

# CLIENT CHARTER

## The Energy Commission is committed in:

- Setting up a regulatory system that encourages the electricity and gas industry to be strong and consumers' interests are protected;
- Effectively monitoring electricity supply and gas reticulation in terms of its service quality, safety and reasonable price;
- Carrying out effective legal enforcement; and
- Providing efficient and friendly services within the stipulated time for licensing and issuance of certificate.

## Our commitment to our customers is as follows:

### For complainants

- All complaints will be recorded.
- All complainants will receive acknowledgement of their complaints within 3 working days.
- Complainants will be informed of the status of their complaints as soon as possible, within 15 working days.
- For complaints that require more comprehensive investigation, complainants will be informed of follow-up status from time to time.

### For applicants

We will process and approve complete applications for licences and certifications within the stipulated periods as follows:

1. LICENCES	WORKING DAYS	3. ACCREDITATION OF TRAINING INSTITUTION FOR ELECTRICAL AND GAS COMPETENCY	WORKING DAYS
<b>Electricity</b>		<b>Accreditation</b>	
Private Licence less than 5MW	15	Approval as an Accredited Institution	60
Renewal of Private Licence less than 5MW	3		
Amendment to Installation Capacity less than 5MW	3		
Private Licence 5MW and above	60		
Public Licence less than 30MW	60		
Provisional Licence	30		
<b>Piped Gas</b>		<b>4. EQUIPMENT APPROVAL</b>	<b>WORKING DAYS</b>
Import into Regasification Terminal Licence	60	<b>Electrical Equipment</b>	
Renewal of Import into Regasification Terminal Licence	60	Certificate of Approval (COA) to Import, Manufacture, Display, Sell or Advertise	5
Regasification Licence	180	Renewal of COA	1
Renewal of Regasification Licence	180	Transfer of COA	5
Shipping Licence	60	Change of Name or Business Address in COA	1
Renewal of Shipping Licence	60		
Transportation Licence	180	<b>Gas Fitting/Appliance/Equipment</b>	
Renewal of Transportation Licence	180	Certificate of Approval (COA) to Manufacture/Assemble or Import	5
Distribution Licence	180	COA for Gas Fitting/Appliance/Equipment	5
Renewal of Distribution Licence	180	Renewal of COA	3
Private Gas Licence	1	Change of Name or Business Address	1
Renewal of Private Gas Licence	1		
Retail Licence	14	<b>5. REGISTRATION OF INSTALLATIONS</b>	<b>WORKING DAYS</b>
Renewal of Retail Licence	14	<b>Electrical Installations</b>	
		New Registration	15
		Renewal of Registration	3
		Capacity Amendment and Transfer of Certificate of Registration	3
		<b>Piped Gas Installations</b>	
		Approval to Install (ATI)	15
		Approval to Operate (ATO)	7
<b>2. COMPETENCY CERTIFICATION</b>	<b>WORKING DAYS</b>	<b>6. REGISTRATION OF CONTRACTORS</b>	<b>WORKING DAYS</b>
<b>Electrical Competency (Private Candidates)</b>		<b>Electrical Contractors</b>	
Public Notice on Written Examination Application	30 days before application closing date	New Registration, Cancellation and Reinstatement to the Register	3
Notice on Eligibility to Sit for Written Examination	21 days after application date	Renewal of Registration	1
Notification of Written Examination Result	30 days after the examination	Changes in Class of Registration and Relevant Information	3
Issuance of Certificate of Competency	30 days after notification of practical examination result		
Replacement of Damaged or Lost Certificate	14	<b>Piped Gas Contractors</b>	
New Registration as Competent Person	1	New Registration	7
Renewal or Cancellation of Registration as Competent Person	1	Renewal of Registration	4
<b>Gas Competency</b>		<b>7. REGISTRATION OF ELECTRICAL ENERGY MANAGERS</b>	<b>WORKING DAYS</b>
Notice for Written Examination	30 days before application closing date	Registration	45
Notice on Eligibility to Sit for Written Examination	30 days after application closing date		
Notification of Written Examination Result	21 days after the examination		
New Registration	3		
Renewal of Registration	3		