

6.1 How to read the electricity Statement of Account

Please contact our website for the bills at URL <http://www.ceb.intnet.mu> or contact your nearest Customer Service Centre.

6.2 Different types of tariffs

Please contact our website for the tariff categories: at URL <http://www.ceb.intnet.mu> or contact your nearest Customer Service Centre.

7. Giving Customers more payment options

A range of options is offered to our customers for payment of electricity bills for their convenience:

- By Direct debit from bank accounts;
- At CEB Cash Offices island-wide;
- At the Post Office;
- Through electronic payment channels (*Please refer to our website for more details*);
- At some CWA offices (*Please refer to our website for more details*);
- By mailing a cheque to CEB Head Office, Curepipe (*the date of payment will be considered as the date of reception at the CEB*);

8. Complaints & Enquiries

The CEB is committed to handling customer complaints and enquiries in a courteous and efficient manner. Customers can contact the CEB by the following means:

- Phone (From 8:30 to 16:00 hours) as per the following table;
- Call in person at Customer Service Walk-in centres as per the following table (From 8:30 to 16:00 hours);
- Mail to **The Senior Customer Services Officer, CEB Royal Road, Curepipe**
- Email to **customerservice@ceb.intnet.mu;**
ceb@intnet.mu;
- Website - **<http://www.ceb.intnet.mu>**

The following Customer Service Offices can be contacted as per Table below:

Section	Telephone	Fax	Section	Telephone	Fax
Bambous	452 1526	-	Pamplemousses	243 7525	243 3748
Bramsthan	413 2589	413 2336	Port-Louis	210 9022	212 3301
Curepipe	601 1240	675 7963	Quatre Bornes	467 0723	465 0446
Flacq	413 1352	-	Rivière du Rempart	412 4295	-
Goodlands	283 9516	283 7279	Rose Hill	401 2000	464 7453
La Mivoie	483 6145	483 5099	Souillac	625 5544	625 5757
Mahébourg	631 3924	631 9470	Rodrigues	832 0210	8312405

In case you are still not satisfied with the above contacts, you may contact the CEB at the Head Quarters and request an appointment with the Customer Services Manager at the following address:

Central Electricity Board, Royal Road, Curepipe
Tel: +230 601 1100 Fax: +230 675 7958
Email: customerservice@ceb.intnet.mu

8.1 Emergency Repair Service – Dial 130

For any emergency repairs or complaints relating to faults/power interruptions – a 24-hour reporting service, please dial 130. The CEB endeavours to attend to complaints in connection with the above within 24 hours.

9. Reporting faults and emergencies

The CEB is committed to handling customer calls in a courteous and efficient manner. All planned outages are communicated to the public through the media.

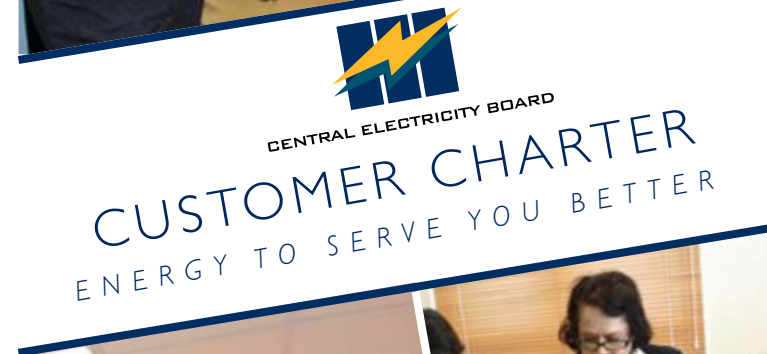
If customers have a power outage but notice that their neighbours still have power, they are advised to check their fuses or circuit breakers. If everything is found to be in order, then customers can call CEB's emergency fault line on 130, which will also provide up-to-date information on outages whenever available.

10. How can customers help the CEB?

- Giving to CEB officers safe and convenient access to sites where CEB meters and installations are located;
- Informing the CEB in the event of not receiving their monthly bill;
- Reporting any power interruption;
- Informing the CEB of any increase in their load at their premises;
- Reporting cases to the CEB where customers tamper with their meters;
- Avoiding interference with any broken lines;
- Preventing anyone else to interfere with their electricity meter;
- Informing the CEB through 130 of any street lighting problems; e.g. black- out or daylight burning of a series of lanterns;
- Making a global effort towards energy saving and teaching children how to save energy;
- Reporting installations that are suspected to be unsafe;
- Reporting cases whereby branches that are touching with CEB conductors.

11. The CEB will make every effort

Occasionally, in exceptional circumstances, the CEB cannot meet customers' service requests. These include: when customers' premises cannot be accessed by CEB personnel during cyclones, emergencies, major disruption to supplies, and as a result of action by third parties (such as vandalism), or risks to safety. Although guarantees cannot be offered in these cases, the CEB, nevertheless, undertakes to make every effort to give customers the best possible service.



1. Objectives of this Charter

The main objectives of this Customer Charter are to:

- (1) Inform customers of their rights and obligations and of services provided by the CEB.
- (2) Set operational standards for service delivery by the CEB with a view to meeting the expectations of its customers.

2. About the CEB

The CEB was established on 8 December 1952 pursuant to the Central Electricity Board Act (1952). The main functions and duties of the Board are to prepare and carry out development schemes with the general object of promoting, coordinating and improving the generation, transmission, distribution and sale of electricity for all purposes throughout Mauritius, as required.

3. Obtaining CEB Clearance for Building Permit purposes (Approval of Plan)

Documents to be provided for Approval of Plan for CEB Clearance

The applicant or promoter should make an application at any counter of any CEB Customer Service Centre with the following:-

- Two identical sets of scaled drawings constituting of a location plan, a site plan, one plan view and any two side elevations, adjacent to access roads to the plot of land, with the relevant section drawings. Drawings are to be submitted with their authorised original signature / seal of architect, and preferably in A3 Size.
- National Identity Card and contact details of applicant. In addition, customers who are already electricity account holders with the CEB, should produce their Business Partner Number or a recent copy of their electricity bill.
- A sum of Rs 375[†], for the required processing fee, payable upon application for CEB clearance (*the processing fee is subject to revision on a periodic basis*).

4. How to make an application for a domestic supply?

4.1 For a domestic supply

To connect an electricity account for residential purposes, an application must be made in person or in writing, together with the following documents:

- (a) National Identity card of the applicant;
 - (b) A copy of the title deed of the property where application for new supply is being made;
- Or a copy of a Lease Agreement, if applicant is a resident on State Land;
 - Or a copy of a transcription, if the land has been transcribed to the applicant;
 - Or a letter of authorisation from the landlord, if customer is a tenant, as well as a copy of the landlord's title deed;

- (c) Building and Land Use Permit for the said premises, wherever applicable;
- (d) A list of the declared electrical appliances to be connected in watts/kilowatts.

For any other case, please contact a Customer Service Agent of any CEB Customer Service Office.

5. Connecting Customers

5.1 On making an application

Each application will be given a specific Business Partner (BP) Number, which the customer will have to use whenever he/she will contact the CEB.

A Technical Officer will endeavour to visit the proposed site for electrification within five working days following an application. In case the CEB Low Voltage network is available and that the load request of the applicant can be supplied, the Technical Officer will inform the applicant of the works to be done by his/her qualified electrician. It is important to note that the installation of a RCD (Residual Current Device) is mandatory.

After completion of works as required, the applicant **must** inform a CEB Customer Service Agent of any CEB Customer Service office, by calling in person, or by phone or through a letter, through e-mail (the contact details are readily available in the Telephone Directory or on our website: www.ceb.intnet.mu). The Technical Officer will then carry out a second visit within five working days to ensure compliance and to verify the quality of the works.

However, in the event that the Low Voltage network is not available, the applicant will be asked to pay a processing fee for the preparation of a cost estimate with respect to the extension of the Low Voltage network. This cost estimate will be eventually claimed to the applicant.

5.2 Connecting the premises to the electricity network (domestic supply)

Connection Fees and Security Deposit for Domestic Tariff*

Item	Single Phase	Three-Phase Without Current Transformers	Three-Phase With Current Transformers
Security Deposit	Rs 200 (Tariff 110)	-	-
Security Deposit	Rs 600 (Tariff 120)	-	-
Security Deposit	Rs 1 200 (Tariff 140)	Rs 1 200	Rs 1 200
Connection Fees(Rs)	Rs 750	Rs 1 500	Rs 3 000

*This tariff is subject to revision at any time as approved by the Board

If works undertaken under 5.1 are compliant, the applicant will be requested to pay a connection fee and a security deposit (see following table). After payment, the CEB will endeavour to connect supply to the said premises within ten working days.

A statement of account (electricity bill) will be delivered to the customer approximately two months following the effective connection of electricity.

5.3 Disconnection

(a) If a customer wishes to terminate his/her electricity account, he/she must apply for disconnection of the supply and settle any amount due on his/her electricity account prior to closure of the said account.

- (b) The power supply to the customer's premises will be disconnected:
- If the customer has not paid his/her bill by the due date;
 - If the customer has consumed electricity illegally;
 - If the customer's electrical installation is found to be unsafe;
 - In the event of CEB officers not having access to the customer's meter for 3 consecutive months and the meter remains inaccessible despite written request from the CEB.

5.4 Reconnection

If the customer's supply has been disconnected for non-payment, the customer will be required to pay a reconnection fee of Rs 450[†] within fifteen days from date of disconnection. After that period, the account will be closed. The CEB will take legal actions to recover any outstanding balance on the account. Once the account has been closed, the customer shall have to follow steps in sections 4 and 5.1 above to obtain a new electricity account.

[†] This fee is subject to revision at any time as approved by the Board

6. What is a Statement of Account?

Statements of Account are required to be paid on or before the due date specified on them. A **Statement of Account** (SoA) is a document which the CEB provides to its customers whereby it lists all transactions in the account over a given period.

