These draft Regulations are presently under review by the Government and experts provided through technical assistance to Grenada. Afterwards they will be subjected to a 'scrubbing' process inherent with law making by an Independent Consultant and together with inputs from consultations, substantial revisions are anticipated. Dissemination at this stage is purely for the purpose of wider stakeholders' feedback.'

One of the sub-headings says "Schedule 1". In the chapter "Citations", this expression is not listed. The safety regulations also speak of a Schedule 1. The reference must be harmonized throughout all documents!

The applicable wiring standard must be clearly decided. For example, cable colour for ground wire white or grey is the US standard (NFPA 70 (NEC)). According to BS7671 it would be blue or, in older installations black. In the US system, blue is the colour for phase 3 life wire.
It needs to be investigated thoroughly which systems are currently used in Grenada, and a standard must be selected to unify the cable colour coding. The new standard must be made known with the help of the bureau of standards, electricians' association, college, electric utilities and any other involved parties. The parallel use of the UK/EU and US systems must be avoided as it bears great risks for mixing up of connections.

The text refers to an interconnection agreement that is published by GRENLEC, but really it is an interconnection policy. Has the policy or an agreement, as far as existing, been looked at yet? These may require a review, too.

[THE METERING SECTION SHOULD BE EXPANDED BY STIPULATIONS REGARDING THE INSTALLATION AND USE OF SMART METERS AND PRE-PAID METERS.]

GRENADA

STATUTORY RULES AND ORDERS NO. OF 2016

IN EXERCISE OF THE POWERS CONFERRED BY SECTION 61 AND 65 OF THE ELECTRICITY SUPPLY ACT 2016 (ACT NO. OF 2016) THE MINISTER MAKES THE FOLLOWING REGULATIONS

(Gazetted , 2016).

1. Citation. These Regulations may be cited as the

ELECTRICITY SUPPLY (CUSTOMER SERVICE) REGULATIONS, 2016.

2. Commencement. These Regulations come into force on the

Commencement date.

3. Interpretation. In these Regulations

"Act" means the Electricity Supply Act No. of 2016; and
"Commencement date" has the same meaning as in the Act.

4. Customer Code. Electricity is to be supplied by a network licensee under the terms and conditions in the Customer Code in the Schedule.

SCHEDULE
CUSTOMER CODE

PART 1 PRELIMINARY 7

101 Introduction 7
102 General obligation 8
103 Termination of obligations 8

PART 2 ELECTRICITY SUPPLY SERVICE 9

201 Application Procedure 9
202 Application form and fee 9
203 Identification 9
204 Applications by Agents 9
205 Applications for Persons Under 18 Years of Age 10
206 Permission from Owner 10
207 Electrical Inspection Certificate of Approval 10
208 Inspection of Customer's Installation 11
209 Security 11
210 Application for developments 12
211 Contributions In Aid of Construction 14
212 Refusal for Prior Indebtedness or Unsafe Equipment 14

PART 3 SUPPLY AND USE OF SERVICE 15

301 Service 15
302 Point of Delivery 15
303 Changing Point of Delivery 16
304 Extension of service to a new area 16
305 Connection standards 17
306 Character of Service 17
307 Standard Types of Service 18
308 Continuity of Service 18
309 Change of Occupancy 19
310 Disconnection of Service by Customer 19
311 Temporary Installations 20
312 Identification of Employees 20
313 Access to Premises 21
314 Service Charges 22
315 Security Deposit and Personal Guarantee 22

PART 4 LIMITATION OF USE 22

401 Resale of Service for Profit Prohibited 22
402 Street Crossings 23
403 Compliance to Building Code 24
404 Discontinuance without notice for dangerous or unauthorised use 24
405 Discontinuance with notice 25
406 Customer complaint against disconnection 25

PART 5 CUSTOMER'S INSTALLATION 26

501 Customer's Installation 26
502 Maintenance 26
503 Protection 26
504 Multi family dwellings 27
[505 Grounding 27

506 Power Factor Correction 28
507 Small Scale Renewable Energy Generator Inter-connection for Residential Customers 28
508 Electric Generators 29
509 Hazardous Areas 29

PART 6 COMPANY'S INSTALLATIONS 30

601 Protection of Network Licensee's Property 30
602 Damage to Network Licensee's Property 30
603 Relocation of Network Licensee's Facilities 30
604 Attachments to Network Licensee's Facilities 30
605 Vegetation Management 31
606 Unobstructed Access to Network Licensee's Facilities 31
607 Safety Clearances to Structures 32
608 Service Location and Route 33
609 Underground Cables 35

PART 7 BILLING 36

701 Billing Month 36
702 Regular Bills 36
703 Prorated Bill 36
704 Estimated Bills 37
705 Application of Rate Schedules 37
706 Other Services 37
707 Non-Receipt of Bills.....38

PART 8 PAYMENT OF ACCOUNT 38

801 Payment Options 38
802 Disconnection for Delinquency 38
803 Use of Security 38
804 Customer responsible for legal and other expenses 39
805 New occupier not responsible.....39
806 Reconnection 39

PART 9 METERS.....40

901 General Policy on Metering 40
902 Location of Meters 40
903 Metering Expenses 41
904 Certification of Meters 42
905 Setting and Removing Meters 43
906 New or change of Service.....44
907 Tampering.....44
908 Meter Tests 44
909 Faulty Meter 45
910 Failure of Meter.....46
[911 Installation Options 46
912 Installation Dimensions 46
913 Meter Readings 46
914 Metering at High Voltage.....47
915 Evidence of Consumption 47

Definitions of Terms and Abbreviations

alternating current means current that reverses its direction at regular intervals.

A - ampere means the unit used to measure an electric current or the rate of flow of electricity in the circuit.

business day means any day on which the Network Licensee's business offices are open and the local mail is delivered.

circuit breaker means a device designed to open, under abnormal conditions, a current- carrying circuit without injury to itself.

confined space means a space which has restricted means of entry or exit and which, because of its location, design, contents, or work performed therein contains or is likely to contain: potentially harmful levels of a hazardous substance; an unsafe oxygen level, or a quantity of liquid or free –flowing solids in which a person could drown or suffocate.

cycle means a period of alternating electric current comprising the full positive and full negative flow of current, sometimes measured as frequency in the unit hertz (Hz)

demand means the maximum regular power supply demanded by a customer, measured in kilowatts (kW).

energy as used in this document means electric energy or electric work and is expressed as the product of power measured in kilowatts and time measured in hours. The SI unit of energy is the watt hour (Wh), or kilowatt hour (kWh);

HV – high voltage refers to an operating voltage level of 1,000 volts or higher.

kVA – kilovolt-ampere means the unit of apparent electric power equal to 1,000 volt- amperes.

kVAh - kilovolt ampere hour means the product of apparent power in kVA and time measured in hours.

kW – kilowatt means the unit of electric power equal to 1,000 watts (the term "horsepower" or 1 HP is equivalent to 746 watts).

kWh – kilowatt hour is the unit of electric energy and means the unit of electric work or energy equal to that done by one kilowatt acting for one hour;

load factor means the ratio of the average load to the maximum load; the actual use of electrical equipment as a percentage of the maximum possible use of the equipment.

LV – low voltage means an operating voltage level of less than 1,000 volts.

metering equipment means meters and other supplementary and associated devices necessary to measure the service used by the Customer.

ohm means the unit of electrical resistance, referred to by the symbol Ω. The resistance of a circuit, in which a potential difference of one volt produces a current of one ampere..

over current device means an electrical automatic disconnect device such as a fuse or circuit breaker.

point of delivery means the point where the Network Licensee's wires or apparatus are connected to those of the Customer.

power means electric power and is defined as the rate at which electrical energy is transferred by an electric circuit. Power is commonly given as active power measured in watts (W) or apparent power measured in volt ampere (VA) or multiples thereof (kW, MW respectively kVA, MVA);

power factor means the ratio of active or real power to apparent power. Power factor is often expressed in per cent; e.g. unity power factor is 100% power factor.

Service - includes all power and energy requested by the Customer and, in addition, the readiness and ability on the part of the Network Licensee to use best endeavours to furnish power and energy to the Customer. The term includes all services offered by the Network Licensee, including the installation of electrical infrastructure, transformers, meters, cables and switchgear. The maintenance by the Network Licensee of voltage and frequency at the point of delivery will constitute the rendering of service irrespective of whether the Customer makes use of it.

service entrance equipment means Network Licensee owned low voltage equipment up to the point of delivery, includes switches and meters.

service entrance conductors means the Network Licensee's conductors from the point of connection at the service drop or service lateral to the service equipment.

single phase means pertaining to a circuit energized by a single, alternating electromotive force.

stand-by service means when at a single point of delivery, service requirements for the Customer's load are supplied or

supplemented from the Customer's generation during periods of outages.

submeter means a meter installed beyond the regular meter to measure a part of the Customer's load.

substation means a facility where the 22 kV transmission voltage is converted to 4.16 kV.

transformer vault means a facility where the 11 kV distribution voltage is converted to low voltage (400 V or 230 V)

three-phase means pertaining to a combination of three circuits energized by alternating electromotive forces that differ in phase by 120 degrees

V - volt means the unit of electric force or pressure; the electromotive force, which will produce a current of one ampere when applied to a conductor whose resistance is one ohm.

voltage means the electric force or pressure necessary to drive electricity through a circuit.

VA – volt ampere means the unit of apparent electric power equal to the product of volts and amperes.

VAh - volt ampere hour is a measure apparent electric power consumption and is the product of apparent power measured in VA and time measured in hours.

W - watt means the SI unit of electric power or active power; the rate of work represented by a current of one ampere under a pressure of one volt in a circuit having unity power factor.

Wh - watt hour - the SI unit of electric energy; the work done in one hour at the steady rate of one watt.

PART 1
PRELIMINARY

101 Introduction

This Customer Service Code (“this Code”) constitutes the terms and conditions on which electricity service (“Service”) is supplied by the Network Licensee to a person who applies for, or has, an account with the Network Licensee for Service (“Customer”).

The Network Licensee is bound by this Code in respect of each Customer. A Customer is bound by this Code by consenting to receiving Service. A Customer consents to receiving Service when he or she requests, applies or uses the Service.

102 General obligation

The Network Licensee will supply Service in accordance with the Network Licence; the Electricity Supply Act and regulations made under it; the Public Utilities Regulatory Commission Act and regulations made under it; and the rules contained in this Code.

A Customer agrees to comply with this Code and to pay for the Service at the rates in operation and as may be adjusted from time to time under tariff regulations made under the Electricity Supply Act, or under special contract between the Network Licensee and the Customer, in addition to charges authorised under this Code.

A Customer is responsible for the behaviour contrary to this Code of a person using the Service of the Customer, unless the Customer either had no knowledge, nor reasonable cause to suspect, the behaviour, or had knowledge of, or reasonable cause to suspect, the behaviour and made a written report to the Network Licensee.

103 Termination of obligations

The obligations in this Code continue between the Network Licensee and a Customer until the expiration of the written notice of discontinuance given by the Customer in accordance with this Code or another Customer accepts responsibility for the Service.

PART 2
ELECTRICITY SUPPLY SERVICE

201 Application Procedure

Apart from what is required by this Part, the Network Licensee determines the form, content and the documentation needed to apply for Service.

202 Application form and fee

A Customer may apply for Service, whether new Service or a change in Service, by submitting an application, in the form determined by the Network Licensee.

The Network Licensee must make application forms available at all its customer service locations or online and may charge an application fee.

203 Identification

Identification is required with the submission of every application. Forms of identification required to process an application include a valid driver's license or a valid passport.

Any other form of identification will be accepted by the Network Licensee at the Network Licensee's discretion.

204 Applications by Agents

A Customer who is unable to apply at any of the Network Licensee's customer service locations must sign a letter authorizing an agent to act on their behalf. The application form must be signed by this authorized agent.

Applications requested by corporate bodies, partnerships, associations, etc., can be made only by a duly authorised person who

will be deemed to be an agent of that entity, and must be on the applicant's official letterhead or include the applicant's stamp. The use of the Service by the entity constitutes complete ratification by the entity of the application by the agent.

205 Applications for Persons Under 18 Years of Age

Applicants under 18 years of age must have a guarantor sign an application for a new Service.

206 Permission from Owner

A Customer who applies for Service for property held on a lease or as tenancy at will, must present the lease or a letter of consent signed by the landlord together with the application.

A Customer who requires the planting of a pole or running of lines on or over a neighbour's property must obtain and submit with the application, permission from that neighbour.

If the applicant fails to provide any or any satisfactory proof of ownership of the premises or consent of the owner or agent, the supply will be a conditional one until satisfactory proof is furnished.

The Network Licensee will refuse service or immediately disconnect the supply of electricity and remove its equipment from the premises, if the owner does not consent to the Service.

A Network Licensee may refuse or discontinue Service if there is an unresolved legal dispute over the ownership of the property.

207 Electrical Inspection Certificate of Approval

An Electrical Inspection Certificate of Approval from the Department of Works is needed when applying for:

(a) installation of a new service;

(b) reconnection of existing service that has been disconnected for more than 12 months;

(c) reconnection of existing service for which the wiring has been modified; and

(d) transfer or relocation of meter.

208 Inspection of Customer's Installation

The Network Licensee reserves the right to inspect the Customer's installation prior to providing Service and from time to time thereafter, but assumes no responsibility for compliance by so doing.

209 Security

A Customer applying for Service may be required by the Network Licensee to pay a deposit as security for the payment of all monies from time to time due by the Customer. At the request of the Customer, the security may be in another form. If the Customer is a limited liability company, the security may be in the form of a personal guarantee from the principal of the Customer.

In addition, the Network Licensee may require the applicant to pay or provide security for the following costs:

(a) in the case of premises served or to be served by an underground line, the costs and expenses of laying that line and in the case of premises served by an overhead electric line and located more than [_____] feet distant from the nearest distributing main for the time being owned by the Network Licensee, the costs and expenses of laying that part of the line extending beyond such [_____] foot point;

(b) in the case of any reconnection of electricity service following any disconnection permitted under this Act, the cost and expenses of establishing such reconnection; and

(c) in the case of an increase in the maximum anticipated demand, the costs and expenses incurred by the Network Licensee in altering any of its electric lines or other installations serving the Customer.

The Network Licensee will place any sum of money deposited under this rule to the credit of an interest bearing deposit account in the Customer's name in the books of the Network Licensee. The interest will be at the rate of **[three]** per cent per annum, and will accrue daily. The interest so accrued must be credited to the Customer's account within thirty days after the first day of February of each year.

210 Application for developments

This rule applies to applications for what the Network Licensee considers medium or large residential, commercial, industrial or property development. Before submitting an application for service, a person must submit comprehensive details of supply requirements, including load requirements (i.e., kVA, voltage, currents, phases, load factor, power factor) supported by site drawings so that a technically valid and accurately quoted design can be created.

The Network Licensee may give a written estimate of the connection cost. The written estimate from the Network Licensee will reflect a reasonable Contribution In Aid of Construction (CIAC) from the Customer to cover the complete installation. The scope of this

estimate will cover all system developments, including undergrounding of new or existing cables. The Customer is responsible for cable trench work, Meter Service accommodation and the provision and maintenance of any transformer vaults or pad mount transformer foundations.

If it is considered mutually beneficial due to the nature of the Customer's load for the Network Licensee to render Service at its primary distribution voltage, the Customer will be notified accordingly. In such instances, the Customer will be required to furnish, at Customer's expense, a vault or other approved enclosure in which the electrical equipment can be housed. The transforming equipment will be owned by the Customer. The responsibility for the maintenance, repair and replacement of the transformers is the Customer's.

If the Customer chooses to proceed with the application, an application form must be filled out and any application fee paid. The Network Licensee will only accept an application that is complete and approved. Verbal applications will not be accepted. If assistance is needed, the Customer must contact Customer Services. Applications are accepted by the Network Licensee with the understanding that there is no obligation to render Service other than the character of Service then available at the point of delivery.

The Network Licensee's project engineer will respond by examining the requirements and preparing a project design and an offer letter including a firm cost estimate. A fee is required for this engineering assessment, design and offer preparation. The project engineer will be available to discuss matters of design, siting, choice of equipment and project costs with the Customer.

Upon receipt of the signed acceptance of an offer, the Customer will pay a the deposit fee agreed in the offer to the Network Licensee, and comply with any other requirements of the Network Licensee. The Network Licensee can then schedule the work.

211 Contributions In Aid of Construction

If connection to the point of delivery requires more than a service drop or service lateral, or a service drop or service lateral that is unusual and uncustomary for the type of installation to be served and in excess of what the Company might normally consider, the Company may request Contributions In Aid of Construction (CIAC) to offset, in part, the related construction costs.

212 Refusal for Prior Indebtedness or Unsafe Equipment

The Network Licensee may refuse Service to a Customer for failure to settle in full all present or previous accounts. The Network Licensee may transfer the debt owed by a Customer under one account to another account of the Customer.

[The Network Licensee may also refuse Service to a person if there is an unsettled account of another at the same premises in which the latter continues to occupy or reside at the premises.]

[The Network Licensee may refuse Service to any applicant the Network Licensee considers a credit risk.]

The Network Licensee may refuse to supply electricity to a Customer if the Network Licensee is not reasonably satisfied that any installation, apparatus or works in or serving the Customer’s premises (other than those of the Network Licensee) is in good working order

and condition, is safe, complies with applicable standards and regulations and otherwise will not interfere with the efficient supply of electricity.

PART 3
SUPPLY AND USE OF SERVICE

301 Service

Service includes all power and energy requested by the Customer and, in addition, the readiness and ability on the part of the Network Licensee to use best endeavours to furnish power and energy to the Customer.

The maintenance by the Network Licensee of voltage and frequency at the point of delivery will constitute the rendering of Service irrespective of whether the Customer makes any use of it.

The supply of power and energy to a Customer by a Network Licensee is to be determined by metering. Part 9 applies to metering.

302 Point of Delivery

The Network Licensee will deliver electricity to a point on the exterior of any premises or such other point where the Network Licensee’s meter is located. The point of delivery is the point where the Network Licensee's wires or equipment are connected with those of the Customer. The point of delivery is determined by the Network Licensee.

The Customer is responsible for all wiring and any other installation, works or apparatus beyond this point which are necessary for the Customer’s use of such electricity.

303 Changing Point of Delivery

The Network Licensee may at its cost relocate an electric line, including relocating meters to the exterior of premises.

In the event of such relocation the Customer is responsible for wiring or re-wiring from the Customer's terminals to the point of delivery. However, the Network Licensee is responsible for any wiring or re-wiring in the case of a Customer whose average monthly consumption for the prior three months was less than two hundred fifty kWh. The Network Licensee is not liable for damages for such wiring or re-wiring unless performed by it in a negligent manner or otherwise in contravention of any law.

304 Extension of service to a new area

A Network Licensee may extend its electric lines so as to supply electricity to a Customer whose premises are located in an area not previously supplied with electricity by the Network Licensee, upon the request of such person.

In the event of such an extension, the Customer will pay, or provide security in accordance with Part 1, for all of the costs and expenses incurred by the Network Licensee to lay such additional electric lines (including without limitation allocated administrative overhead and the costs of financing or leasing such electric lines).

After such extension of service, the Network Licensee may require that as a condition to being supplied with electricity by it, another Customer subsequently requesting to be supplied with electricity over the extension contribute to the Network Licensee a portion of the costs and expenses of the lines or furnish any security required by the Network Licensee under Part 1 for such costs and

expenses and in such event the Network Licensee will compensate any person who had previously paid for the lines by crediting the account with, or, if requested, refunding, the appropriate amount of the payment.

A Network Licensee will extend its electric lines so as to supply electricity to an area not at the time supplied with electricity by it upon the request of the Government or a local authority made through the Minister. [However in the event of any such extension, fifty per cent of the costs and expenses incurred by the Network Licensee to lay such additional electric lines (including without limitation allocated administrative overhead and the costs of financing or leasing such electric lines) will be paid to the Network Licensee by the Government or such local authority.

305 Connection standards

[Connection is subject to the distribution standards of the Network Licensee contained in any distribution standards manual or other document issued by the Network Licensee in lieu of it.

306 Character of Service

The standard system of supply is alternating current at a frequency of 50 Hertz, or within ± 6% of that frequency.

The Voltage and the number of phases that will be provided depend on the magnitude, character and location of the load and will be at the discretion of the Network Licensee. The Voltage at the Customers' terminal will normally be within 4% and minus 8% of that set out in rule 305.

In all cases, it is important that the Customer consult the

Network Licensee or its own electrician, regarding the type of Service to be provided before proceeding with the installation of wiring or the purchase of equipment.

No changes or increases in the Customer's installation, which will materially affect the operation of any portion of the Network Licensee's network, can be made without written consent of the Network Licensee. In addition to discontinuance, the Customer may be liable for any damage to the Network Licensee or any other Customer's equipment or Service resulting from such action as well as to liability for the Network Licensee's charges for any repairs to the Customer's installation.

307 Standard Types of Service

The Network Licensee will provide one of the standard types of Service set out below. The brief details given are for general information and do not relieve the Customer or their appointed agents of the necessity to consult with the Network Licensee in order to specify and arrange for the implementation of the appropriate Service.

Standard Domestic	**Non-domestic**
[1] Phase, [3] Wire	3Phase, 3 or 4 Wire
230 Volts	230 – 460 Volts
Up to a maximum of [48kVA]	

[Up to a maximum of [48kVA] may be provided as an alternative to Standard Domestic Service.]

308 Continuity of Service

The Network Licensee will use reasonable diligence at all

times to provide continuous Service at the agreed nominal voltage to its Customers. However, the Network Licensee is not liable to any Customer for complete or partial failure of Service, any interruption of Service or for fluctuations in voltage resulting from causes beyond its control or through the negligence of its employees, servants or agents.

309 Change of Occupancy

When a change of occupancy takes place on any premises supplied by the Network Licensee with Service, the outgoing occupier will give notice to the Network Licensee not less than 5 business days prior to the date of change. The outgoing party may be held responsible for all Service used on such premises until the expiration of 5 days after such notice is received.

However, the accepted application of the succeeding occupant for Service automatically terminates the prior account. The Network Licensee has the right to estimate the change over meter reading if no such notice is received by the Network Licensee before the new Service starts.

310 Disconnection of Service by Customer

To discontinue Service, Customers must notify the Network Licensee at least 5 business days prior to the requested discontinuation date. Customers are responsible for all consumption until the expiration of the notice.

A billing address should be provided to the Network Licensee for issuance of the final billing statement or deposit refund.

The Customer may choose to open the main switch upon

vacating the premises. This will allow the use of Service until the time of departure and will ensure that no Energy is used or charges accrue after the Customer leaves.

However, the Customer will be responsible for any electricity used until the meter is read by a Network Licensee employee. A Network Licensee employee will read and lock the meter within 2 business days of the expiration of the notice period.

311 Temporary Installations

Temporary Service refers to Service required for short-term exhibitions, displays, bazaars, fairs, construction work and the like.

Temporary Service will be supplied only when the Network Licensee has readily available capacity of lines, transformers, generating and other equipment for the Service requested.

Before supplying Temporary Service, the Network Licensee may require the Customer to bear the cost of installing and removing the necessary Service installations, less credit for salvage. Where a Temporary Service is provided, the Customer will be responsible for the cost of the Energy consumed at the relevant rate in effect.

The Customer's installation for such Temporary Service will be subject to the requirements of building and planning legislation.

The Customer will indemnify the Network Licensee against any and all liability, proceedings, suits, cost or expense for loss, damage or injury to persons or property, in any manner directly or indirectly connected with or arising out of the Service.

312 Identification of Employees

Every employee of the Network Licensee who is authorised to

enter Customers' premises for the purpose of reading meters, investigating and repairing defects or for other legitimate Network Licensee business is provided with an identification card which is worn. These identification cards bear the photograph and signature of the employee and will be shown upon request to the Customer. The Customer has the right to verify the identity of the employee with the Network Licensee.

313 Access to Premises

The Customer consents to the entry on its premises, whether on the Network Licensee's easements and rights of way or not, of any personnel of the Network Licensee when necessary for any purpose incident to the supply or termination of Service or the exercise of any power or the performance of any obligation under the Electricity Supply Act, regulations made under it, its Network Licence or this Code.

The Network Licensee will take all reasonable precautions to avoid causing any damage on the premises and will repair all damage caused by it.

If anyone willfully or maliciously places or erects anything which impedes or hinders the easy entry, inspection, maintenance or removal by the Network Licensee of its property, it may remove the impediment or hindrance in question at the cost of the owner or the occupier of the land or premises, or both, and the Network Licensee will not be responsible for any damage caused thereby and may also (notwithstanding any agreement or contract previously existing) discontinue any supply of electricity to any Customer occupying the land or premises for such period as such impediment or hindrance

continues to exist.

The Customer agrees that as a consequence of the performance of the Network Licensee of any of the activities authorised in this rule the Network Licensee, its servants or agents will not be liable for trespass.

314 Service Charges

Service charges will be made by the Network Licensee for the provision of Service, including connection and reconnection charges referred to in Parts 2 and 8, subject to the Network Licence.

All rates and other fees of any nature charged by a Network Licensee to any Customer under this Code require approval by the Commission in accordance with the Act, the regulations, and the Public Utilities Regulatory Commission Act.

315 Security Deposit and Personal Guarantee

The Network Licensee reserves the right to demand and collect a security deposit, or in the case of a limited liability company, a personal guarantee, from any Customer the Network Licensee deems a credit risk at any time.

PART 4
LIMITATION OF USE

401 Resale of Service for Profit Prohibited

Service received from the Network Licensee is for the Customer's own use and will not be resold for profit. Where individual metering of Service is not required and master metering is used instead, reasonable apportionment methods, including sub-metering, may be used by the Customer solely for the purpose of

allocating the cost of the Service billed by the Network Licensee. Any fees or charges collected by a Customer for Service billed to the Customer's account by the Network Licensee, whether based on the use of sub-metering or any other allocation method, will be determined in a manner that reimburses the Customer for no more than the Customer's actual cost of Service.

For the purpose of this Part:

a) Service is "sub-metered" when separate electric meters are used to allocate among tenants, lessees or other entities the monthly bill rendered by the Network Licensee to the Customer for Service when these tenants, lessees or other entities are charged no more than a proportionate share of such bill based on their monthly consumption as measured by such meters. The tenants, lessees or other entities that are sub-metered are not Customers of the Network Licensee.

b) The term "cost" as used herein means only those charges to the Customer specifically authorised by the Network Licensee's rate schedule, plus applicable taxes and fees to the Customer responsible for the master meter payments. The term does not include late payment charges, returned check charges, insufficient fund charges, the cost of the distribution system behind the master meter owned by the Customer, the Customer's cost of billing the individual units and other such costs.

402 Street Crossings

The Customer may not place or extend electricity supply lines across or under a road, including an estate road, street, alley, lane, court, avenue or any other such place in order to furnish Service for

an adjacent property or separate dwelling in a multi-dwelling property through one meter even though such adjacent property is owned by the Customer, unless written consent is obtained from the Network Licensee. Consent may be given at the Network Licensee's absolute discretion when an adjacent property is operated as one integral unit under the same name for carrying on parts of the same business.

403 Compliance to Building Code

The Customer's installation must conform to the requirements of the Building Code and applicable standards and regulation and must have passed inspection by [the relevant authorities] before any connection will be made to the Network Licensee's installation.

404 Discontinuance without notice for dangerous or unauthorised use

The Network Licensee may discontinue the Service without notice if the Network Licensee has reasonable cause to believe

(a) a dangerous condition exists on the Customer's premises, or

(b) there has been any unauthorised remetering, resale, extension or other disposition of Service or use of Service or use without an intention to pay for such Service.

At the discretion of the Network Licensee, the Service may remain discontinued until the dangerous condition or unauthorised or improper use is remedied and further, where appropriate, full payment is made for the Service utilised during the unauthorised period calculated on proper classifications and rate schedules, together with reimbursement in full for all expenses incurred, including expenses for administrative work, electrical testing and inspections.

405 Discontinuance with notice

The Network Licensee may discontinue the supply of electricity to a Customer if:

(a) the Network Licensee is not reasonably satisfied that any installation, apparatus or works in or serving the Customer's premises (other than those of the Network Licensee) is in good working order and condition, is safe, complies with applicable standards and regulations and otherwise will not interfere with the efficient supply of electricity.

(b) there are any actions or threats made by a Customer or someone representing the Customer or any person on the Customer's premises that are reasonably perceived by the Licensee's employee as violent or unsafe;

(c) it is determined that the information provided on the application was incorrect or fraudulently presented; or

(d) the Customer violates the provisions of this Code.

Before disconnection, the Customer will be given a reasonable opportunity to remedy the violation.

Service may be resumed at the Network Licensee's discretion once the issue triggering the disconnection is resolved and any reconnection, legal and other costs relating to the violation or disconnection are paid.

406 Customer complaint against disconnection

Upon the filing of a complaint by a Customer with the Commission disputing the existence of a condition or activity permitting the Network Licensee to discontinue the supply of electricity under rule 404 or 405(a) or, where the violation under rule

405(d) concerns a matter that can be certified by the electrical inspector, the complaint may be referred by the Commission within three days of receipt of the complaint to the Government electricity inspector for determination, and the Network Licensee will supply electricity to the Customer if the Government electricity inspector determines that the alleged condition or activity permitting such disconnection does not exist or no longer exists.

PART 5
CUSTOMER'S INSTALLATION

501 Customer's Installation

The Customer's installation consists of all wires, cutouts, switches, appliances and equipment of every kind and nature used in connection with or forming a part of an installation for utilising Service for any purpose (except meters and associated equipment) ordinarily located on the Customer's side of the point of delivery, whether such installation is owned outright by the Customer or used by the Customer under lease or otherwise.

502 Maintenance

The Customer's installation must be maintained in accordance with standard practice and in full compliance with all applicable laws, codes and Governmental and Network Licensee written standards.

The Customer is responsible for its installation and the Customer is liable to pay the Network Licensee's charges for its repair of any such installation.

503 Protection

The Customer is responsible for the protection of all

equipment connected to the Service after the point of delivery. The Customer will protect all equipment against over current, low voltage, single phasing, voltage surges, voltage dips, power interruptions and interference, overload, phase failure, phase reversal or short circuit conditions.

504 Multi family dwellings

In multi-family dwellings, each occupant will have access to the means of disconnection of the electricity supply for that occupant and to every Over Current Device protecting the conductors supplying that occupancy.

Where the Network Licensee provides over current protection for its own equipment in a locked enclosure, the Customer is required to provide additional Over Current Devices that are readily accessible.

All meters within a single building or Multi-family Dwelling are to be grouped in one location in order to be readily accessible. In the case of six or more meters, a main switch is required to independently control power to each bank of six meters.

[505 Grounding

a) There will only be one grounding point for each installation and this should be as near as possible to the service entrance switch.

b) The neutral pole of the service entrance switch will be connected by the Network Licensee to the neutral of the service entrance conductors and to a ground rod or other approved grounding electrode supplied by the Network Licensee. The neutral of the service entrance conductors will be identified by the white or grey colour of its covering.

c) Where a grounded neutral service is rendered by the Network Licensee, the Customer will be required to identify and connect to the service neutral one conductor of each branch circuit. Identification of branch circuit neutrals will be by means of the light blue covering, or black for older installations, in case of wiring according to BS 7671 and white or grey covering in case of wiring according to US standard.]

506 Power Factor Correction

When the Customer's utilisation equipment has characteristics that produce low Power Factor, the Network Licensee reserves the right to require the Customer to install suitable equipment so that the resultant Power Factor of the installation as a whole, at the time of maximum demand is not less than 90% lagging. In those cases the Network Licensee may, on its own expense, install demand meters that measure Power Factor. The Network Licensee will apply Power Factor penalties in situations of continued failure to meet the stated Power Factor requirements.

507 Small Scale Renewable Energy Generator Interconnection for Residential Customers

The Network Licensee's interconnection policy contains the terms and conditions for interconnection between the Network Licensee's distribution system and a residential Customer's small-scale renewable energy based generation system. A copy of this interconnection policy can be obtained from [Customer service locations of Network Licensee] as well as found on the Network Licensee's website.

508 Electric Generators

Improper and unauthorised connection of a Customer's generator (or any other source of electric power) with the Network Licensee's facilities may energise the Network Licensee's lines and endanger the lives of the employees, agents or representatives of the Network Licensee who may be working on them. Customers must contact the Network Licensee for further information

and approval relating to the connection of any generator or any other source of electric power prior to their connection with the Network Licensee's facilities. The Customer will be liable to the Network Licensee for any and all claims, costs, losses and damages arising out of any such improper and unauthorized connection with the Network Licensee's facilities.

509 Hazardous Areas

The attention of Customers is drawn to Chapter 5 of the NEC, as it relates to the requirements for the installation and operation of electrical equipment in hazardous areas, where fire or explosion may be caused due to flammable gases or vapours, flammable liquid, combustible dust or ignitable fibres or flyings.

Service entrance equipment, including switches, meters and fuse boxes, will not be permitted in hazardous areas, unless strict compliance to the NEC is met and the location is approved by the Network Licensee prior to installation of such equipment.

The Network Licensee assumes no responsibility for personal injury or damage to property, arising from the utilisation of equipment in hazardous areas that is connected to its Service.

PART 6
COMPANY'S INSTALLATIONS

601 Protection of Network Licensee's Property

The Customer will properly protect the Network Licensee's property on the Customer's premises and will permit no one but the Network Licensee's agents, or persons authorised by law, to have access to the Network Licensee's wiring, meters, apparatus and other equipment.

602 Damage to Network Licensee's Property

In the event of any loss or damage to property of the Network Licensee caused by or arising out of carelessness, neglect or misuse by the Customer, the cost of making good such loss or repairing such damage will be paid by the Customer.

603 Relocation of Network Licensee's Facilities

When there is a change in the Customer's operation or construction which, in the judgment of the Network Licensee, makes the relocation of Network Licensee's facilities necessary, or if such relocation is requested by the Customer, the Network Licensee will move such facilities at the Customer's expense to a location which is acceptable to the Network Licensee.

604 Attachments to Network Licensee's Facilities

The Network Licensee, upon written request, may authorize attachments to its poles in the interest of public service.

A person will not place on or near the Network Licensee's installations any equipment or other things so as to cause, or be likely

to cause, damage to the grid, interference with the supply of Service to the Customer or others, or a dangerous condition.

A person who contravenes this rule is liable for any resulting damage. The Network Licensee may remove the equipment or thing without notice.

605 Vegetation Management

Subject to section 38 of the Act, the Customer consents to the Network Licensee trimming, and where necessary, the cutting, of trees that are likely to threaten the electrical supply to any Customer. The Customer will not trim or fell trees that are too close to power lines unless the Customer is trained for the purpose.

Once the Network Licensee has trimmed the trees of a Customer that threatens the electrical supply to any Customer, the Network Licensee will advise the Customer in writing of actions they should take to maintain the necessary clearances as stated in the Act between the trees and the power lines to avoid future encroachments to this space.

If the Customer fails to maintain the minimum required clearance between the trees and the power lines following written advice from the Network Licensee the Customer will pay for future tree trimming according to fees approved by the Commission.

606 Unobstructed Access to Network Licensee's Facilities

As stipulated in the Act, the Network Licensee will have unobstructed access to its overhead and underground facilities such as poles, underground cables, pad mounted transformers and meters in order to perform repair and maintenance in a safe, timely and cost-

efficient manner.

The Customer is responsible for contacting the Network Licensee for guidance before any construction that may obstruct the Network Licensee's access. Such construction includes, but is not limited to, building additions, decks, patios, pools, fences or pavings.

Relocation of the Network Licensee's facilities, as provided in rule 603 of this Code, may be necessary. If construction interferes with access to Network Licensee facilities requiring alteration, repair or maintenance, the Network Licensee will explore with the Customer all alternatives deemed feasible by the Network Licensee to determine the method of alteration or repair most acceptable to the Customer. When the most acceptable or only option involves the Customer removing the obstruction or the Customer taking other actions, the Customer will accomplish the work within a month. If the Customer fails to accomplish the required work within a month or to make other satisfactory arrangements with the Network Licensee, the Network Licensee may elect to discontinue Service to the Customer. In all cases, the Customer will be responsible for all costs in excess of a standard, unobstructed repair.

607 Safety Clearances to Structures

The following tables show the minimum safe working and access clearances from Network Licensee apparatus for voltages up to the listed limits. The Network Licensee reserves the right to increase the safety clearance in justified cases as it sees fit. The Network Licensee will be consulted at all times regarding specific site conditions.

Voltage (kV)	On-site Arrangement of Network Licensee Apparatus.	Minimum Safety Clearance (m)
≤13kV	Minimum clearance from Network Licensee apparatus to structure that no persons can access. (An example would be the side of a building that has no windows and where all other safety clearances comply).	1.0 m
≤13kV	Minimum horizontal clearance where persons can gain access.	2.5 m
≤13kV	Minimum vertical clearance where persons can gain access.	3.0 m
>13kV	Minimum clearance from Network Licensee apparatus to structure that no persons can access. (An example would be the side of a building that has no windows and where all other safety clearances comply).	1.3 m
>13kV	Minimum horizontal clearance where persons can gain access.	3.0 m
>13kV	Minimum vertical clearance where persons can gain access.	3.6 m

608 Service Location and Route

Prior to the installation of new electricity lines or the relocation or replacement of existing lines, the Network Licensee will provide the Customer a written estimate of the cost of the underground or overhead line works based on the Network Licensee's preferred supply route to the point of delivery.

The Network Licensee will determine the preferred supply route and location of the point of delivery. The facilities will be located as determined by the Network Licensee, to maximize their accessibility for maintenance and operation. In general, the approved route will be the shortest distance to the nearest distribution facilities of the Network Licensee located on any adjacent public highway, or on the legal right-of-way to the Customers' property and

such that it does not cross adjacent or adjoining properties.

The Customer may specifically request an alternative service feeder arrangement. If the alternative supply route and location of the service position is mutually agreed upon with the Network Licensee, prior to commencement of the installation and is more expensive then the preferred route, then the alternative will be considered by the Network Licensee subject to confirmation that any associated differential cost will be met in full by the Customer.

In cases where properties are landlocked or where legal rights-of-way have not been determined or where an estate developer wishes to provide common utility facilities the responsibility for providing suitable routes that cross private properties is the responsibility of the Customer. In such instances, the Customer must provide to the Network Licensee, either from themselves or from the owner of the neighbouring property, an easement covering the placing in, on or under the land of the necessary Network Licensee equipment and cables and for any subsequent access to perform maintenance or repair. This includes an easement for any permanent accommodation for the Network Licensee's high Voltage equipment, including switchgear and transformers that the Customer will provide. The Customer must obtain any necessary permissions from the Department responsible for physical development and provide an easement to the Network Licensee relating to all structures and equipment, granting perpetual and transferrable rights to the Network Licensee. The easement must be established before any construction starts.

The Network Licensee will provide and maintain the supply

connections to the meter that is the Service entrance equipment. The Customer has the responsibility to provide a suitable route by which the cable may be run. No wiring or equipment, other than the Network Licensee's cable and equipment, will be permitted in the Service entrance pipe or raceway.

The Customer, as a consequence of receiving Service, is deemed to have accepted and agreed to the installation and continued presence of all HV and LV cables and equipment. The Network Licensee will consider all requests to move cables and equipment of the Customer upon agreement of the Customer to pay for same.

609 Underground Cables

Where underground cables are required, the Customer will, at their own expense, excavate a suitable trench along the designated route. The trench will be dug to a sufficient depth to provide the required minimum equipment depths as detailed on the Network Licensee's trenching specification drawing. The minimum equipment depths will vary depending on the cable and other utility equipment to be buried in the trench. The Network Licensee will normally install cable in conduit and the Network Licensee will specify the required diameter. All bends will have a large radius to allow cable to be pulled into it. The bend radius for different diameter ducts is specified on the trench specification drawing. Yellow plastic warning tape will be provided by the Network Licensee and must be buried as specified in the trenching specification drawing

The underground cable and other equipment associated with the underground service will remain the property of the Network Licensee and will be maintained by the Network Licensee at its

expense. However, should the cable be damaged by the Customer or his agent, then the cost of necessary repairs will be borne by the Customer.

In the event that increase in the Customer's Service loading will render it necessary to increase the current-carrying capacity of the underground Service, the Network Licensee will normally charge for the Service upgrade. This charge includes any required new cable, equipment or the labour to specify and install them.

PART 7
BILLING

701 Billing Month

The expression Billing Month as used in this Code is an interval between successive regular meter reading dates, which interval may be 30 days, more or less.

702 Regular Bills

Regular bills for Service will be rendered monthly. Bills are due when invoiced. Bills will be delivered, mailed or emailed to the Customer at the service address or some other mutually agreed upon address or email address.

If delivery by email is agreed upon, it is the Customer's responsibility to ensure that he or she can receive the emails and open and read the respective attachments. The Network Licensee or invoicing entity will not be responsible for any bounced email submission.

703 Prorated Bill

The bill may be prorated if the billing period is for more or

less than a full month. Proration will affect the facilities charge and/or the minimum charge.

704 Estimated Bills

Estimates may only be used when access to a Meter is not available. Any estimate made is based on previous monthly consumption and, as an electric meter registers on a cumulative basis, any discrepancy will automatically be corrected when the next actual reading is taken. Service is liable to be disconnected after three successive estimated readings.

705 Application of Rate Schedules

Service will be measured by a single metering installation for each point of delivery. The Network Licensee will establish one point of delivery for each Customer and calculate the bill accordingly. Two or more points of delivery will be considered as separate Services and bills and will be separately calculated for each point of delivery. The Network Licensee may adjust the measured kilowatt demand of a Customer to compensate for an abnormal demand level due to testing of electrically-operated equipment prior to general operation provided that the Customer contacts the Network Licensee in advance and schedules the testing at a mutually agreed upon time.

706 Other Services

Other Services tied to the Service account are billed on a monthly basis on the Service account and subject to the account's terms and conditions.

707 Non-Receipt of Bills

Non-receipt of bills by the Customer will not release or diminish the obligation of the Customer to pay them.

PART 8
PAYMENT OF ACCOUNT

801 Payment Options

The Customer will pay its accounts through any of the Network Licensee's offered payment options.

802 Disconnection for Delinquency

The Network Licensee reserves the right to disconnect Service if the Customer's account is delinquent. An account becomes delinquent if a Bill is not paid within thirty (30) days from the invoice date. Written notice will be given to the Customer of delinquency. Service may be discontinued not before the expiration of 5 business days after such notice is issued.

803 Use of Security

The Network license may draw upon the security (including any accrued interest) for settlement of the bill and interest will immediately begin to accrue on any remaining unpaid balance unpaid by the Customer at the rate of seven (7) percent per annum until the Customer's account is paid in full.

The Customer is required to replace the security to the same extent as previously required by the Network License or in such greater amount as the Network Licensee, in view of any delinquency in payment of the invoice, may reasonably require by notice to the Customer.

If a Customer fails to comply with a notice served on him or her by a Network Licensee or to replace the security as required under this rule, or such security otherwise becomes invalid or insufficient, the Network Licensee may discontinue the supply of electricity to the Customer for so long as it is not furnished with sufficient security by such Customer.

804 Customer responsible for legal and other expenses

The Customer agrees that all agency charges, legal costs and other expenses incurred by the Network Licensee in attempting to recover overdue amounts to the Network Licensee for any Service will be charged to the Customer's account.

805 New occupier not responsible

If the occupier of any premises quits the premises without paying any amount due to the Network Licensee in respect of charges for electricity or any other charges, the Network Licensee is not entitled to require from the next occupier of the premises the payment of the amount due, unless that occupier has undertaken with the former occupier to pay that amount or exonerate him or her for the payment of that amount.

806 Reconnection

The disconnection will continue until the Customer pays the arrears, the Network Licensee's reasonable charges for the reconnection, any deposit allocated to the Bill, any further deposit that may be requested by the Network Licensee in view of the delinquency and all agency charges, legal costs and other expenses incurred by the Network Licensee in attempting to recover overdue amounts.

The Network Licensee will be under an obligation to resume the supply of electricity before the end of the period of two working days beginning with the time when the Customer has made good the default and made the payments above, or such longer period as is reasonable under the circumstances.

PART 9
METERS

[Comment by Sven: The metering section should be expanded by stipulations regarding the installation and use of smart meters and pre-paid meters.]

901 General Policy on Metering

The supply of electricity to a Customer by the Network Licensee is to be recorded by meters supplied and maintained by the Network Licensee, which meters will be certified in accordance with this Part. Such meters may be any apparatus the Network Licensee thinks fit for the purpose of ascertaining or regulating—

(a) the amount of electricity supplied to the Customer;

(b) the number of hours during which the supply is given;

(c) the maximum power taken by the Customer; and/or

(d) any other quantity or time connected with the supply.

Where electricity is supplied through a certified meter, the register of the meter will be evidence of the quantity or time connected with the supply unless there is evidence to the contrary.

902 Location of Meters

Meters (other than meters in place on the commencement date) will be fixed on the premises of a Customer on the exterior of any building or structure or other exterior location (such as a pole)

designated by the Network Licensee. Meters in place on the commencement date may be relocated by a Network Licensee in the manner provided in Part 3.

The Customer is responsible for allotting to the Network Licensee a place in which to install the meter service entrance equipment that is acceptable to the Network Licensee. The meter and services switch, or circuit breaker should always be located in a readily accessible location and as close as practical to the point where the service conductors enter the building and in a location suitable for accessing the meter, so that the visits of the Network Licensee personnel will cause the minimum inconvenience to the Customer and the Network Licensee. The meter installation can either be outside or inside the buildings.

Service equipment should not be located in places that are Confined Space access such as access only through trapdoors or are otherwise inaccessible. The meter may not be located in any place that the Network Licensee considers hazardous.

The Customer will keep the meter location clear of obstructions at all times in order that the metering equipment may be accessed.

903 Metering Expenses

A Network Licensee will, at its expense, keep all meters supplied by it for the purpose of determining the consumption of electricity by any Customer in proper order for correctly registering the consumption by means of periodic inspections and testing at such intervals as the Network Licensee considers reasonable or as requested by any Customer under this rule.

Except as otherwise provided in this Code or the Electricity

Supply Act or regulations, the expenses of and incidental to the removal, testing, inspection or replacement of a meter incurred by a Network Licensee in pursuance of this section will be borne by the Network Licensee.

Without prejudice to the Network Licensee's rights, where metering expenses are incurred by the Network Licensee by reason of any act or omission of the Customer, or by the Customer's explicit request, the Network Licensee may recover the reasonable amount of such expenses from the Customer by deducting such amount from the security provided by such Customer upon ten days' written notice to the Customer or may at its option include such expenses in its monthly invoice to the Customer.

However if the Customer notifies the Network Licensee in writing upon receiving such notice or invoice that it disagrees that it should be liable for such amount, then the Network Licensee will be required to obtain a civil judgement upon which to collect the debt by the means provided in this rule.

904 Certification of Meters

A meter is duly certified under this Part if it is certified by the Government electricity inspector to be a meter capable of determining the consumption of electricity within reasonable limits of error as a standard meter approved by the Government electricity inspector.

If an alteration is made in a certified meter, the meter will cease to be a certified meter unless it is again certified under this Part.

A person who uses a meter, other than a certified meter for determining the supply of electricity by the company commits an offence unless he or she believes, on reasonable grounds, that the

meter was certified.

The Network Licensee will provide and maintain in proper condition apparatus approved by the Government electricity inspector for examining, testing and regulating meters used, or intended to be used, in connection with the supply of electricity by the Network Licensee, including sealed and certified standard meters.

The Network Licensee will afford to the Government electricity inspector all necessary facilities for the use of this apparatus for the purpose of exercise and performance of his or her powers and duties under the Act in relation to such meters.

905 Setting and Removing Meters

Only a duly authorised agent of the Network Licensee or a person authorised in writing by the Network Licensee will set or remove, turn on or turn off, or make any changes which will affect the accuracy of meters. Connections to the Network Licensee's system are to be made only by its employees and agents.

All meters will be sealed by the Network Licensee.

Each Customer installation will be separately metered. If two or more meter installations are made in one building, such as an office building or multiple dwelling units, they must be grouped in one location so as to be readily accessible. In the case of six or more meters, a main switch is required to independently control power to each bank of six meters.

In instances where meters are grouped together and prior to meter installation, the Customer has the responsibility to mark the meter box inside and outside indicating the appropriate Service. The Network Licensee will not fuse or turn the meter into the active

position until the proper marking is done and [Government] approval is also given to the Network Licensee. The Network Licensee will make its best effort to fuse or turn the meter into the active position within [5] working days after [Government] approval.

906 New or change of Service

During the installation of new or a change of Service, in one location, only one meter is allowed to be used at a time on one account. The Customer cannot use a new Meter Service while the old Meter Service is still in use on the same account.

If the use of the old meter is required, the old Service must be placed and billed on a separate account.

907 Tampering

Ownership of meters and Metering Equipment lies in the Network Licensee. Tampering with or unauthorised connections to the Network Licensee's meter or meters, or meter seals or locks or any other property of the Network Licensee or indications or evidence thereof, will subject the Customer to any and all of immediate discontinuance of Service, prosecution, adjustment of prior bills for services rendered and reimbursement to the Network Licensee for all extra expenses, including repairs, as is appropriate in the circumstances.

908 Meter Tests

The Network Licensee will employ every practicable means to maintain the commercial accuracy of its meters. Meter tests and billing adjustments for inaccurate meters are in accordance with the methods, procedures and calibration prescribed by industry standards

and the manufacturer of the equipment.

The Network Licensee will test Customer meters against a standard meter (which will have been sealed and approved by the Government electricity inspector under rule 904), and supply the Customer and the Government electricity inspector with a certificate showing the result of the test. The Government electricity inspector will be notified of, and may (upon notice to the Network Licensee) supervise any test carried out pursuant to these provisions.

Any test conducted by the Network Licensee in response to a Customer request may be subject to a fee to which Part 3 applies.

909 Faulty Meter

If a meter is found, when tested by the Network Licensee, to register erroneously by comparison with the standard meter—

(a) the meter will be considered to have registered erroneously to the degree so found since the date which falls midway between the penultimate date on which the register of the meter was last tested and the date of the test, unless it is proved to have begun to register erroneously on a later date;

(b) the test result will be conclusive evidence of the accuracy of the Customer's meter.

If the result of the test shows that the meter is registering more than three per cent above or below the registration on the standard meter, the network license will replace the meter in question, and will refund to such Customer the amount of any test fee paid by such Customer.

910 Failure of Meter

When a meter has failed, or part or all of the metering equipment is destroyed, billing will be estimated based upon the results of check metering equipment or other available data.

[911 Installation Options

When the Meter Service Equipment is installed outside the building, the following arrangements are available:

[i) 100 Amp 1 phase outdoor wall-mounted socket meter.

ii) 100 Amp 1 phase wall-mounted Service enclosed within a purpose-built enclosure provided by Customer. This type of installation also applies for all meter Service equipment ratings over 100 Amp and for 3 phase installations.]

For indoor installations the preferred location for the Service equipment is on the ground floor close to the centre of load.

912 Installation Dimensions

Unless otherwise agreed, meter installations will be installed at approximately 1.5 m above floor level. The dimensions required for accommodation of Meter Services will be agreed upon receipt of the Network Licensee estimate letter for Service.

The Customer is responsible for arranging connection of a new installation to the Network Licensee meter tails.

913 Meter Readings

Meters are normally read every month. Meter reading is on a continuous basis and any meter in a given location will be read on

approximately the same date each month. The actual reading date and the previous reading date are shown on the bill.

914 Metering at High Voltage

Service at high voltage will be the subject of special negotiations between the Customer and the Network Licensee.

Customers will consult the Network Licensee well in advance in all cases.

915 Evidence of Consumption

When Service used is measured by meters, the Network Licensee's accounts setting out the charges based on the meter measurement, will be accepted as final and binding and may be used in a court of law or any other venue to establish the quantity of electricity used by the Customer, unless it is established that the meter is not accurate within the limits specified by the manufacturer's calibration.

Made this day of , 2016.

DR. THE HONOURABLE KEITH MITCHELL
Minister of Finance and Energy.

GRENADA

PRINTED BY THE GOVERNMENT PRINTER, AT THE GOVERNMENT PRINTING OFFICE, ST. GEORGE'S
2015.