a prior explanation, queries should be resolved within one (1) week.

### **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 the SERVICE PROVIDER within two (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.

### **Provision of Essential Telephone Services**

- The SERVICE PROVIDER shall provide a telephone service for general complaints, requests and queries. This service shall be reachable under the number which communicated on the power cards (electricity vouchers) and other information material distributed by the SERVICE PROVIDER and shall be available during normal office hours (Monday – Friday, 07:30-12:30, 14:00-17:00).
- In emergency only, the same number can be called also beyond the regular office hours (24 h service).