

ELECTRICITY SUPPLY ENACTMENT 2024

DIRECTION NO. 1 2024 ENERGY COMMISSION OF SABAH

IN exercise of the power conferred by Section 15 of the Electricity Supply Enactment 2024, the Commission issues the following Directions.

Citation and Commencement

1. This Direction may be cited as the Direction on Electricity Supply Service Performance Standard of SESB (Guaranteed Supply Service Performance Level and Minimum Supply Service Performance Level) (“Direction”).
2. This Direction shall come into operation on the date of its registration.

Practice

3. This Direction shall apply to Sabah Electricity Sdn. Bhd. (“SESB”) as the licensee from the date this Direction is registered.

Purpose of this Direction

4. The purpose of this Direction is to set the level of performance that SESB must comply with in relation to SESB’s obligation to supply electricity to consumers in Sabah.
5. From the effective date of this Direction, SESB shall comply with the “Performance Standard of Electricity Supply Services of SESB” as stated in Appendix 1 (“Standard”). The purpose of this Standard is to:
 - a) Set the guaranteed supply service performance level (“GSL”) to ensure the quality of electricity supply services by SESB. If SESB fails to comply, compensation in the form of a rebate will be given to the consumer; and
 - b) Set an overall minimum supply service performance level (“MSL”) to SESB.

Rebate Claims and Payment

6. Rebates for non-compliance with the GSL (“GSL Rebates”) will be granted based on claims received from consumers. When the occurrence of an incident that causes non-compliance with the GSL and the incident is recorded in the SESB system, SESB shall manage the GSL Rebate payment process to eligible consumers after receiving an application from the consumer, in accordance with the existing GSL terms and the GSL Rebate shall be entered into the consumer’s electricity account within a period of time for example two months as provided in 7.
7. In the event that a consumer makes a claim with evidence in relation to an incident of non-compliance that is not recorded by SESB, SESB shall review the system as a whole to confirm the occurrence of the incident taking into account the evidence submitted by the consumer regarding the incident. If a further review of the system finds that the incident of non-compliance has occurred, SESB must provide a GSL Rebate within two (2) months from the date received of the rebate claim.
8. The GSL Rebate shall be given by SESB for each electricity account for each incident that causes non-compliance with the GSL regardless of the number of premises specified in the electricity account affected by the incident.

Reporting and Monitoring

9. SESB is required to monitor its performance and compliance with GSL and MSL as stated in the Standard.
10. Within three (3) months after the end of each calendar year, SESB is required to submit a report containing matters relating to compliance and non-compliance with GSL and MSL for the relevant calendar year to the Commission. The report shall contain but not limited to:
 - a) The amount of GSL Rebates given by category and the amount of the rebate;
 - b) Total GSL Rebate claims by category;
 - c) The amount of GSL Rebate claims rejected by SESB by category along with the reasons for rejection;

- d) Details of the disturbances excluded in determining performance against the prescribed standard;
- e) Description of any major incidents that occur (major incidents);
- f) Justification for exceeding (if any) performance level set in the Standards; and
- g) Suggestions or initiatives to improve performance.
- h) Other matters that are required to be notified to the Commission;

Amendment and Variation

11. The Commission may at any time modify, vary, review or revoke these Direction.

Dated:

23/9/2024



DATUK Ir. ABDUL NASSER BIN ABDUL WAHID
Chief Executive Officer
Energy Commission of Sabah



Direction/ECoS/No.1/2024

APPENDIX 1

PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF SESB

1.0 ELECTRICITY SUPPLY SERVICE PERFORMANCE STANDARD

1.1 GUARANTEED SERVICE LEVELS (“GSL”)

These guaranteed service levels, as stipulated in Schedule 1, set the required levels as notified by the Commission for the purpose of ensuring the quality of the delivery of services of SESB. SESB’s non-compliance shall result in payable compensation in the form of rebates to eligible consumers.

Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply <ul style="list-style-type: none"> Frequency of interruption 	<p><u>GUARANTEED SERVICE LEVEL: GSL1</u></p> <p>Number of unplanned interruptions experienced by a consumer within the administration of:</p> <ul style="list-style-type: none"> Kota Kinabalu, Sandakan & Tawau Other areas 	<p>5 per year</p> <p>10 per year</p>	<p><u>Domestic consumer(s)</u></p> <p>1% of average monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial consumer(s)</u></p> <p>1% of average monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial consumer</u></p> <p>0.5% of average monthly bill amount, up to a maximum of RM1000.</p>

Obligations of Licensee(s)

- Interruptions referred to in GSL1 are those interruptions sustained for more than four (4) hours which are not due to force majeure or natural disaster or weather-related incidents.
- A rebate for GSL1 is to be calculated based on the average monthly bill for six (6) months in the preceding calendar year.
- In the case of non-compliance to GSL1, the affected consumers may claim for a rebate within the first two (2) months of the following year when the number of interruptions exceed the threshold for that particular year.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply <ul style="list-style-type: none"> Restoration time 	<p><u>GUARANTEED SERVICE LEVEL: GSL2</u> Time taken to restore electricity supply following outage caused by:</p> <ul style="list-style-type: none"> Low voltage (400V & below) Medium voltage (11kV, & 33kV for sector 2 & sector 3*) Medium voltage (33kV for sector 1*) <p>Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing:</p> <ul style="list-style-type: none"> Partial Blackout Total blackout 	<p>8 hours</p> <p>8 hours</p> <p>4 hours</p> <p>8 hours</p> <p>18 hours</p>	<p><u>Domestic Consumer(s)</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial Consumer(s)</u> 1% of monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial Consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000. (Monthly bill of the particular month when non-compliance occurs)</p> <p>For major incidents involving the grid or transmission system, imposition of any compensation shall be within the sole determination of the Commission.</p>

Note:

Fault at any distribution voltage level is as defined in the Sabah Distribution Code.

Category*	Where applicable
Sector 1	<ul style="list-style-type: none"> Kota Kinabalu, Sandakan, Tawau
Sector 2	<ul style="list-style-type: none"> Lahad Datu, Tuaran, Ranau, Beaufort, Papar, Keningau, Kota Belud, Kudat, Kota Marudu, Semporna
Sector 3	<ul style="list-style-type: none"> Sipitang, Kuala Penyu, Tambunan, Tenom, Pitas, Kunak, Beluran, Kota Kinabatangan, Telupid Outside of the boundary of the developed areas in SESB Sector 2 Areas

Obligations of Licensee(s)

- i. Interruptions referred to in GSL2 are those interruptions which were not due to force majeure, natural disasters or weather-related incidents.
- ii. In the case of non-compliance to GSL2, the affected consumers may claim for a rebate
- iii. within the following two (2) months after the incident.
- iv. A rebate for GSL2 is to be calculated based on the monthly bill of occurrence of the incident.

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Providing Supply	<p><u>GUARANTEED SERVICE LEVEL: GSL3</u> New individual domestic service connection (NSC) single phase & three phase until connection of electricity supply and after premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party(ies).</p>	32 days	RM50.00
	<p><u>GUARANTEED SERVICE LEVEL: GSL4</u> Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid and access is available. For meter installations only. Number of days will be calculated commencing a day after deposit received by SESB.</p>	3 working days	RM50.00

Obligations of Licensee(s)

In the case of non-compliance to GSL3 or GSL4, the affected consumers may claim for a rebate within the next two (2) months after connection of supply.

Service Dimension	Service Indicator	Performance Level	Compensation in the form of rebate
Customer Contact	<u>GUARANTEED SERVICE LEVEL: GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.	No wrongful disconnection	RM100.00
	Reconnection of supply according to the applicable legislation (after payment done)	2 days	RM100.00

Obligations of Licensee

In the case of non-compliance to GSL5, the affected consumers **may claim for a rebate** within the next two (2) months after non-compliance is established.

1.2 MINIMUM SERVICE LEVELS (“MSL”)

The minimum service levels as stipulated in Schedule 2 set the minimum levels that SESB needs to adhere to, in delivering services to its consumers.

Schedule 2

Service Dimension	Service Indicator	Performance Level
Availability of Supply	1a. Minimum duration of notice for planned / scheduled interruption of electricity supply.	48 hours
	1b. Upon request, time taken to provide initial information to consumer who report on electricity interruption. This can be in a written or electronic forms, includes suitable means of social media, such as Facebook.	1 hour
Quality of Supply	2a. Time taken to rectify voltage complaint or limit violation.	180 days
	2b. Time taken to provide a complete report of voltage sag from complaints received date.	14 days
	2c. Time taken to complete investigation of over voltage from complaint receipt date.	30 working days
Providing Supply	3a. Time taken to inform the developer of the connection charges to be paid upon receipt of complete application. i) For supply up to 11 kV ii) For supply of 33 kV	60 days 120 days
	3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, way leave obtained and successful taking over of substation building by SESB: i) For supply up to 11 kV ii) For supply of 33 kV	4 months 18 months
	3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable occurrence must be followed up by returning call in not less than one (1) hour before the appointment time)	1 hour

Service Dimension	Service Indicator	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry(ies) or complaint(s).	7 working days
	4b. Average queuing time at customer service counter.	20 minutes
	4c. Time taken by customer service officer(s) at SESB Careline 15454 to pick up ringing telephone. (Excluding blackout/extra ordinary event)	90% calls answered within 30 seconds.
Metering Services	5a. Time taken to attend and respond to metering problem(s) or dispute(s), upon official notification/ request by the consumer (appointment, visit, testing, replace, relocate, etc).	5 working days
	5b. Time interval(s) between monthly bill(s).	1 month

2.0 ENERGY COMMISSION OF SABAH CONTACT INFORMATION:

Regional Offices	Address	Contact Number
Head Quarters	Level 10, Plaza Shell, 29, Jalan Tunku Abdul Rahman, 88000 Kota Kinabalu SABAH	+6 088 205574
East Coast of Sabah	Tingkat 3, Wisma Saban KM12 W.D.T. No. 25 90500 Sandakan SABAH	+6 089 666695