



**AKTA BEKALAN ELEKTRIK 1990
[AKTA 447]**

ARAHAN SURUHANJAYA TENAGA BILANGAN 8 TAHUN 2023

Arahan/ST/No. 08 /2023

PADA menjalankan kuasa yang diberikan oleh seksyen 9C Akta Bekalan Elektrik 1990 [Akta 447], Suruhanjaya Tenaga ("Suruhanjaya") mengeluarkan Arahan berikut:

1. Nama dan tarikh mula berkuatkuasa

1.1. Arahan ini bolehlah dinamakan Arahan Standard Prestasi Perkhidmatan Bekalan Elektrik N.U.R (Tahap Prestasi Perkhidmatan Bekalan Terjamin dan Tahap Prestasi Perkhidmatan Bekalan Minimum).

1.2. Arahan ini mula berkuat kuasa pada 1 Januari 2024.

2. Pemakaian

Arahan ini hendaklah terpakai kepada N.U.R Distribution Sdn Bhd ("N.U.R") selaku pemegang lesen mulai tarikh Arahan ini didaftarkan.

3. Penguatkuasaan

3.1. Tujuan Arahan ini dikeluarkan adalah bagi menetapkan tahap prestasi yang hendaklah dipatuhi oleh N.U.R berhubung dengan kewajipan N.U.R untuk membekalkan elektrik kepada pengguna di Kulim Hi-Tech Industrial Park, Kedah.

3.2. Mulai tarikh Arahan ini berkuat kuasa, N.U.R hendaklah mematuhi "*Performance Standard of Electricity Supply Services of N.U.R*" sebagaimana yang dinyatakan dalam Lampiran 1 ("Standard"). Tujuan Standard ini adalah untuk:

- (a) menetapkan tahap prestasi perkhidmatan bekalan terjamin ("GSL") bagi memastikan kualiti perkhidmatan bekalan elektrik oleh N.U.R. Sekiranya N.U.R gagal mematuhinya, pampasan dalam bentuk rebat akan diberikan kepada pengguna; dan

- (b) menetapkan tahap prestasi perkhidmatan bekalan minimum (“MSL”) secara keseluruhan kepada N.U.R.

4. Pindaan atau Kajian Semula Standard

Suruhanjaya boleh meminda atau mengkaji semula Standard tersebut pada bila-bila masa yang difikirkannya perlu.

5. Tuntutan dan Pembayaran Rebat

- 5.1. Rebat kerana ketidakpatuhan kepada GSL (“Rebat GSL”) akan diberikan berdasarkan tuntutan yang diterima daripada pengguna. Apabila berlakunya insiden yang menyebabkan ketidakpatuhan terhadap GSL dan insiden tersebut direkodkan dalam sistem N.U.R, pihak N.U.R hendaklah menguruskan proses pembayaran Rebat GSL kepada pengguna yang layak setelah menerima permohonan daripada pengguna, sesuai dengan terma GSL sedia ada dan Rebat GSL tersebut hendaklah dimasukkan ke dalam akaun elektrik pengguna.
- 5.2. Dalam hal keadaan apabila pengguna membuat tuntutan berserta bukti berhubung dengan suatu insiden ketidakpatuhan yang tidak direkodkan oleh N.U.R, N.U.R hendaklah menyemak semula sistem secara keseluruhan bagi mengesahkan kejadian insiden tersebut dengan mengambil kira bukti yang dikemukakan oleh pengguna berkenaan insiden itu. Sekiranya semakan lanjut ke atas sistem mendapati bahawa insiden ketidakpatuhan tersebut telah berlaku, N.U.R hendaklah memberikan Rebat GSL dalam masa dua bulan daripada tarikh penerimaan tuntutan rebat tersebut.
- 5.3. Rebat GSL hendaklah diberikan oleh N.U.R untuk setiap akaun elektrik bagi setiap insiden yang menyebabkan ketidakpatuhan kepada GSL tanpa mengira jumlah premis yang dinyatakan dalam akaun elektrik yang terjejas dengan insiden tersebut.

6. Pelaporan dan Pemantauan

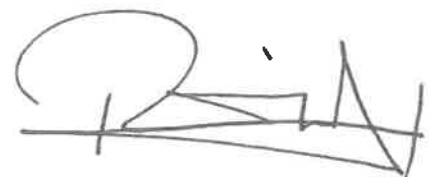
- 6.1. N.U.R dikehendaki memantau prestasi dan kepatuhannya kepada GSL dan MSL sebagaimana yang dinyatakan dalam Standard.
- 6.2. Dalam tempoh tiga bulan setelah berakhirnya setiap tahun kalendar, N.U.R dikehendaki untuk menyerahkan laporan yang mengandungi hal perkara berhubung dengan pematuhan dan ketidakpatuhan kepada GSL dan MSL untuk tahun kalendar berkaitan kepada Suruhanjaya. Laporan tersebut antara lainnya hendaklah mengandungi perkara yang berikut:

- (a) jumlah Rebat GSL yang diberikan mengikut kategori dan jumlah rebat tersebut;
- (b) jumlah tuntutan Rebat GSL mengikut kategori;
- (c) jumlah tuntutan Rebat GSL yang ditolak oleh N.U.R mengikut kategori berserta sebab penolakan; dan
- (d) hal perkara lain yang dikehendaki untuk dimaklumkan kepada Suruhanjaya;
- (e) perincian gangguan yang dikecualikan dalam menentukan prestasi terhadap standard yang ditetapkan;
- (f) penerangan mengenai apa-apa kejadian besar yang berlaku (*major incidents*); dan
- (g) justifikasi untuk melebihi (jika ada) tahap prestasi yang ditetapkan dalam Standard; dan
- (h) cadangan atau inisiatif bagi mempertingkatkan prestasi.

7. Pindaan

Suruhanjaya boleh pada bila-bila masa mengubah, meminda dan/atau membatalkan Arahan ini.

Tarikh Pendaftaran: 24 JULAI 2023



**Ketua Pegawai Eksekutif
Suruhanjaya Tenaga**

LAMPIRAN 1

PERFORMANCE STANDARD OF ELECTRICITY SUPPLY SERVICES OF NUR

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 N.U.R. N.U.R'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 - Frequency of interruption	<p><u>GUARANTEED SERVICE LEVEL : GSL1</u> Number of unplanned interruptions experienced by a consumer within the administration of:</p> <ul style="list-style-type: none"> • 11kV, 33kV, 132kV Industrial • Domestic, Commercial & LV Industrial 	<p>2 per year</p> <p>3 per year</p>	<p><u>Domestic consumer(s)</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher.</p> <p><u>Commercial consumer(s)</u> 1% of average monthly bill amount, up to a maximum of RM300.</p> <p><u>Industrial consumer(s)</u> 0.5% of average monthly bill amount, up to a maximum of RM1000.</p>
<p><u>Obligations of Licensee(s)</u></p> <p>i) Interruptions referred to in GSL1 are those interruptions of more than 4 hours and not due to force majeure, natural disasters or weather related incidents.</p> <p>ii) A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year.</p> <p>iii) In the case of non-compliance to GSL1, the affected consumers may claim for a rebate within the first 2 months of the following year when the number of interruptions exceed the threshold for that particular year.</p>			

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply - Restoration time	<u>GUARANTEED SERVICE LEVEL :GSL2</u> Time taken to restore electricity supply following outage caused by fault on low voltage.	2 hours	<u>Domestic consumer(s)</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.
	Time taken to restore electricity supply following fault on distribution supply supply network; <ul style="list-style-type: none"> • Medium voltage breakdown (33 and 11kV) cable system 	2 hours	<u>Commercial consumer(s)</u> 1% of monthly bill amount, up to a maximum of RM300.
	Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing: <ul style="list-style-type: none"> • Partial Blackout • Total blackout 	2 hours	<u>Industrial consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000.
			18 hours

Notes :

Fault at any distribution voltage level is as defined in the Distribution Code For Peninsular Malaysia, Sabah dan WP Labuan.

Obligations of Licensee(s)

- i) Interruptions referred to in GSL 2 are those interruptions which were not due to force majeure, natural disaster or weather related incidents.
- ii) In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the following 2 months after the incident.
- iii) 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> Time taken to implement connection requiring low voltage cable installation work from Connection Charge (CC) paid date for new individual connection until service installation completed, provided that the premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies).</p>	14 working days (underground cable)	RM50 Not more than 100m (for underground cable) from supply source nearest to the premises.
	<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 N.U.R.</p>	3 working days	RM50
<p><u>Obligations of Licensee(s)</u></p> <p>In the case of non-compliance to GSL3 or GSL4, the affected consumers may claim for a rebate within the following 2 months after connection of supply.</p>			
Service Dimension	Service Indicator	Performance Level	Compensation in the form of rebate
Customer Contact	<p><u>GUARANTEED SERVICE LEVEL : GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.</p>	No wrongful disconnection	RM100
<p><u>Obligations of Licensee</u></p> <p>In the case of non-compliance to GSL5, the affected consumers may claim for a rebate within the next 2 months after non-compliance is established.</p>			

1.2 Minimum Service Levels (“MSL”)

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

Schedule 2

Service Dimension	Service Indicator(s)	Performance Level
Availability of Supply	1a. Minimum duration of notice for planned/scheduled interruption of electricity supply.	2 days
	1b. Upon request, time taken to provide initial information to consumer who reported the electricity interruption.	1 hour
Quality of Supply	2a. Time taken to rectify voltage complaint or limit violation and to correct voltage complaint which requires network reinforcement.	180 days
	2b. Time taken to complete investigation of over voltage from complaint receipt date.	30 working days
	2c. Time taken to provide a complete report of voltage sag from complaints received date.	14 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 11kV ii) For supply of 33kV	30 days 60 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 N.U.R: i) For supply up to 11kV ii) For supply of 33kV with cable installation not more than 5 km.	60 days 180 days
	3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable situations to be followed up by returning call in not less than 1 hour before the appointment time).	1 hour

Service Dimension	Service Indicator(s)	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry or complaint. 4b. Average queuing time at customer service counter. 4c. Time taken by customer service officer(s) at 04-4010101 to pick up ringing telephone.	5 working days 15 minutes 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). 5b. Time interval(s) between monthly bill(s).	5 working days 1 month