

Regulating Energy for Sustainable Development

CUSTOMER SERVICE CHARTER



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PREFACE

The Malawi Energy Regulatory Authority (MERA) is a Statutory Corporation established under the Energy Regulatory Act No. 20 of 2004 to regulate the activities of the energy industry.

This Service Charter is designed to inform our customers and stakeholders of the services MERA delivers, the minimum service standards we have set to attain and the accountability framework we have instituted to guarantee excellent service delivery.

It is important to keep the service standards up-to-date. The updates will be informed by a responsive and robust monitoring and evaluation mechanism.

MERA will be held accountable for the standards it has set. Therefore, both the service providers and users should ensure that the delivery of MERA's services is inspired by this Charter. This Charter also outlines a feedback mechanism on services we provide to influence appropriate policy and administrative actions for further improvement of service provision.

1.0 INTRODUCTION

This Service Charter epitomises our will, disposition and commitment to serve our customers.

2.0 MISSION / VISION AND CORE VALUES

2.1 *Vision*

To be a recognised global leader in energy regulation.

2.2 *Mission*

Regulating the energy sector for sustainable development in accordance with international best practices.

2.3 *Our Core Values*

In the delivery of services to our customers we shall be guided by the following core values:

- **Transparency:** We shall deliver our duties and responsibilities openly and give reasons for any administrative decision and action if required.
- **Accountability:** We shall be responsible and answerable to the government and the public for our decisions and actions and submit to whatever scrutiny appropriate to our office.
- **Responsiveness:** We shall listen, be open, be sensitive and respond timeously to our customers and treat them with dignity and respect.

- **Integrity:** We shall put the interests of our customers above our own and conduct ourselves in a manner that is above reproach.
- **Professionalism:** We shall carry out our duties with high degree of expertise, skill and competence while maintaining high ethical standards.
- **Impartiality:** We shall exercise fairness in adjudicating over matters based on approved policies and regulations without bias and prejudice
- **Teamwork:** We shall achieve our goals by embracing diversity and supporting each other.

Therefore, our core values are intended to guide our operations and define the way we serve our customers. The values are founded on our in-depth knowledge of our working environment and the customers we serve.

3.1. OUR PRINCIPAL SERVICES

MERA offers the following services:

1. Issue, renew, amend and revoke licences of regulated services
 - Electricity generation, transmission, system and market operation, distribution, importation, exportation and single buyer Licences;
 - Electrical Installations Permit;

- Renewable Energy Importation and Supply Permit;
- Registration Certificates for Private Generation;
- Renewable Energy Installation and Maintenance Permit;
- Construction Licence for Service Stations.
- Liquid Fuels and Gas Production Licence;
- Liquid Fuels and Gas Importation Licence;
- Liquid Fuels and Gas Transport Licence;
- Liquid Fuels and Gas Storage Licence;
- Liquid Fuels and Gas Wholesale Licence;
- Liquid Fuels and Gas Retailing Licence;
- Liquid Fuels and Gas Storage Registration Certificate;
- Bulk Purchase Permit.

2. Electricity Tariffs Setting and Reviewing;

3. Power Purchase Agreement Reviewing and Approving.

4. Liquid Fuels and Gas Maximum Price setting;
5. Liquid Fuels and Gas Margin Annual Reviewing;
6. Liquid Fuels and Gas Maximum Road Freight Rate Setting;
7. Liquid Fuels and Gas Compensation for Allowable Importation Losses;
8. Prescribing and collecting fees, charges or rates and levies;
9. Communicating Outcomes of Energy Price Review Meetings;
10. Information Sharing and Dissemination;
11. Arbitrating Commercial Disputes;
12. Enforcement of Compliance by Regulated Entities;
13. Resolving and Mediating Consumer Complaints Against Licencees

4.0 OUR COMMITMENT TO CUSTOMERS

We commit ourselves to provide the highest standards of services. In pursuance of excellence in public service delivery, we commit ourselves to new knowledge and best practices through wide consultations and partnership with our customers.

5.1 OUR SERVICE STANDARDS

We will:

- Be courteous to all our customers;
- Identify ourselves by means of identity cards;
- Answer telephone calls promptly by the third ring;
- Attend to our customer(s) without inordinate delay after arriving in our offices;
- Attend scheduled meetings punctually, effectively and timely communicate to our customers in instances where scheduled meetings have been postponed or cancelled;
- Respond to all written correspondence within five working days of receipt. If more time is needed to act on an issue, we commit to inform our customers on how long it will take to act on the issue;
- Update our website fortnightly;
- Publish results of energy prices review within 12 hours after release

SERVICE STANDARDS

We undertake to deliver according to the following standards

Service	Requirements	Charges (MWK)	Standard/ Service time
ELECTRICITY AND RENEWABLE ENERGY			
Electricity generation Licence	<ul style="list-style-type: none"> • Particulars of applicant • Particulars of the generation station • Power Purchase Agreement • Income statement • Investment programme • Fixed assets • Audited accounts • Letters of reference from banks • Information on Human resource including CVs of top management • Environmental consideration • Permits from other Government Departments or Authorities • Advertising notice 	As provided in the 01 st schedule of the Electricity By-laws 2012	Within (Forty Five) 45 days

Electricity transmission Licence	<ul style="list-style-type: none"> • Particulars of the applicant 	As provided in the 01 st schedule of the Electricity By-laws 2012	Within (Forty Five) 45 days
Electricity importation Licence	<ul style="list-style-type: none"> • Details of the physical transmission system including single line diagram(s) of the system • Details of transmission system characteristics including maximum power transfer capabilities 		
Electricity exportation Licence	<ul style="list-style-type: none"> • Power Purchase Agreement • Income statement • Investment programme • Fixed assets • Audited accounts • Letters of reference from banks • Information on Human resource including CVs of top management • Environmental consideration • Permits from other Government Departments or Authorities 		

	<ul style="list-style-type: none"> • Advertising notice 		
Electricity distribution Licence	<p>Particulars of the applicant</p> <p>Technical information including details of Domestic, commercial, industrial metering</p> <p>Transformers capacity</p> <p>Total circuit length when commissioned</p> <ul style="list-style-type: none"> • Power Purchase Agreement • Income statement • Investment programme • Fixed assets • Audited accounts • Letters of reference from banks • Information on Human resource including CVs of top management • Environmental consideration • Permits from other Government Departments or Authorities 	As provided in the 01 st schedule of the Electricity By-laws 2012	Within (Forty Five) 45 days

	<ul style="list-style-type: none"> • Advertising notice 		
Mini-Grid Electricity Generation and Distribution	<p>Particulars of the applicant</p> <p>Technical information including details of Domestic, commercial, industrial metering</p> <p>Transformers capacity</p> <p>Total circuit length when commissioned</p> <ul style="list-style-type: none"> • Income statement • Investment programme • Fixed assets • Audited accounts • Letters of reference from banks • Information on Human resource including CVs of top management • Environmental consideration • Permits from other Government Departments or Authorities 	K50,000-00	Within thirty (30) days

Electricity Installation Permit;	New application <ul style="list-style-type: none"> • Particulars of the applicant • Academic qualifications • Work experience • Certificate of incorporation • MRA tax registration 	Company (Comp)/ Individual (Indv) Comp: A1= 20,000.00 Indv: = 10,000.00 Comp: A2= 20,000.00 Indv: = 10,000.00 Comp: B1= 18,000.00 Indv: = 9,000.00 Comp: B2= 18,000.00 Indv: = 9,000.00 Comp: C = 8,000.00 Indv: = 8,000.00 Comp: D = 7,000.00 Indv: = 7,000.00	Within (Forty Five) 45 days
Electricity Installation Permit;	Renewal <ul style="list-style-type: none"> • Proof of payment • MRA tax clearance • List of projects undertaken 	Company (Comp.)/ Individual (Indv.) Comp: A1 = 10,000.00 Indv: = 5,000.00 Comp: A2 = 10,000.00 Ind: = 5,000.00	Within (Forty Five) 45 days

		Comp: B1 = 9,000.00 Indv: = 4,500.00 Comp: B2 = 9,000.00 Indv: = 4,500.00 C = 4,000.00 D = 3,500.00	
Renewable Energy Importation and Supply Permit;	<ul style="list-style-type: none"> • Application letter • Qualified technical person • MRA Tax Registration Certificate 	Company (Comp) Individual (Indv) Comp: E= 20,000.00 Indv: = 10,000.00 Comp: F= 20,000.00 Indv: = 10,000.00	Within (Forty Five) 45 days
Renewable Energy Installation and Maintenance Permit	<ul style="list-style-type: none"> • Particulars of the applicant • Academic qualifications • Work experience • Certificate of incorporation • MRA Tax Registration Certificate 	Company (Comp) Individual (Indv) Comp: E= 20,000.00 Indv: = 10,000.00 Comp: F= 20,000.00 Indv: = 10,000.00	Within (Forty Five) 45 days
Renewable Energy	Renewal	Company (Comp) Individual (Indv)	Within (thirty) 30 days

Importation and Supply Permit;	<ul style="list-style-type: none"> MRA Tax Clearance Certificate 	Comp: E= 10,000.00 Indv: = 5,000.00 Comp: F= 10,000.00 Indv: = 5,000.00	
Renewable Energy Installation and Maintenance Permit	Renewal <ul style="list-style-type: none"> Proof of payment MRA tax clearance certificate 	Company (Comp) Individual (Indv) Comp: E= 10,000.00 Indv: = 5,000.00 Comp: F= 10,000.00 Indv: = 5,000.00	Within (thirty) 30 days
Private Generation Registration Certificates;	<ul style="list-style-type: none"> Particulars of the applicant Details of the installation Purpose of installation 	<ul style="list-style-type: none"> 100.00 Per KVA for standby generation 150.00 Per KVA for base load generation 	Within thirty (30) days
LIQUIFIED PETROLEUM GAS (LFG)			
Liquid Fuels and Gas Production	<ul style="list-style-type: none"> Particulars of Applicant Company/ Business Registration Certificate Tax Registration Certificate 	5 tambala per Litre K5,000.00 Issue Fee	Within (Forty Five) 45 days

Licence	<ul style="list-style-type: none"> • Area to which the application relates • Technical, Financial and Human Resource Information • Approved Environmental & Social Management Plan (ESMP) • Approval letter from Environmental Affairs Department 		
Liquid Fuels and Gas Importation Licence;	<ul style="list-style-type: none"> • Particulars of Applicant • Company/Business Registration Certificate • Tax Registration Certificate • Area to which the application relates • Licenced Storage Facility • Technical, Financial and Human Resource Information • Approved Environmental & Social Management Plan (ESMP) • Approval letter from Environmental Affairs Department 	Liquid Fuels & Gas Importation K300,000.00 Lubricants K300,000.00 Issue Fee K5,000.00	Within (Forty Five) 45 days
Liquid Fuels	<ul style="list-style-type: none"> • Particulars of Applicant 	1-3 Tankers	Within (Forty Five) 45

and Gas Transport Licence	<ul style="list-style-type: none"> • Company/ Business Registration Certificate • Tax Registration Certificate • Proof of applicant's ownership or acquisition of Motor Vehicles • Motor Vehicle Registration Certificate • Motor Vehicle Certificate Fitness • Motor Vehicle's Total Holding Capacity • Motor Vehicle Licencing Certificates • Transport Routes • Financial and Human Information • Certificate of Registration of Workplace 	K50,000.00 4-9 Tankers K150,000.00 10 and above K250,000.00 Issue Fee K5,000.00	days
Liquid Fuels and Gas Storage Licence	<ul style="list-style-type: none"> • Particulars of Applicant • Company/ Business Registration Certificate • Tax Registration Certificate • Area to which the application relates • Technical, Financial and Human Resource Information • Approved Environmental & Social 	Liquid Fuels & Gas Storage Licence K200,000.00 Issue Fee K5,000.00	Within (Forty Five) 45 days

	<ul style="list-style-type: none"> Management Plan (ESMP) Approval letter from Environmental Affairs Department Malawi Bureau of Standards Calibration Certificate Certificate of Registration of Workplace 		
Liquid Fuels and Gas Wholesale Licence	<ul style="list-style-type: none"> Particulars of Applicant Company/ Business Registration Certificate Tax Registration Certificate Licensed Storage Facility Area to which the application relates Technical, Financial and Human Resource Information Certificate of Registration of Workplace Approved Environmental & Social Management Plan (ESMP) Approval letter from Environmental Affairs Department Malawi Bureau of Standards Calibration 	Wholesale Liquid Fuels & Gas K300,000.00 Lubricants K250,000.00 Issue Fee K5,000.00	Within (Forty Five) 45 days

	Certificate		
Liquid Fuels and Gas Retailing Licence	<ul style="list-style-type: none"> • Particulars of Applicant • Company/Business Registration Certificate • Tax Registration Certificate • Area to which the application relates • Technical, Financial and Human Resource Information • Approved Environmental & Social Management Plan (ESMP) • Approval letter from Environmental Affairs Department • Malawi Bureau of Standards Calibration Certificate • Registration of Workplace 	Liquid Fels & Gas Retail Licence K100,000.00 Lubricants K50,000.00 Issue Fee K5,000.00	Within (Forty Five) 45 days
Liquid Fuels and Gas Storage Registration	<ul style="list-style-type: none"> • Particulars of Applicant • Company/ Business Registration Certificate • Tax Registration Certificate • Area to which the application relates 	Liquid Fuels & Gas Registration Certificate K50,000.00	Within thirty (30) days

Certificate	<ul style="list-style-type: none"> • Technical, Financial and Human Resource Information • Approved Environmental & Social Management Plan (ESMP) • Approval letter from Environmental Affairs Department • Malawi Bureau of Standards Calibration Certificate • Registration of Workplace 		
Bulk Purchase Permit	<ul style="list-style-type: none"> • Particulars of Applicant • Company/Business Registration Certificate • Declaration of usage of the Fuel 	K5,000.00	Within 48 hours

6.1 OUR CUSTOMERS

MERA Customers are as follows:

- Providers of regulated services;
- Consumers /users of energy regulated services;
- Investors;
- Civil Society;
- The Media;
- Academia and Research Institutions;
- MERA Service providers
- Development Partners;
- The general public;
- Government Ministries Departments and Agencies

Our customers' rights and obligations

Our customers are entitled to:

- Access services in the most cost-effective way;
- Quality service from the service officer;
- Access public information that best meets their distinct needs;
- Be treated with respect and courtesy;
- Register complaints with the Department's supervisor incase services provided by the Department are not satisfactory;
- Right to redress.

7.1 CUSTOMERS OBLIGATIONS

In a bid to provide better services to our customers, the customers are expected to meet some obligations as follows:

Our customers shall: -

- Treat our officers with respect and courtesy;
- Use the information provided for intended purposes only;
- Treat all information personal in nature as confidential;
- Abide to legal requirements in order to be eligible for accessing the services sought;

- Provide complete, timely, and accurate information in respect of the services needed from the Authority;
- Not offer gifts, bribes, favours and inducements to MERA staff;
- Attend to scheduled meetings punctually;
- Respond to request for information accurately and in a timely manner;
- Contribute in identifying areas that need reforms in MERA and participate in arriving at solutions or recommendations to improve service delivery;
- Report corrupt practices of our officers to either the Anti-Corruption Bureau, the nearest Police Unit or Station, or through channels outlined in the MERA Fraud and Corruption Prevention Policy;
- Pay regulatory levies and fees on time;
- Provide feedback on our services.

8.1 OPERATING HOURS

- Our offices are open from 7:30 a.m to 12:00 p.m and 1:00 p.m to 4:30 p.m from Mondays to Fridays except on Public Holidays.
- We are closed for lunch from 12:00 p.m to 1:00 p.m.

9.1 CUSTOMER FEEDBACK AND REDRESS

- To help MERA continuously improve services, we encourage our customers to lodge complaints and advance suggestions, as well as compliments. We shall acknowledge receipt of feedback and undertake measures to redress the situation.
- Feedback should be addressed to the Chief Executive Officer at following address: -

The Chief Executive Officer

Malawi Energy Regulatory Authority

2nd Floor Development House, City Centre

Private Bag B-496

LILONGWE 3

MALAWI

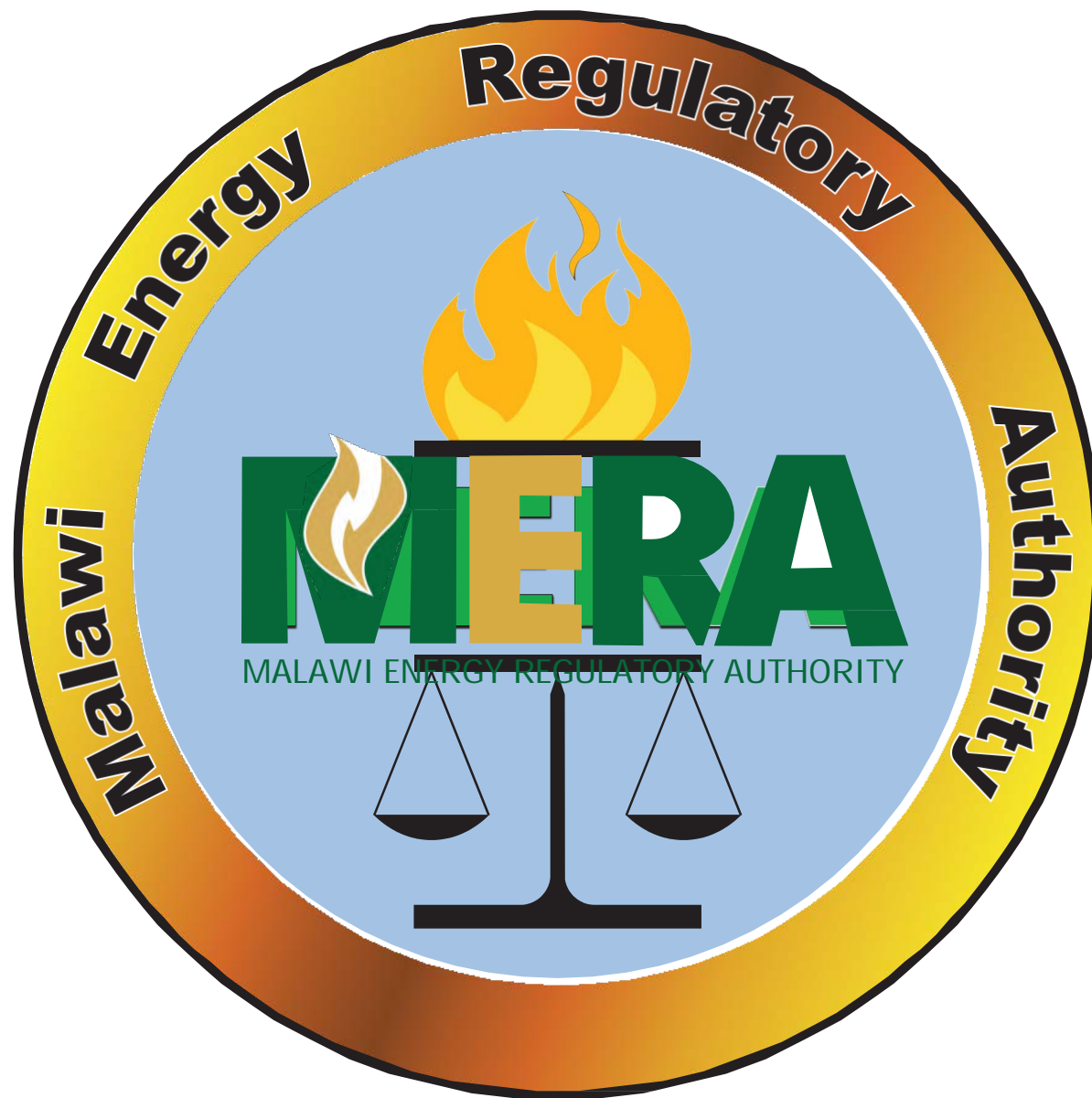
Phone: +265 (0) 1 774 103/135/+265 (0) 1 775 810

Fax: +265 (0) 1 772 666

Email: mera@mera.mw

10.0 AMENDMENT OF THIS CHARTER

This Service Charter shall be amended as and when deemed necessary.



2nd Floor Development House, City Centre Private Bag B-496 Lilongwe 3, Malawi

Phone: +265 (0) 1 774 103/135 Fax: +265 (0) 1 772 666

Email: mera@mera.mw