

CYPRUS ENERGY REGULATORY AUTHORITY

PRESS RELEASE

PROCEDURES FOR THE EXAMINATION OF CONSUMER COMPLAINTS TO THE ELECTRICITY AUTHORITY OF CYPRUS (EAC)

The Cyprus Energy Regulatory Authority (CERA) as part of its activities on protecting consumers, ensuring the proper provision of quality services and the provision of accurate information to the public regarding its rights and benefits, informs the public that there are Regulations in force on the Consumer Complaints Procedure (Regulatory Administrative Act 570/2005) and Regulations on Performance Indicators (Regulatory Administrative Act 571/2005) of the Electricity Authority of Cyprus (EAC) as a Distribution System Owner and of the EAC as an Electricity Supplier.

Consumers must refer to these Regulations and complaint submission procedures must be followed by Consumers.

The following is highlighted, in summary:

1. Any consumer may submit a written complaint with the EAC as a supplier or as a Distribution System Owner regarding an alleged breach of their obligations, responsibilities and duties.
2. The EAC as a supplier and as a Distribution System Owner must examine the complaint within the deadline specified in the performance indicators and inform the consumer of its decision or action taken with respect to the complaint.
3. If the consumer's complaint is not resolved with the supplier's decision, the former has the right to submit a 2nd complaint within seven (7) days from the date of notification of the decision.
4. Only if the consumer who followed the above procedure is NOT satisfied by the EAC as a supplier or as a Distribution System Owner, can they submit a **written complaint to CERA which shall conduct an investigation** and examine the complaint in accordance with the applicable Regulations.
5. After examining the information obtained during the investigation, CERA shall notify the EAC as a supplier or as a Distribution System Owner and after examining any objections, shall issue a decision ordering the EAC as a supplier or as a Distribution System Owner to take any measures deemed necessary by CERA to remedy the breach or prevent a future breach, and shall inform the consumer accordingly.

In order for the public to be easily informed, the two Tables/Annexes of the Regulations are presented below (PERFORMANCE INDICATORS), which were issued by CERA and notified to all consumers, regarding the mandatory response time of the EAC, as well as the fine that is automatically paid to consumers if the EAC does not respond within said deadline.

PERFORMANCE INDICATORS to be achieved by the Distribution System Owner (EAC) – ANNEX I

	PERFORMANCE INDICATOR	REGULATION R.A.A. 571/2005 (Performance Indicators)	SPECIFIED DEADLINE OR RESPONSE TIME	FINE	PAYMENT PROCEDURE	TIME AT WHICH THE PAYMENT OF THE FINE SPECIFIED IS IMPOSED
1.	Repair of main fuse failure	6(1), (3) 19	4 hours	€8.62	Automatic credit	To the next bill
2.	Installation and connection of low voltage meter	7(1), (2) 19	3 days	€8.62	Automatic credit	To the next bill
3.	Overhead service line from the existing distribution network	8(1),(2) 19	6 days	€17.24	Automatic credit	To the next bill
4.	Estimation of charges for electricity supply	9(1), (2) 19	30 days	€ 34.48	Upon application, within 10 days	Within 15 days of the application
5	Notification of planned power outage	10(1),(2)	2 days	0	-	-
6	Investigation of voltage complaints	11(1), (2) 19	30 days	20	Automatic credit	To the next bill
7	Investigation of meter accuracy complaints	12(1), (2) 19	30 days	20	Automatic credit	To the next bill
8	Replying to complaints, applications, letters or providing information	18(1),(2) 19	20 days	10	Upon application, within 10 days	To the next bill

PERFORMANCE INDICATORS to be achieved by the Supplier (EAC) – ANNEX II

	PERFORMANCE INDICATOR	REGULATION R.A.A. 571/2005 (Performance Indicators)	SPECIFIED DEADLINE OR RESPONSE TIME	FINE	PAYMENT PROCEDURE	TIME AT WHICH THE PAYMENT OF THE FINE SPECIFIED IS IMPOSED
1.	Replying to electricity bill complaints	13(1), (2) 19	3 days	€17.24	Automatic credit	To the next bill
2.	Arrangement of appointments	14(1), (2) 19	2 days	€34.48	Automatic credit	To the next bill
3.	Meter reconnection requested by customer	15(1),(2) 19	1 day	€8.62	Automatic credit	To the next bill
4.	Meter disconnection requested by customer	16(1), (2) 19	1 day	€8.62	Automatic credit	To the next bill
5	Reading of the meter and registration of consumption	17 (1),(2),(3) 19	2 days	€8.62	Automatic credit	To the next bill
6	Replying to complaints, applications, letters or providing information	18(1), (2) 19	20 days	€17.24	Upon application, within 10 days	To the next bill

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