

# Consumer services provided by ERC

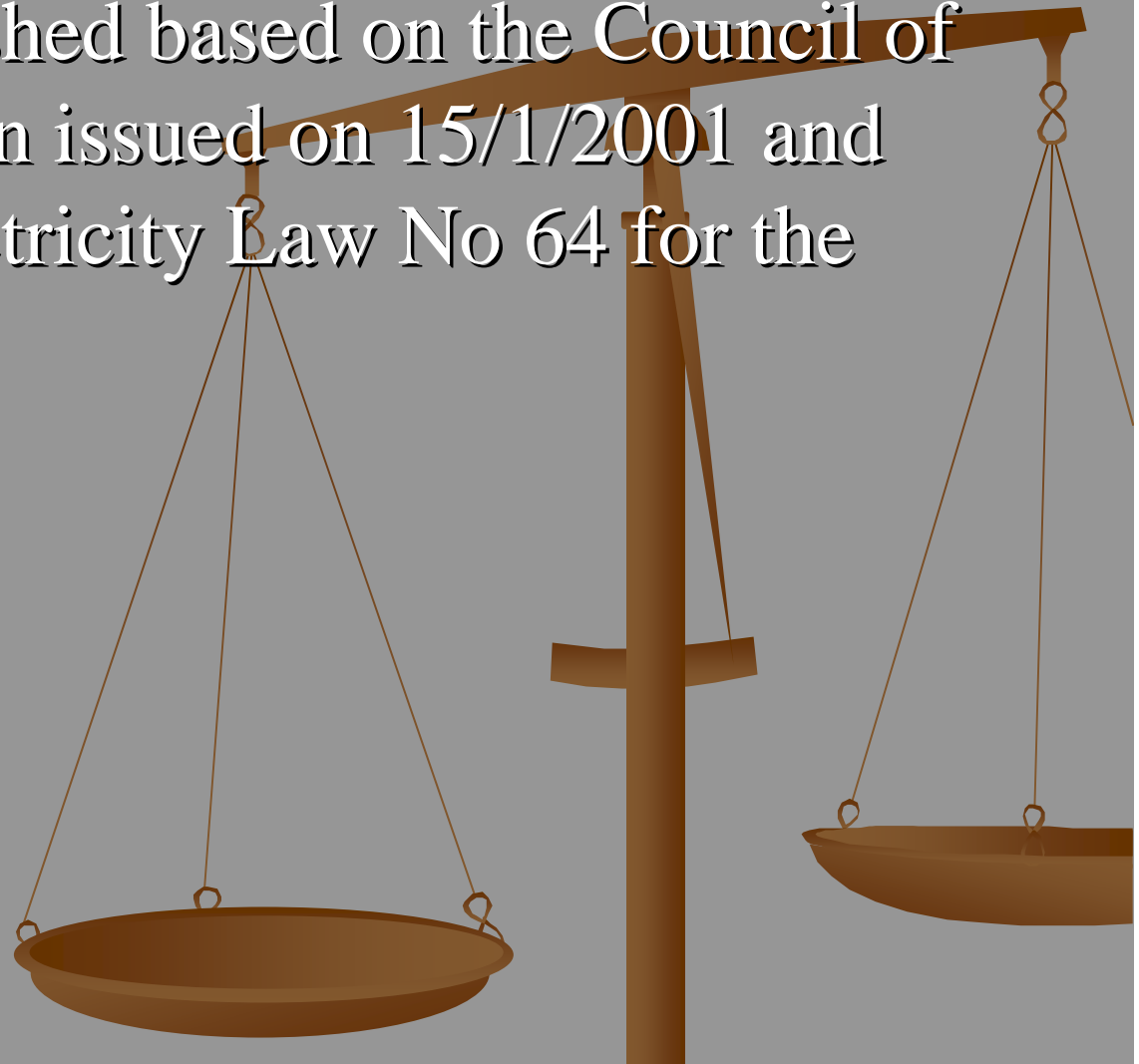
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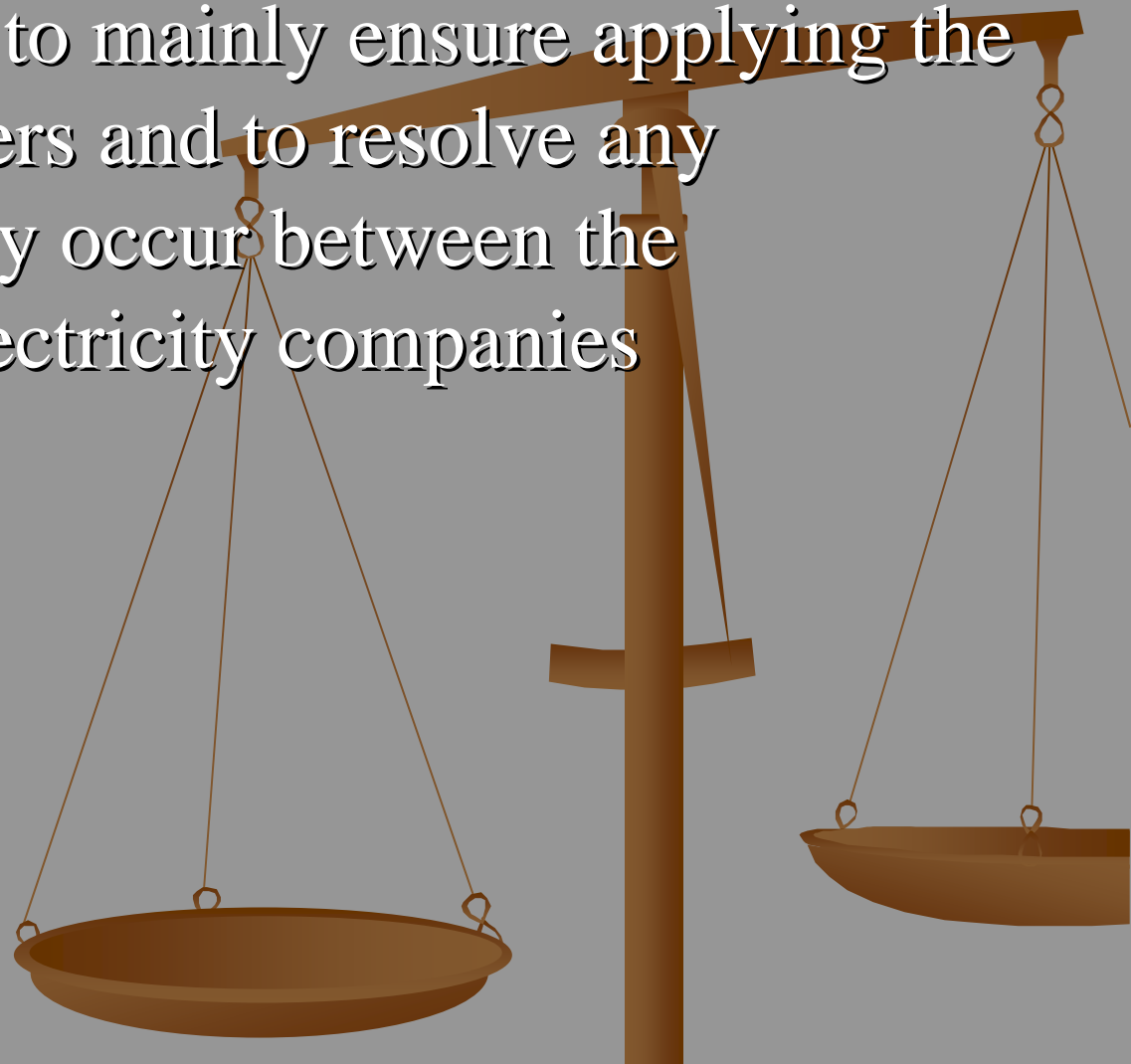
# Electricity Regulatory Commission ERC



- ERC was established based on the Council of Ministers decision issued on 15/1/2001 and according to Electricity Law No 64 for the year 2002



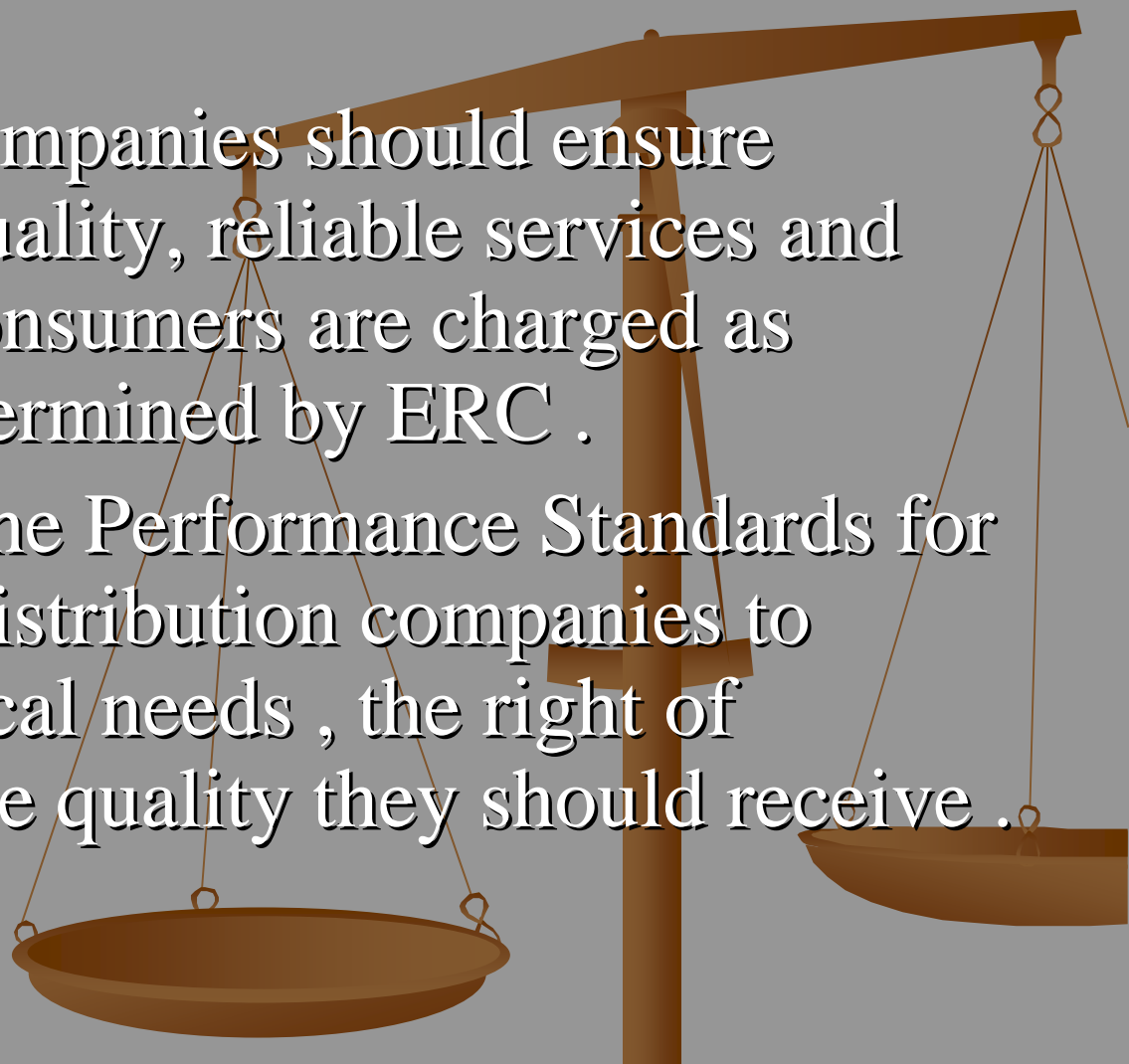
- ERC objective is to mainly ensure applying the rights of consumers and to resolve any complain that may occur between the consumer and Electricity companies



# Consumer Rights & Obligations

## Consumer Rights:

- The electricity companies should ensure providing high quality, reliable services and make sure that consumers are charged as specified and determined by ERC .
- ERC has issued the Performance Standards for Generation and distribution companies to clarify the technical needs , the right of consumers and the quality they should receive .



## Consumer Obligations :

- Electricity provision is considered a high cost service and in order to keep on receiving this service and for the companies to keep on providing high quality services it is the obligation of consumers to commit on paying their monthly bills on time and to assure protecting all electricity appliances from theft and tamper.

# General Electricity Law

## Article (7):

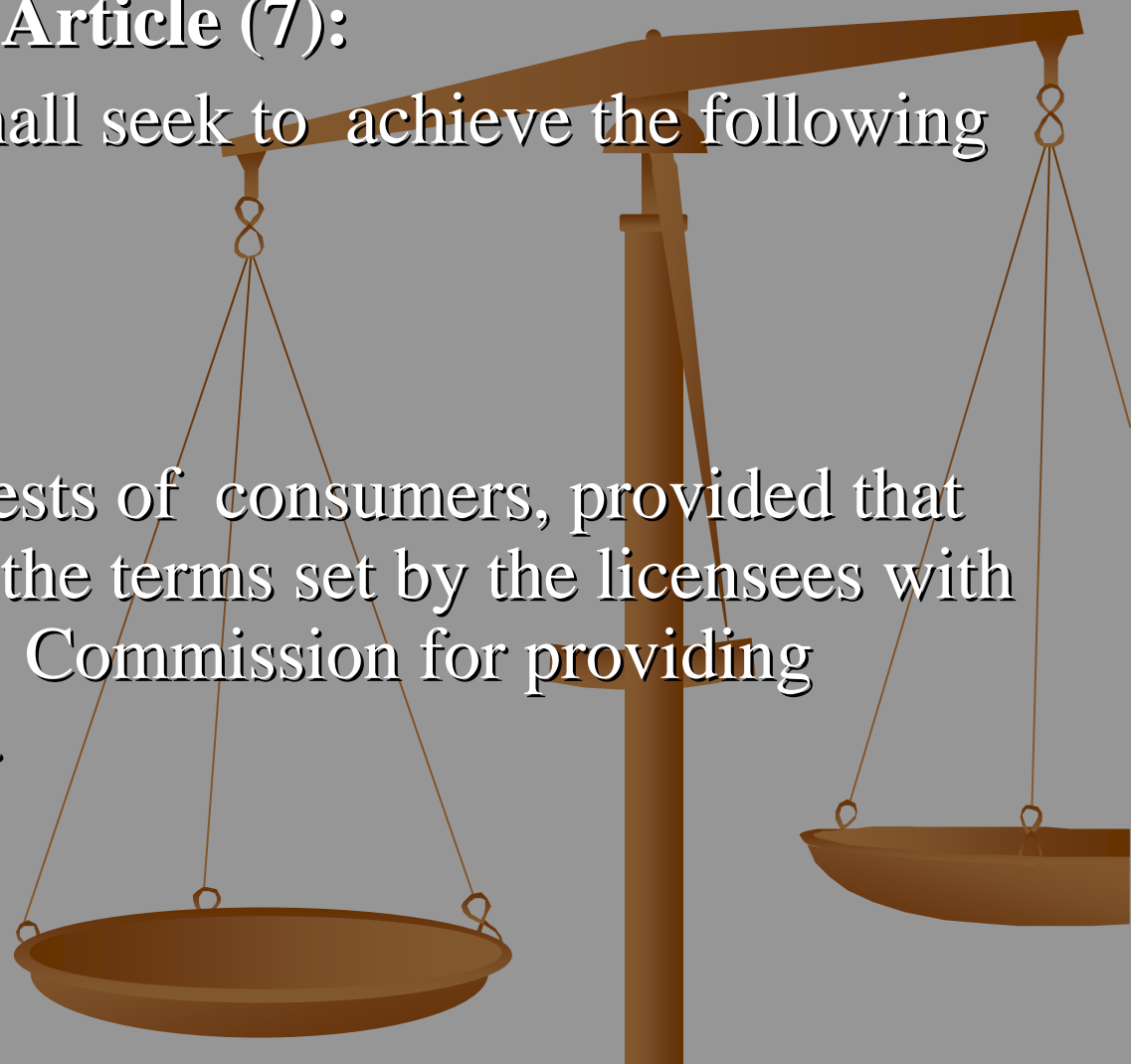
A-The Commission shall seek to achieve the following  
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7-To protect the interests of consumers, provided that they comply with the terms set by the licensees with the consent of the Commission for providing electricity service.

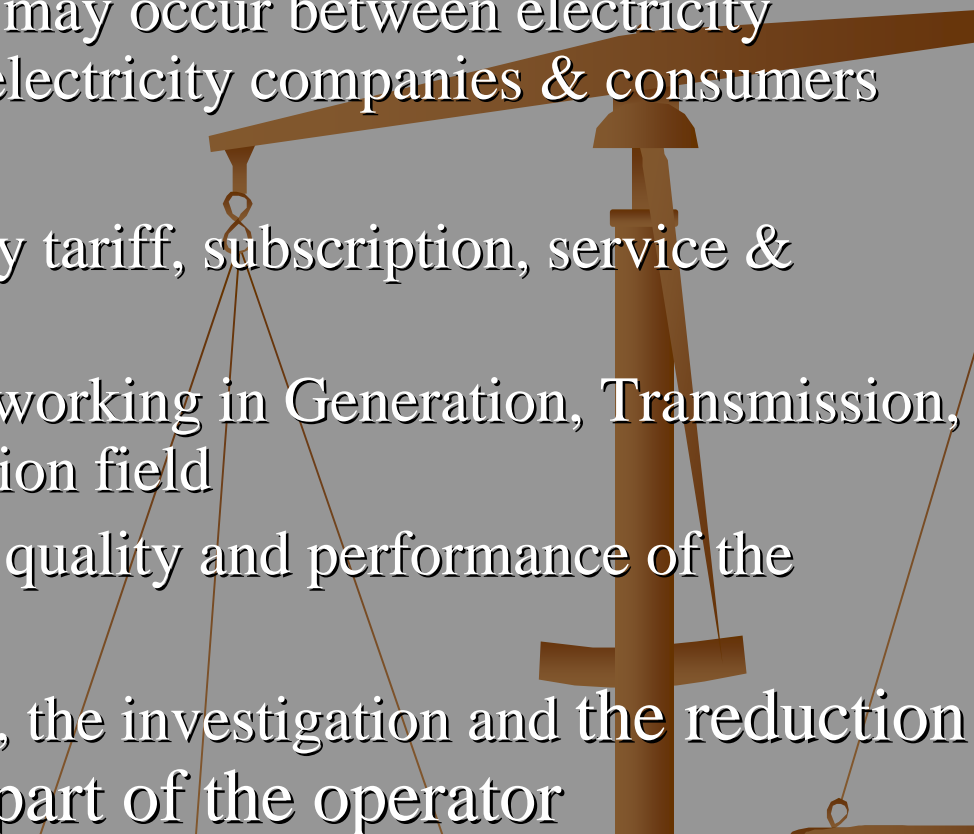
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# General Electricity Law

- A- Notwithstanding the provisions of any other law , the Council shall settle disputes that arise between licensees and consumers involving matters of connection and supply of electric power, quality of service and electric tariffs, and the decision of the Council on such disputes shall be subject to appeal to the High Court of Justice .

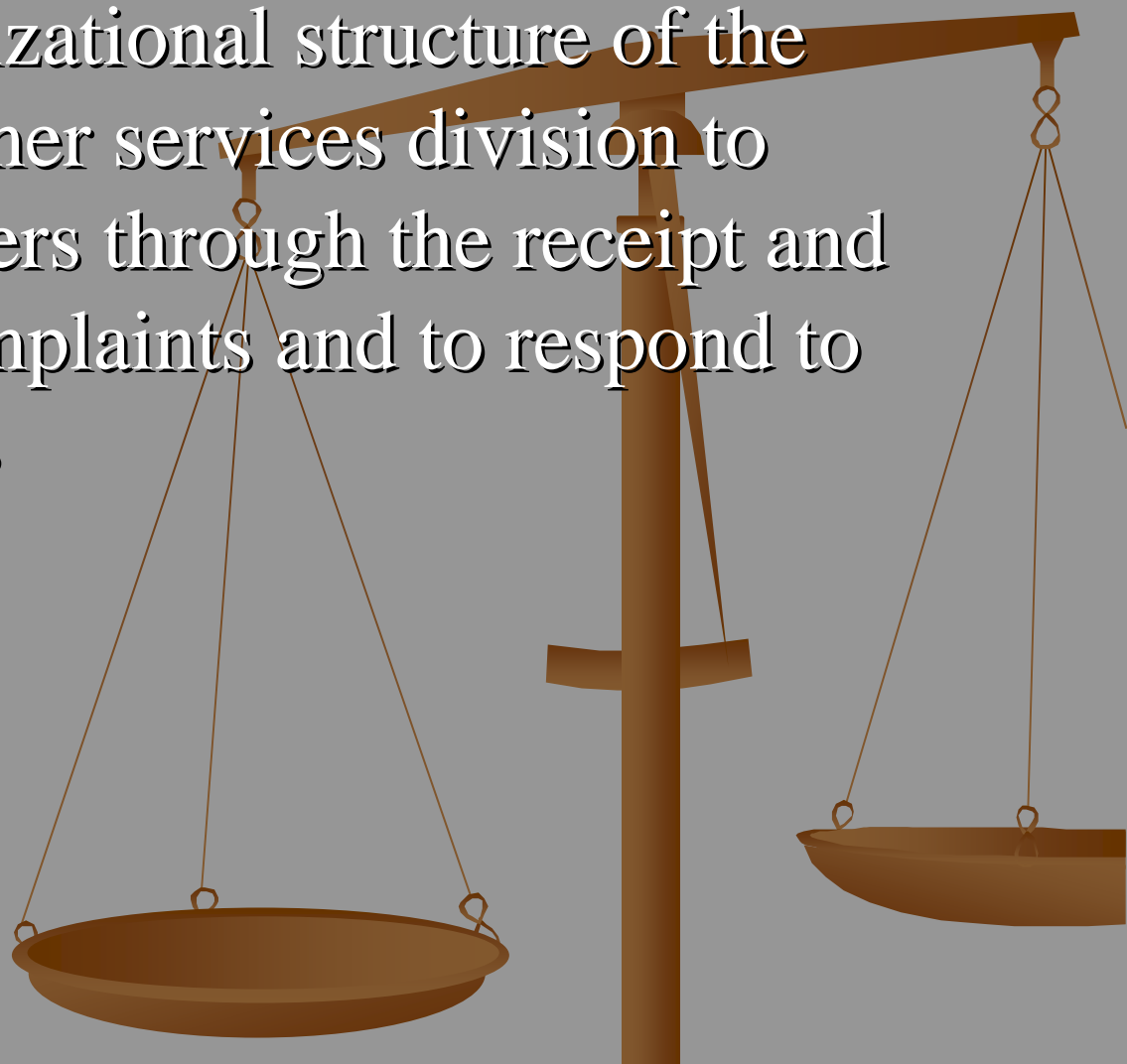
# What are the services provided by ERC

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- Resolving disputes that may occur between electricity companies or between electricity companies & consumers
  - Arbitration
  - Determine the electricity tariff, subscription, service & connection fees
  - License the companies working in Generation, Transmission, Distribution & Production field
  - Ensure and monitor the quality and performance of the provided service
  - Handling of complaints, the investigation and the reduction of violations on the part of the operator

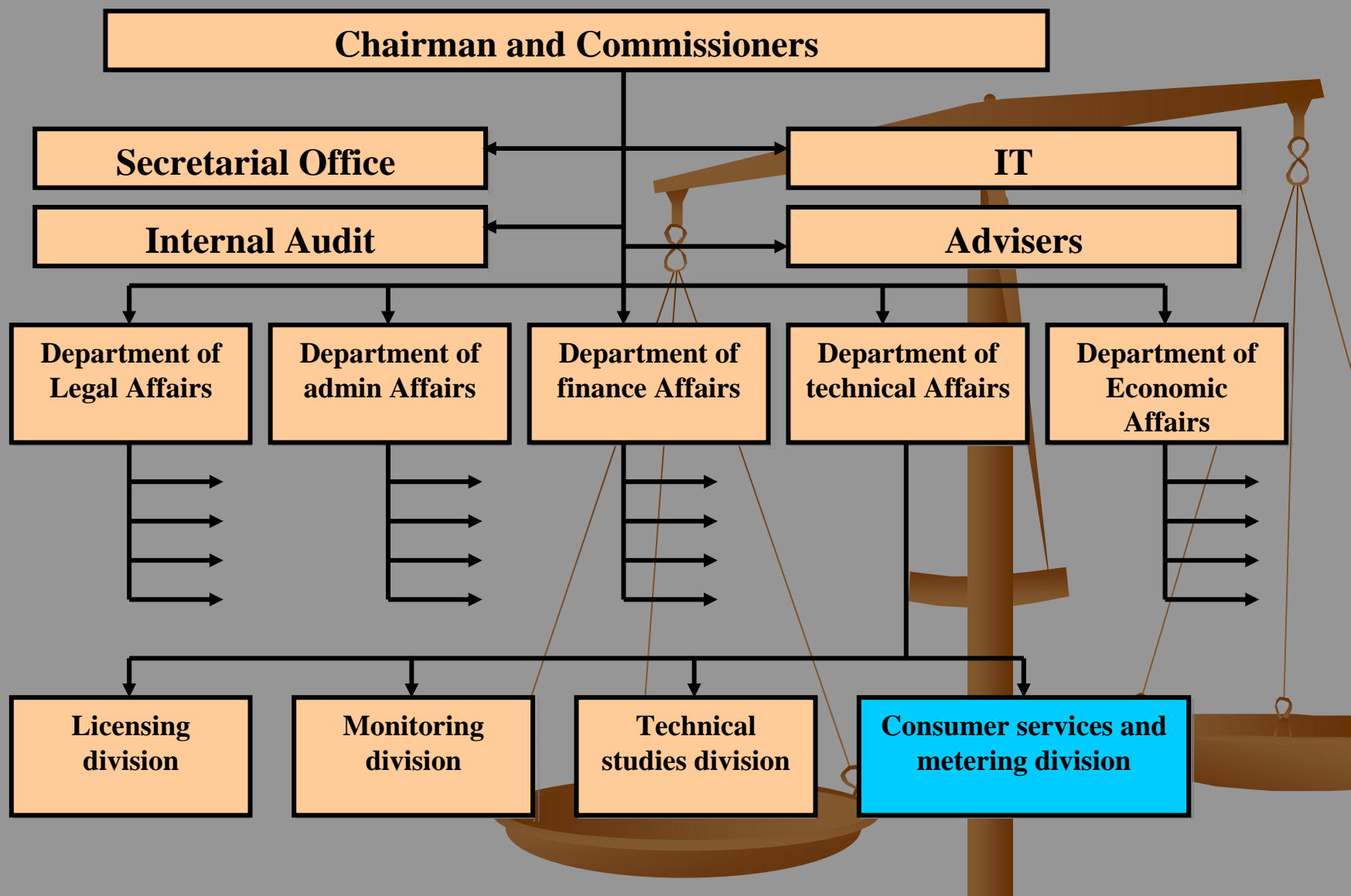


# Complaints And Queries

- Within the organizational structure of the  
There is a consumer services division to  
assisting consumers through the receipt and  
processing of complaints and to respond to  
consumer queries

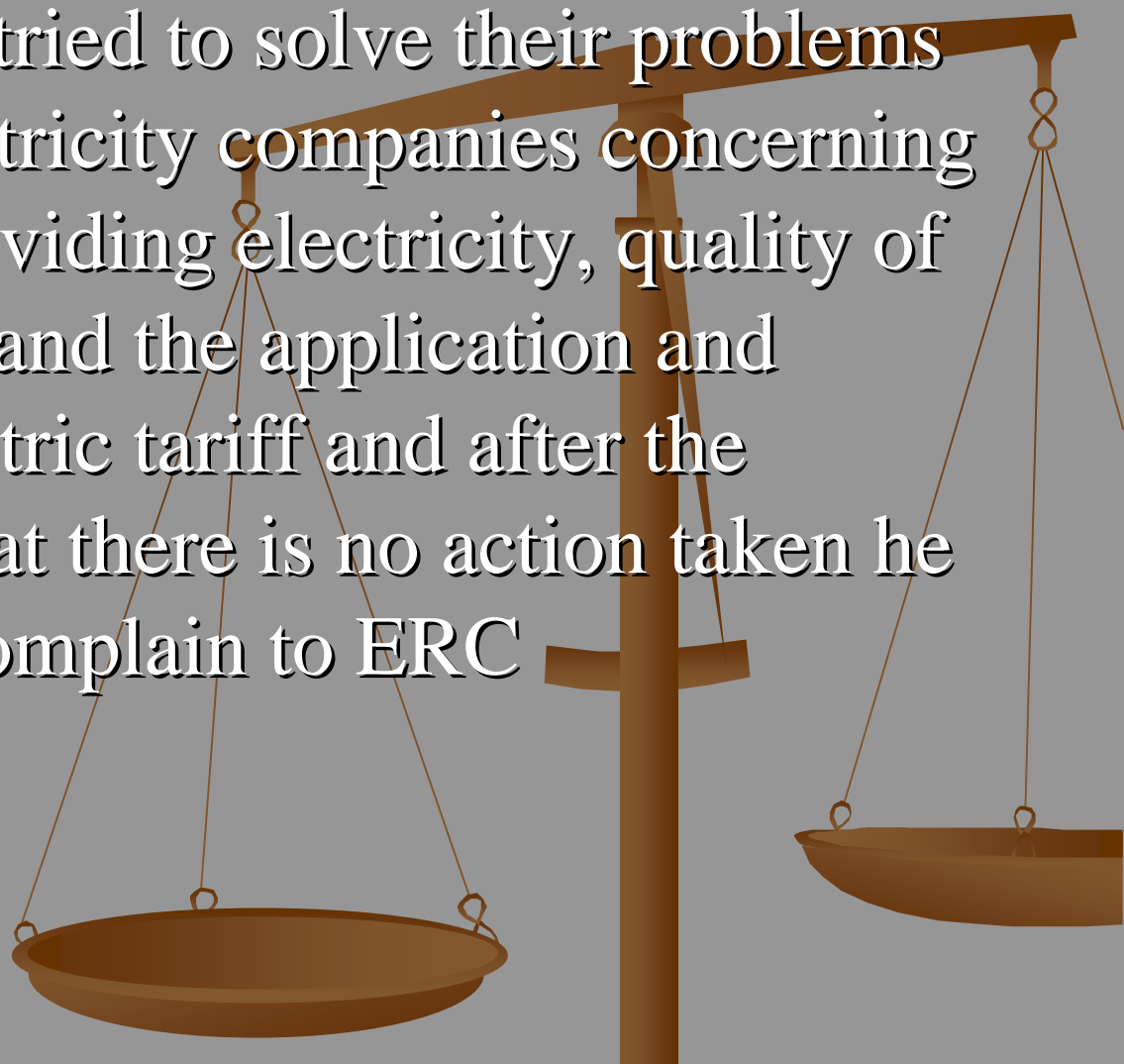


# Organizational Structure

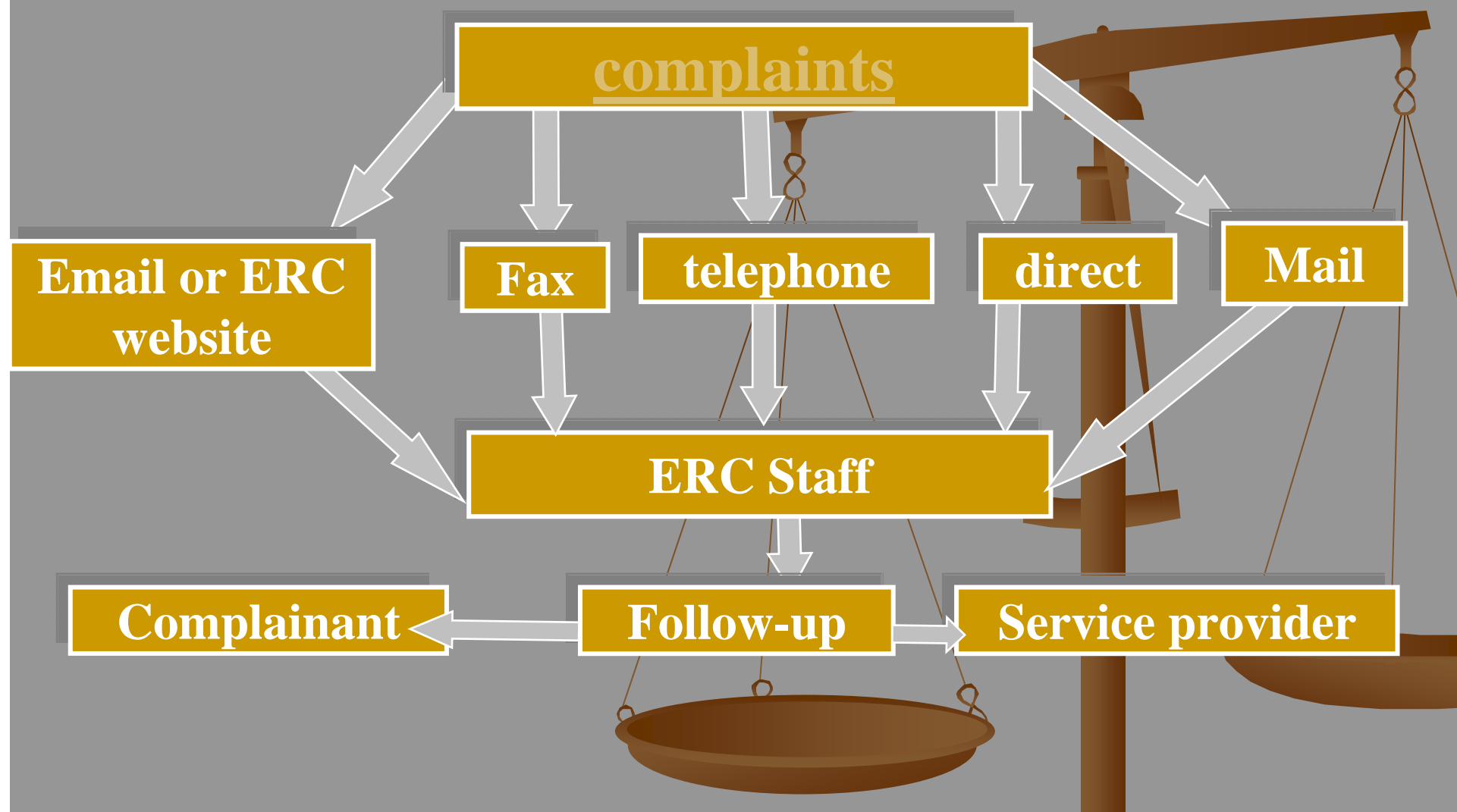


# Complaints

- Consumers have tried to solve their problems directly with electricity companies concerning connecting & providing electricity, quality of service provided and the application and adherence of electric tariff and after the consumer sees that there is no action taken he has the right to complain to ERC

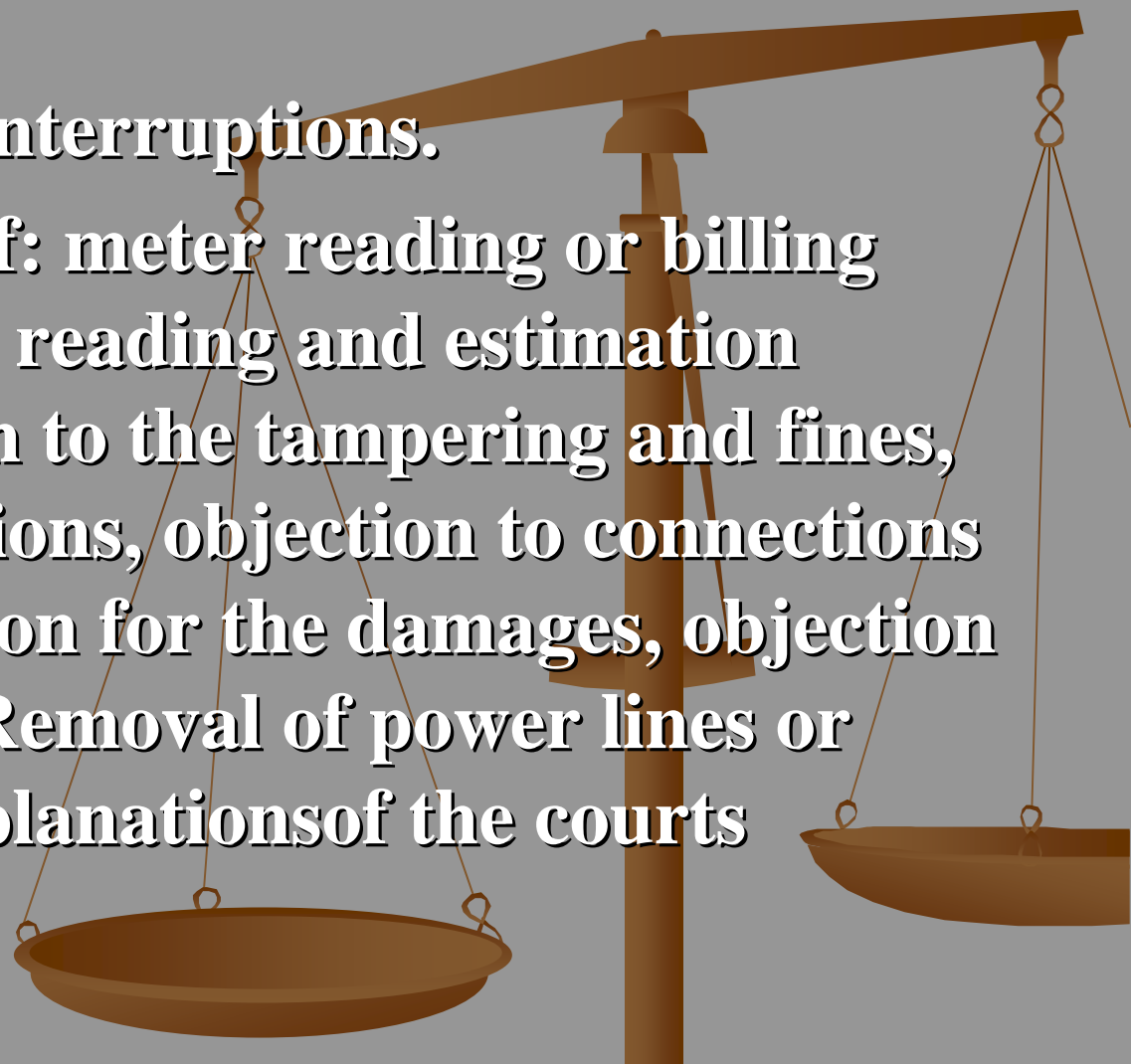


# Ways to receive complaints



# Classification of complaints

- Power Quality: drooping or fluctuation of voltage
- Supply Quality: interruptions.
- Service Quality of: meter reading or billing errors or delayed reading and estimation reading, objection to the tampering and fines, delays in connections, objection to connections costs, compensation for the damages, objection to type of tariff, Removal of power lines or transformers, explanationsof the courts

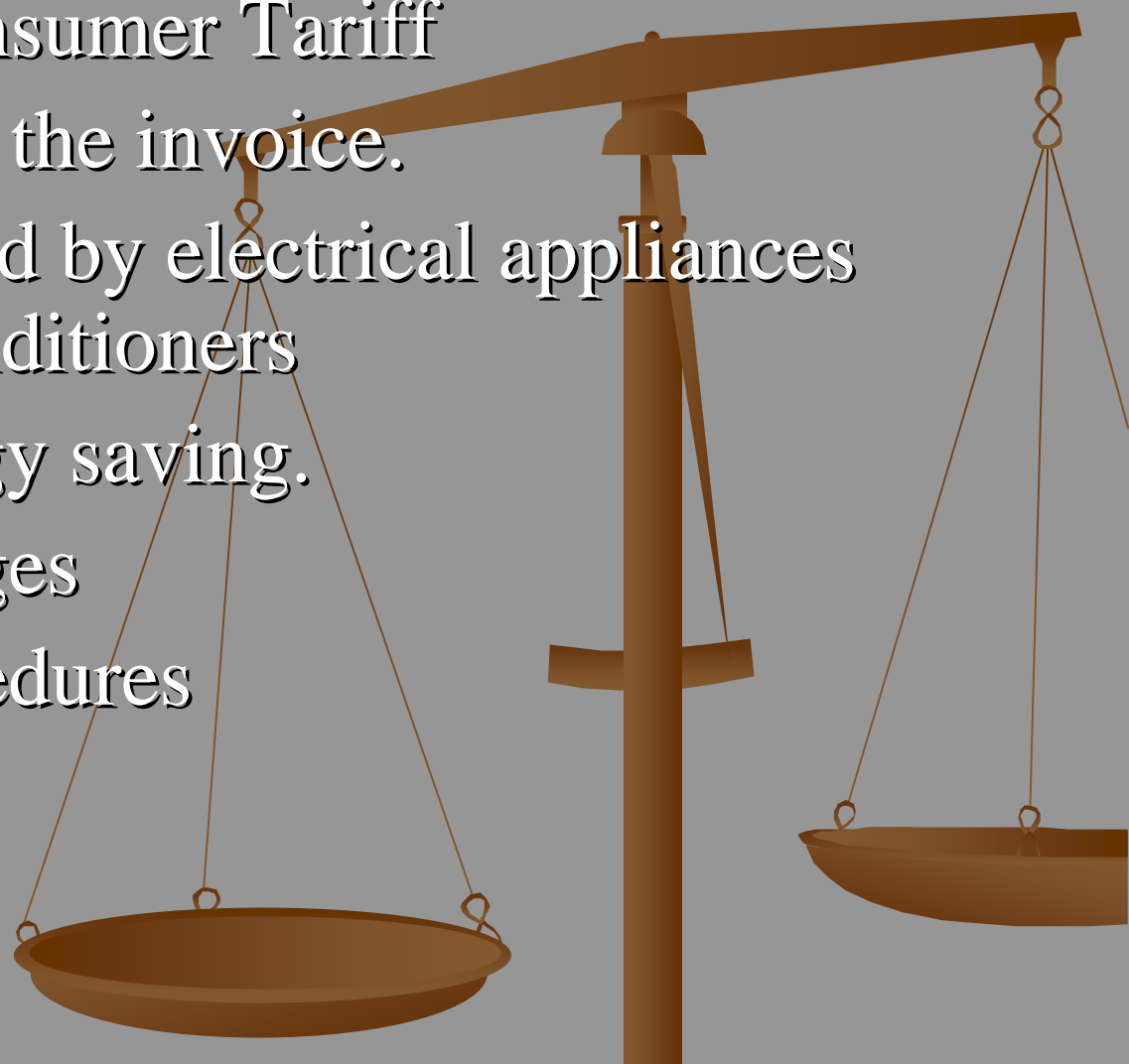


# Complaints statistics (2008)

Distribution company	Number of Complaints	Number of consumers X 1000	complaint/ 100000 consumers
JEPCO	242	856	28.3
IDECO	79	308	25.6
EDCO	68	163	41.7
Total	389	1327	29.3

# Queries

- Applicable to consumer Tariff
- how calculating the invoice.
- Energy consumed by electrical appliances especially air conditioners
- Methods of energy saving.
- Connection charges
- Connection procedures
- Others



# Complaints submitted to service providers by consumers

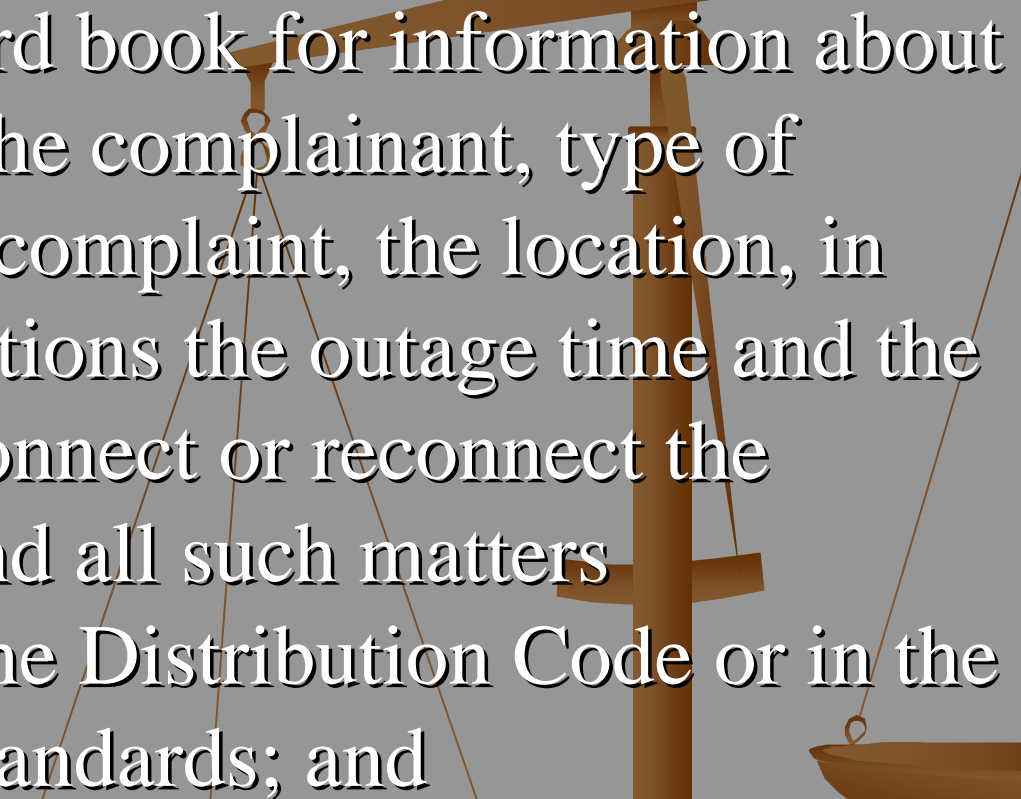
## Distribution and Retail Supply License:

### Article (23) : Consumer Complaints

- The Licensee shall:
  - (a) Implement an adequate mechanism to receive process and respond to consumer complaints related to interruptions or the quality of the distribution or retail activity, and submit a description of the mechanism for the review and approval of the ERC;

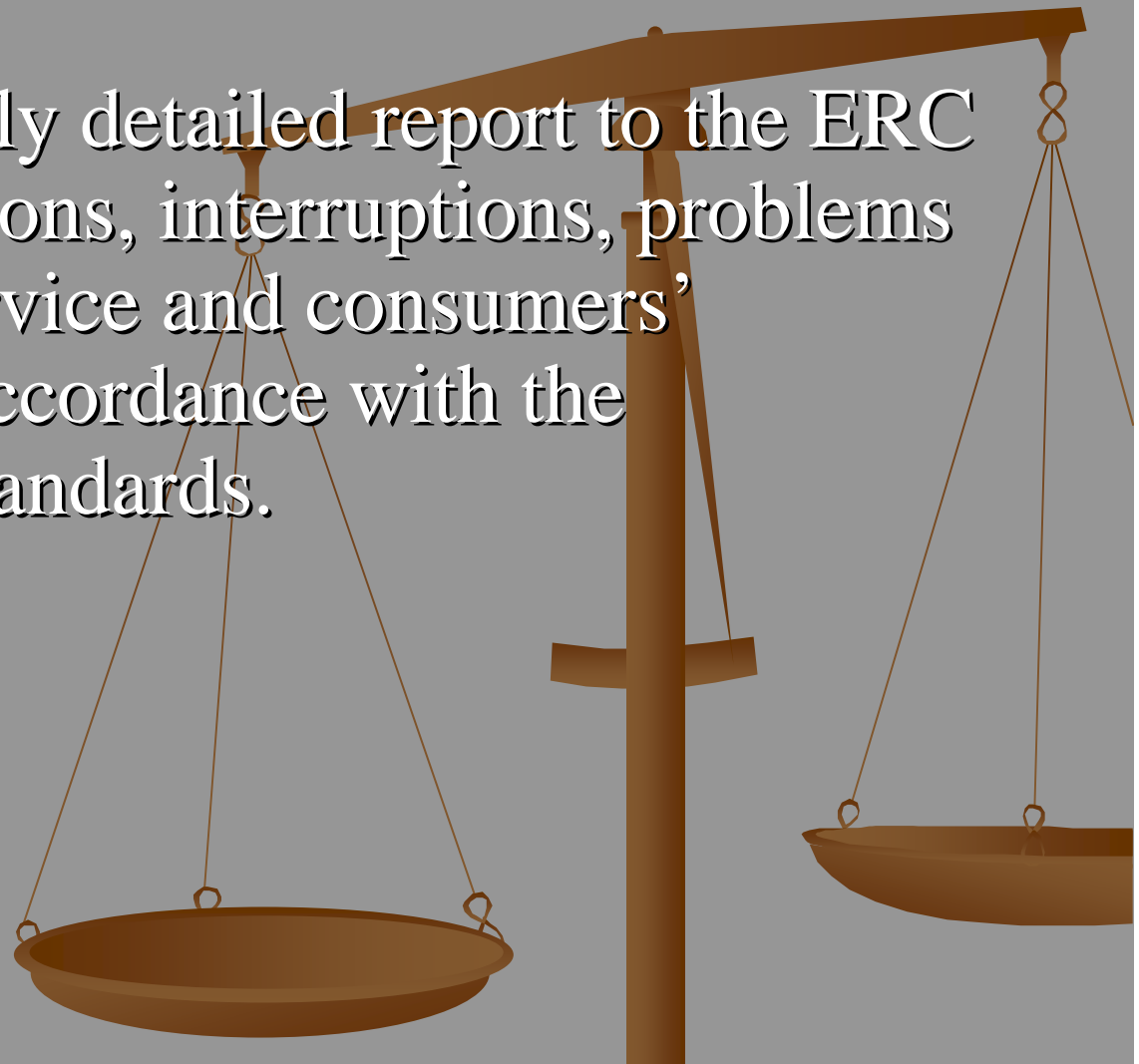


# Complaints submitted to service providers by consumers

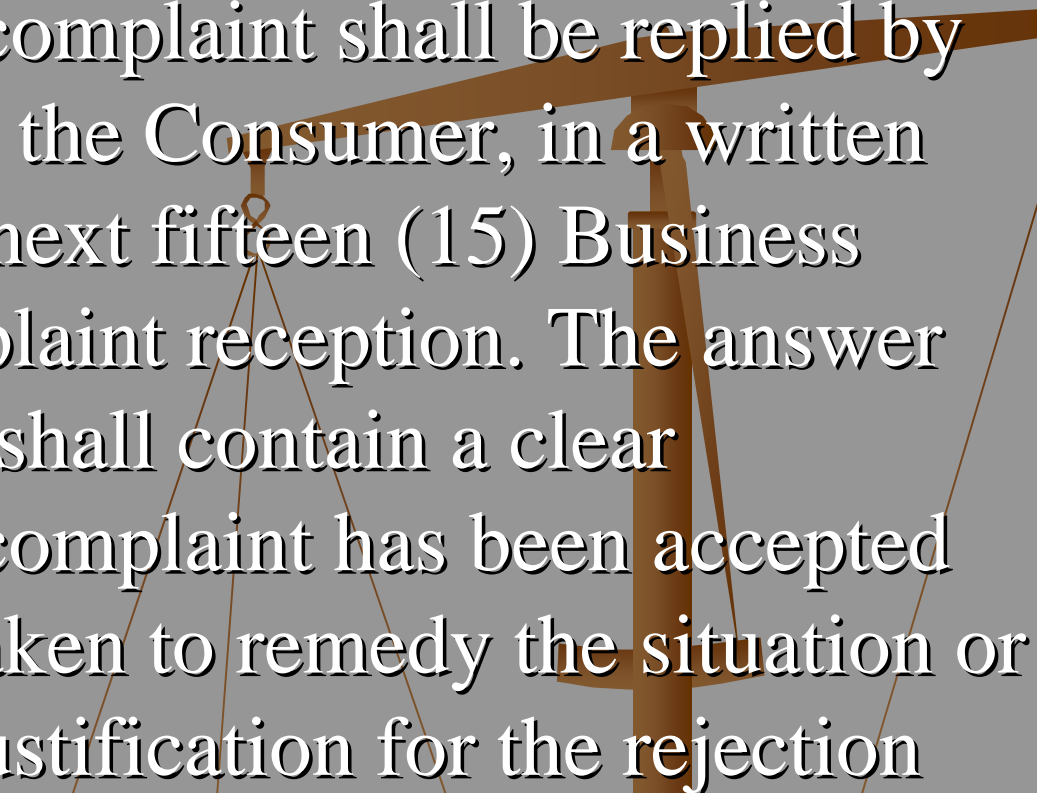
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- A large, stylized brown balance scale is positioned in the background. The scale is tilted, with the right pan being higher than the left pan. The pans are empty. The scale's beam and vertical support are also visible.
- (b) maintain a record book for information about the identity of the complainant, type of malfunction or complaint, the location, in case of interruptions the outage time and the time taken to connect or reconnect the complainant, and all such matters established in the Distribution Code or in the Performance Standards; and

# Complaints submitted to service providers by consumers

- (c) Submit a monthly detailed report to the ERC about malfunctions, interruptions, problems in quality of service and consumers' complaints in accordance with the Performance Standards.



## *Distribution Performance Standards Code*

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- A large, stylized brown balance scale is positioned in the background, spanning across the right side of the slide. The scale is tilted, with the left pan hanging lower than the right pan. The text of the list item is overlaid on the left side of the scale.
- Each Consumer complaint shall be replied by the Distributor to the Consumer, in a written form, within the next fifteen (15) Business Days of the complaint reception. The answer to the Consumer shall contain a clear indication if the complaint has been accepted and the actions taken to remedy the situation or rejected and he justification for the rejection

Thank you

