

# Guideline: Change of Tariff Customer

## 1 Background

A tariff customer may terminate his/her tariff agreement of the electricity supply provided to his/her premises and allow another consumer to obtain electricity supply to the same premises upon fulfillment of the requirements specified by the service provider.

Termination of tariff agreement can take place in the event of:

- a) Change of ownership
- b) Change of occupancy
- c) Demise of a tariff customer
- d) Consent from tariff customer

## 2 Change of ownership

2.1 When the ownership of a premises is transferred to any other person, such person has the right to obtain an electricity supply (Part II, A, 3 of ROEC) establishing his ownership (Part III, A, 1(b) of ROEC).

2.2 In the event that previous owner is the tariff customer of the premises, upon informing the licensee by him/her that he/she quitted the premises and on confirmation by the licensee that the ownership of such premises is transferred by him/her to a new owner, the agreement between the licensee and the previous owner with respect to providing electricity supply to the premises will be terminated.

However, previous owner not informing the licensee on quitting the premises will not prevent the new owner from obtaining electricity supply to the premises.

Accordingly, on the request made through an application by the new owner, the licensee can enter into a tariff agreement, collect required security deposit from him/her and provide electricity supply to the premises.

2.3 In the event that previous owner is not the tariff customer of the premises and the tariff customer is an occupant other than the previous owner, licensee can continue to provide electricity supply to such occupant until, the new owner establishes his occupancy of the premises or such occupant as tariff customer consents the licensee to terminate his tariff agreement and consents to provide electricity supply to the new owner, as referred in 5.1.

On fulfillment of the occupancy by the new owner, licensee can enter into a tariff agreement, collect required security deposit from him/her and provide electricity supply to the premises.

### **3 Change of occupancy**

- 3.1 When the occupant of any premises is changed, the new occupant has the right to obtain an electricity supply (Part II, A, 3 of ROEC) establishing his occupancy (Part III, A, 1(b) of ROEC).
- 3.2 In the event that the present tariff customer is not the occupant of the premises, upon informing the licensee by the present tariff customer that he/she quitted the premises and on confirmation of the occupancy of the present occupant by the licensee, the agreement between the licensee and the present tariff customer with respect to providing electricity supply to the premises will be terminated.

However, the present tariff customer not informing the licensee on quitting the premises will not prevent the present occupant from obtaining electricity to the premises.

Accordingly, on the request made through an application by the present occupant, the licensee can enter into a tariff agreement, collect required security deposit from him/her and provide electricity supply to the premises.

### **4 Demise of a tariff customer**

- 4.1 The tariff agreement to provide electricity supply to any premises expires in the event of the death of a tariff customer. In such event, licensee can enter into a new tariff agreement with the next owner or occupant of the premises on the request made through an application and collecting required security deposit from him/her.
- 4.2 When more than one consumers of the said premises claim for the ownership or occupancy of the premises, licensee can provide electricity supply to the next owner or next occupant unanimously declared among other owners or occupants claimed after entering into a new tariff agreement and collecting required security deposit from him/her.

Licensee can discontinue with the electricity supply to the premises, if next owner or occupant cannot be found.

### **5 Consent from tariff customer**

- 5.1 When any tariff customer, as the owner or occupant of the premises, informs his/her consent to the licensee to terminate the tariff agreement and to provide the electricity supply of the premises to any occupant of the same premises, after confirming the details of such tariff customer and on the request made through an application by such occupant, licensee can enter into a new tariff agreement with such

occupant, collect required security deposit from him/her and provide electricity supply to the premises.

- 5.2 If any tariff customer consents to transfer any excess amount or security deposit with accrued interest due to him/her to the account of a new tariff customer, the licensee can do so. Otherwise, it shall be paid to the tariff customer.

## **6. Reconnection Fee**

At the time of signing a new agreement under 2, 3 and 4 above, if the electricity supply is disconnected but the electricity connection is not removed, the licensee may recover reconnection fee and any other charges approved by the Commission and provide electricity supply to the premises.

## **7. Connection Charges**

At the time of signing a new agreement under 2, 3 and 4 above, if the electricity supply is disconnected and the electricity connection is removed from the premises, the licensee may charge the cost of electricity connection approved by the Commission and provide a new electricity supply to the premises.

## **8. Charges due from Previous Tariff Customer**

- 8.1 If the previous owner or occupant, as a tariff customer referred in 2 and 3 above, quitted the premises without paying all charges due from him/her in respect of the supply or the provision of any electricity meter, electric line or electrical plant for the purpose of the supply, the licensee may cutoff or refuse to furnish him/her with a supply of electricity at any other premises until he/she pays the charges due; but the licensee shall not be entitled to require payment of that charges from the present owner or occupant of the premises(Schedule II, Item1(4), of the Act.).

Also, in the case of the demise of a previous tariff customer as referred in 4 above, the licensees are not entitled to require payment of the charges due from the present owner or occupant of the premises.

- 8.2 Licensees can recover such charges due from the security deposit of the previous tariff customer

- 8.3 To prevent above situations in future, all distribution licensees are guided:
- To implement an appropriate and effective procedure for timely recovery of charges due from tariff customers.
  - To include provisions in the tariff agreement, in case of demise of a tariff customer, to recover any charges due from the nominee of the customer who would be entering into an agreement with the licensee.

## **9. Updating Tariff Customer Details**

On the request of any tariff customer and upon satisfied by the licensee, it shall update the changes required for the details of his/her account name (e.g. maiden name to marriage name), address of the premises (e.g. change of assessment number, road name etc.) etc. A new agreement also shall be entered between both parties incorporating the updated details.

Such changes do not come under the meaning of Change of Tariff customer.

## **10. Dispute Resolution**

Any dispute arising with regard to Items 2, 3, 4 and 5 above can be referred to the respective Deputy General Manager of the Ceylon Electricity Board or Head of Operations of the Lanka Electricity Company (Private) Limited as a Dispute Resolution Officer under PART I of the Electricity (Dispute Resolution Procedure) Rules Published in Gazette Extraordinary No. 1951/1 dated 25th January 2016.

Where the parties to a dispute referred fail to reach a settlement which is acceptable to both parties, either party to the dispute may inform the Commission and call upon to resolve the same through mediation under Part-II of the above Rules.