

# Customer Charter

## Our electricity services









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## 1. INTRODUCING THIS CHARTER

Enemalta plc is the distribution network operator and the supplier of electricity services in the Maltese Islands. Our mission is to provide you with safe, sustainable and cost-effective energy solutions whilst striving to meet your expectations, by empowering our employees to deliver efficient and reliable services.

This Charter defines the terms and conditions of our services, including our commitments and responsibilities to you

as our customer, your corresponding obligations to our Company, as well as details about the support that we will provide you when things go wrong.

Our electricity services are licensed, authorised and regulated by the Regulator for Energy and Water Services, which has contributed to the drafting of this Charter. Our services are also primarily governed by the Enemalta (Transfer of Assets, Rights, Liabilities and Obligations) Act (CAP 536), the Electricity Supply Regulations (S.L. 545.01), the Electricity Market Regulations (S.L. 545.13), the Network Code and any other applicable legislation. Electrical installations in Malta and Gozo are also regulated by the Electrical Installations Regulations (S.L. 545.24). The applicable regulations, the Network Code as well as the latest version of this Charter, can be downloaded from our website on [www.enemalta.com.mt](http://www.enemalta.com.mt).

## 2. GETTING IN TOUCH

The Enemalta customer care team and our subsidiary customer support and billing company Automated Revenue Management Services (ARMS) Ltd can answer your queries and provide the support you may need whilst using our services.

We seek to provide you with the assistance or information you require as quickly as possible.

When using any of the channels indicated in this section to get in touch with us or ARMS, you are required to quote your account number, your meter number (if applicable) and an accurate address of the property where assistance is required. Your account number and meter number are listed in your water and electricity invoices (billing document). Your electricity meter number is also printed on the meter itself.

### When should you contact ARMS Ltd?

ARMS provides Enemalta with a number of services, including the processing of customers' applications and billing

procedures. We encourage you to contact ARMS when you need to:

- apply for a new electricity connection at your home or business, or for a temporary electricity connection;
- apply for related services, such as the addition or reduction of load, relocation of your meter or to connect a renewable energy unit to feed into the national grid;
- pay your electricity bills (further details in Section 7 of this Charter);
- ask questions about your electricity invoices (billing document);
- provide meter readings and request an updated invoice;
- terminate your service.

You may contact ARMS on

**freephone 8007 2222**

or by email on **[customercare@arms.com.mt](mailto:customercare@arms.com.mt)**.

You may also visit one of the ARMS Contact Centres at:

- **Gattard House, Triq Nazzjonali, Blata l-Bajda, Malta;**
- **Triq l-Ifran, Il-Belt Valletta, Malta;**
- **Triq il-Kapuċċini, Ir-Rabat, Gozo;**
- **Triq il-Ħamrija, Ix-Xewkija, Gozo.**

The ARMS Contact Centres are open from Monday to Friday between 08:00 and 13:30. In summer, the Contact Centres close at 12:00 (noon). Further information about ARMS, including the relevant service application forms, are available on [www.smartutilities.com.mt](http://www.smartutilities.com.mt).

## When should you contact Enemalta's customer care team?

We encourage you to get in touch with the Enemalta customer care team to:

- report a power cut or other technical difficulties with your electricity supply;
- request technical details about our electricity services;
- inform us about damages to our electricity distribution infrastructure, including aerial lines, underground cables, poles, substations and other related equipment;
- report an irregularity, such as theft of electricity or an illegal connection to the grid;
- suggest improvements and new services;
- file a complaint;
- report damages.

You may reach our customer care team through the following channels:

## 24/7 Helpline

**8007 2224**

Call us at any time, on any day of the year, including public holidays, to request our assistance. Whilst we can provide you with emergency technical support at all times, in some other instances we may need to get back to you during office hours in order to give you additional information and assistance.

We will try to answer your calls promptly. However, there are instances when our lines are busier than usual, mostly during unplanned network disturbances affecting supply to several customers at once, or due to a sudden increase in damages to our network during severe weather conditions or other difficulties. While you wait to be answered, we may prompt you with recorded messages to inform you about areas affected by network disturbances, as well as the expected time of restoration of supply. If you think that your service is within the areas mentioned in these notifications, we respectfully ask that you hang up to help us keep the lines free for customers reporting other emergencies which we may not be aware of.



During severe weather conditions, we kindly ask you to send us queries or reports of damages, which are not disrupting supply or endangering public safety by email, so that our telephone lines are kept free for customers in need of urgent assistance.

## Emails and letters

[customercare.em@enemalta.com.mt](mailto:customercare.em@enemalta.com.mt)

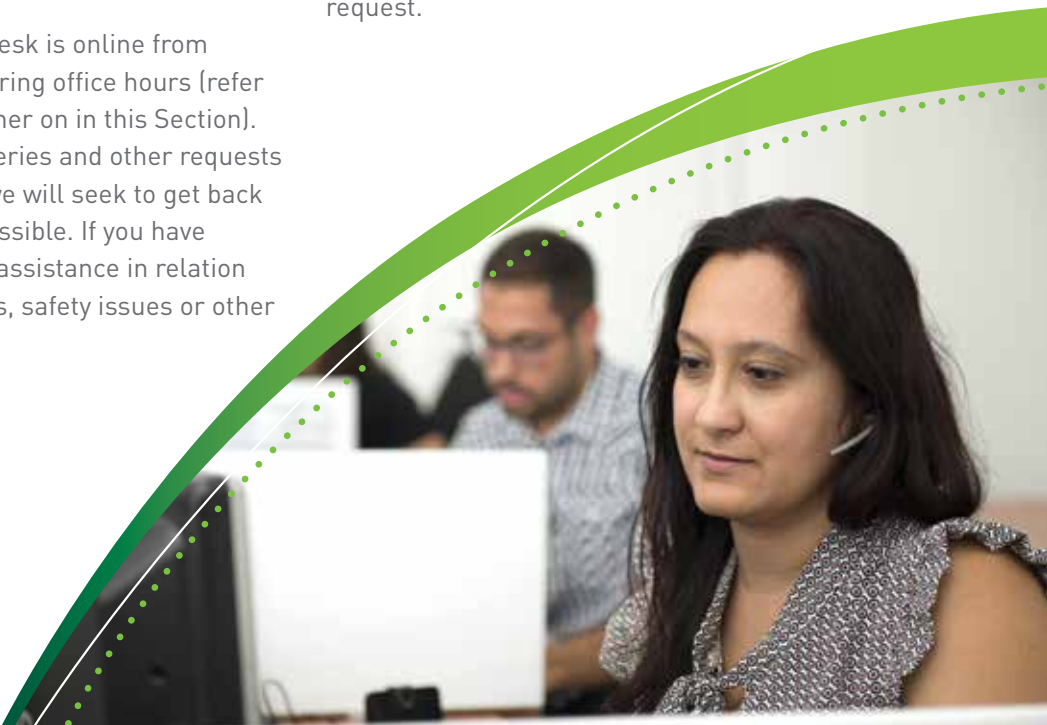
**Enemalta plc,  
Customer Care,  
Central Administration Building,  
Church Wharf,  
Il-Marsa MRS1571.**

Our email support desk is online from Monday to Friday during office hours (refer to “Visiting us”, further on in this Section). You may send us queries and other requests for assistance and we will seek to get back to you as soon as possible. If you have urgent requests for assistance in relation to supply disruptions, safety issues or other

emergency situations, kindly contact us through our 24/7 Helpline, not by email.

You may also send us complaints or suggestions by post. If you would like to send us a letter, we advise you to also include your telephone and email contact details so that we could provide you with a quicker response.

We are committed to reply to your emails and letters as soon as possible, and in any case, within seven calendar days. If we need additional time to provide the required assistance, we will send you an interim reply to keep you updated with the status of your request.



## Website and social media

[www.enemalta.com.mt](http://www.enemalta.com.mt)

Through our website, you can send us requests for information or assistance. You can also anonymously report irregularities such as electricity theft.

Our website includes information about our services and ongoing projects, latest news, service application forms and details of any social media platforms we may use from time to time.

Log on to our website to check the list of upcoming network maintenance and upgrade works requiring temporary supply disruptions in different localities.

## Visiting us

**Enemalta plc,  
Customer Care,  
Central Administration Building,  
Church Wharf,  
Il-Marsa MRS1571**

You can also meet our customer care team by visiting our offices on weekdays from 08:00 to 12:00 and from 13:00 to 15:00. In summer, we will be available from 08:00 to 12:00. We will answer your queries and guide you in obtaining the services or assistance you are looking for.



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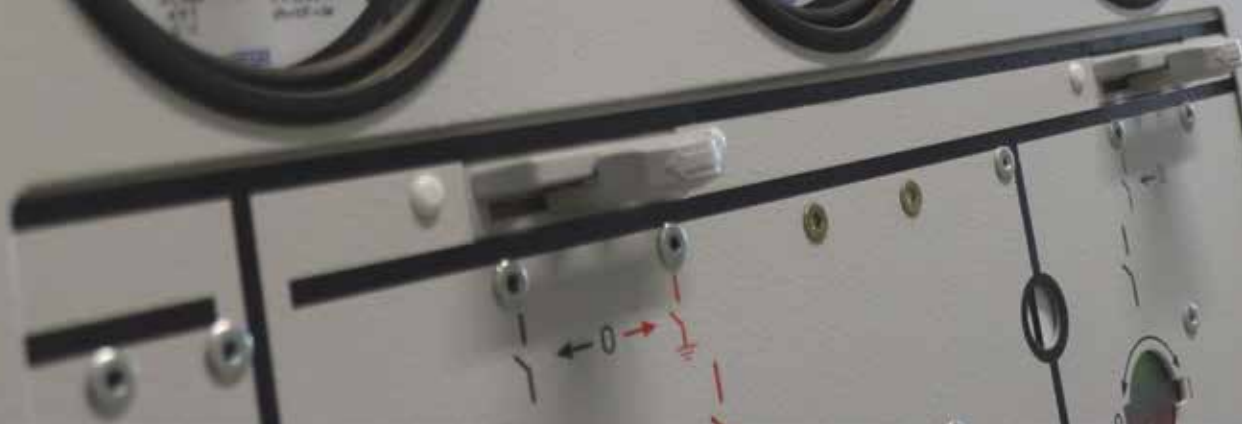


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### 3. BECOMING AN ENEMALTA CUSTOMER

You are likely to become an Enemalta customer for the first time when you develop, or buy, your first property. In this regard, you would need to apply for a new electricity service or transfer an existing electricity service to your name.

To request a new electricity service (Ae Application Form) or to transfer an existing service (F Application Form) to your name, you are invited to fill in the respective application forms, attach the specified documents and submit them to ARMS (refer to Section 2 of this Charter for further details).

All required application forms are available through the ARMS website on [www.smartutilities.com.mt](http://www.smartutilities.com.mt). Kindly read these application forms carefully, including the list of documents which we need to receive to be able to process your application. The forms also include information about the applicable fees.

### Transferring an existing account

If you are buying a property that has an electricity supply, the previous owners must fill in and sign the relevant parts of the F Application Form and settle all pending dues on their account up to the date of the contract of sale. If the previous owners of the property you are buying do not settle their pending water and electricity accounts with ARMS, you will not be able to transfer the account onto your name.

### Getting you connected

Before applying for a new service, make sure that your internal electricity circuits meet all required standards and regulations set out in the Electricity Supply Regulations (S.L. 545.01), the Electrical Installations Regulations (S.L. 545.24) and the Network Code. You must also provide us with an adequate space to install the main fuse box, the electricity meter and any other equipment required to provide you with the service. This space needs to be as close to the property's entrance as possible. In some cases, we may also provide you with specific instructions on the location of the main fuse

box and electricity meter as per applicable legislation.

Once your application for a new service is processed and all applicable fees are paid, we will provide you with an electricity supply as soon as possible within 21 calendar days, as long as no additional network development works are required.

Additional network development works are necessary when requesting a new service in areas beyond the existing network's reach, or when the existing network capacity needs to be expanded to accommodate the services you require. These works may include the extension or installation of new overhead power lines or underground cables, and any other necessary distribution equipment to provide you with an adequate supply. In such situations, we would require more time to provide you with a supply, depending on the works involved.

Sometimes, we also use additional materials and equipment specifically for your connection. If this is the case, we will provide you with a quotation for the required expenses within 30 business days from the date of validation of application. Once you pay for these additional costs (within a fixed timeframe), we will carry out the necessary works to provide you with the electricity supply as soon as possible. If you disagree to these additional costs, you can withdraw your application or refer your case to the Regulator for Water and Energy Services for its consideration. Once your application is withdrawn, we will refund any application fees paid, with the exception of an administrative processing fee.



## 4. OUR COMMITMENTS TO YOU

### Service levels

We are committed to providing you with an optimal service in line with all applicable regulations and international standards.

Here are the technical service levels of the electricity supply that we provide you with:

### System voltage

Malta's distribution system network operates at the nominal voltages listed in Figure 1.

Figure 1: **Nominal voltages**

<b>Low voltage (LV)</b>	230 V – phase to neutral 400 V – phase to phase
<b>Medium voltage (MV)</b>	11,000 V (11 kV) 33,000 V (33 kV)

Figure 2: **Steady-state tolerance**

Nominal voltage	Steady-state tolerance	Impulse voltage
230 V (single phase)	±10%	6 kV
400 V (across phases)	±10%	6 kV
11 kV (across phases)	+5, -5%	75 kV
33 kV (across phases)	+5, -10%	170 kV

Our engineers and technicians monitor and operate the distribution system to ensure that the voltage of your supply complies with these levels. Residential electricity supplies are provided through the low voltage range. The tolerance of this range shall be 230 V +/- 10% (phase-neutral). The resulting voltage at different points on the system depends on several factors, but can be expected to be in accordance with the limits specified in Figure 2, under steady state and normal operating conditions.

### **System frequency**

The nominal frequency of the distribution system voltage is 50 Hz. We aim to maintain the cumulative frequency drift over a 30-day period as close to zero as possible. Under normal operating conditions, the mean value measured over 10 seconds of the fundamental frequency shall be within the following range:

- 50 Hz  $\pm$  1% (i.e. 49.5 to 50.5 Hz) during 99.5% of a year;
- 50 Hz -5/+4% (i.e. 47.5 to 52.0 Hz) during 100% of the time.

You may refer to Section 9 of this Charter for information on how to report voltage or frequency difficulties affecting your service.

### **Security and continuity of supply**

We are committed to providing you with an uninterrupted electricity supply. However, there are instances when switching off your supply is necessary to allow our employees



to safely carry out repairs, maintenance or upgrades to the network.

When developing electricity generation and distribution systems, we seek to achieve the necessary flexibility to ensure that, in the event of breakdown in any part of our infrastructure, alternative capacity and network connections are immediately available to restore your services. Enemalta invests in ongoing upgrades of its systems to maintain and enhance this level of flexibility.

In order to minimise the risk of unplanned supply disruptions caused by system malfunctions, we plan and apply a rigorous, continuous maintenance schedule to service our generation and distribution equipment. In some cases, these planned works cannot take place unless the electricity supply is temporarily disrupted. Through different channels, we seek to notify you two days before any planned supply disruptions are scheduled to take place. In some cases, we may need to disrupt your supply for safety reasons or for emergency repair works. In these situations, it may not be possible to notify you in advance. A list of all upcoming scheduled maintenance works is available on

our website on [www.enemalta.com.mt](http://www.enemalta.com.mt). Through our website, you may also subscribe to our free notification service. Once you have subscribed and chosen the streets you are interested in, we will start advising you about planned interruptions of service at least two days in advance, through text message (SMS) and/or email.

Whilst our target is to avoid any interruptions to your supply, we seek to make sure that you are not affected by more than five planned interruptions a year.

In spite of our ongoing preventive measures, some unplanned interruptions are beyond our control and cannot be avoided. Enemalta binds itself to provide the necessary standby personnel and equipment at all times, to carry out repairs as quickly as possible, without putting the safety of our customers, the public and our employees at risk.

When you are affected by an unplanned disruption, we seek to deploy our technical response teams to restore your supply as soon as technically possible, normally within 24 hours. In exceptional circumstances, such as major difficulties in a primary substation



or other critical infrastructure, additional time may be required. When possible, alternative supply arrangements can be made available to customers.

Our technicians will keep the customer care team updated with all developments until your supply is restored. You may refer to Section 2 of this Charter for information on how to get in touch with our 24/7 customer care team.

## Related services

You may need other electricity services from our Company. We are committed to offer these services at a fair price and within a reasonable timeframe. To request one of these services, kindly fill in the appropriate application form and submit it to ARMS, as explained in Section 2 of this Charter. Each application form includes details about relevant regulations and terms and conditions as well as a list of documents which are necessary for the service you are interested in. More details about the fees of these services are specified in the Electricity Supply Regulations (S.L. 545.01).

A full list of services is available on the ARMS website on [www.smartutilities.com.mt](http://www.smartutilities.com.mt). Here are some of the most popular services we can provide you with:

### **Alteration of Electricity Service (Form Be):**

This form may be used when you need to increase or decrease the contracted load of your electricity supply, or when you need to shift your electricity meter to another, nearby, location within the same property.

**Removal of Service (Form Ce):** This service is required when you no longer need the electricity supply we provide you with and would like to remove the meter and all related equipment. This form must invariably be submitted when a building supplied with an electricity service by Enemalta is going to be demolished.

### **Deviations/Gaiters/Switching off Low**

**Voltage Feeder (Form De):** Through these services, we can assist you by deviating or covering aerial lines that are close to sites or buildings, so that you can safely carry out maintenance, demolition or construction works. In certain cases, you may also request to temporarily disconnect low voltage cables

passing through or close to a site or building, in order to carry out similar works safely.

**Connecting a renewable energy installation to the grid (Forms CHP, PV and We, as applicable):**

As the electricity network operator, we are responsible for providing you with the necessary metering and connection equipment to use your renewable energy generators (such as wind turbines or photovoltaic panels), to feed electricity to the grid. For more information regarding our process for connecting renewable energy generators to the grid, kindly refer to our website or contact our network engineers on [resconsult.em@enemalta.com.mt](mailto:resconsult.em@enemalta.com.mt).

Grid-connected renewable energy generators are regulated by the Regulator for Energy and Water Services. For more information about the required regulatory clearances for new grid-connected renewable energy generators, refer to the ARMS application form for this service or visit [www.rews.org.mt](http://www.rews.org.mt).

## Confidentiality

Upon becoming an Enemalta customer, you accept to provide us with personal information about yourself, your family or business, and your property. Along with ARMS, we are committed to only use this information in procedures directly related to the service you are receiving, and in strict adherence to the provisions of the Data Protection Act. You have the right to access, correct, and where applicable, erase any data concerning you. ARMS and Enemalta guarantee fair processing of your personal data.



## Safeguarding the environment

As part of an ongoing commitment to minimise any negative environmental impact, our electricity generation and distribution operations are governed by a strict environmental management system. This procedure ensures that we adhere to international best practices in environment protection and pollution control, and that we continually review our operations to reduce our impact on the environment even further.

Our environmental management system is internationally certified under the ISO 14001:2015 standard. As part of our commitment to you and to the wellbeing of

future generations, every year we commission independent international certification bodies to examine our operations and confirm recertification of this prestigious standard.

## 5. YOUR RESPONSIBILITIES

We understand that, as a paying customer, you are not expected to go out of your way to receive the services you need. However, we also depend on your support and collaboration in order to sustain our operations and maintain an adequate level of service. We also encourage you to always keep in mind that all electricity services must be handled carefully and safely, in order to avoid the risk of damage or injury.

### Accurate account details

It is highly important that you inform us of any changes in your account address, contact details or other information related to your electricity service. We may not be able to provide you with administrative or technical support if your account address and other related details are not correct and updated. It is also your responsibility to let us know of any changes to your billing address to make sure that you continue to receive our invoices in time and avoid late payment fees or other consequences. If you notice that the billing or service address listed in your invoice is incorrect or contains missing details, kindly inform ARMS as soon as possible.

### A safe circuit

When applying for a new electricity service, we ask you to provide a certification by an authorised service provider (licensed electrician) and (where applicable) a warranted electrical engineer confirming that your property's internal circuit complies with all applicable legislation, regulations and engineering best practices, and that it is safe and ready to be energised. You are always solely responsible for the safety and maintenance of any electrical equipment within your property beyond our electricity meter. You are obliged to ask your authorised service provider (electrician) and (where applicable) warranted electrical engineer to periodically test and certify your internal installation. If you suspect a fault in your internal electricity system, switch it off immediately and have it checked by a licensed electrician and (where applicable) a warranted engineer.

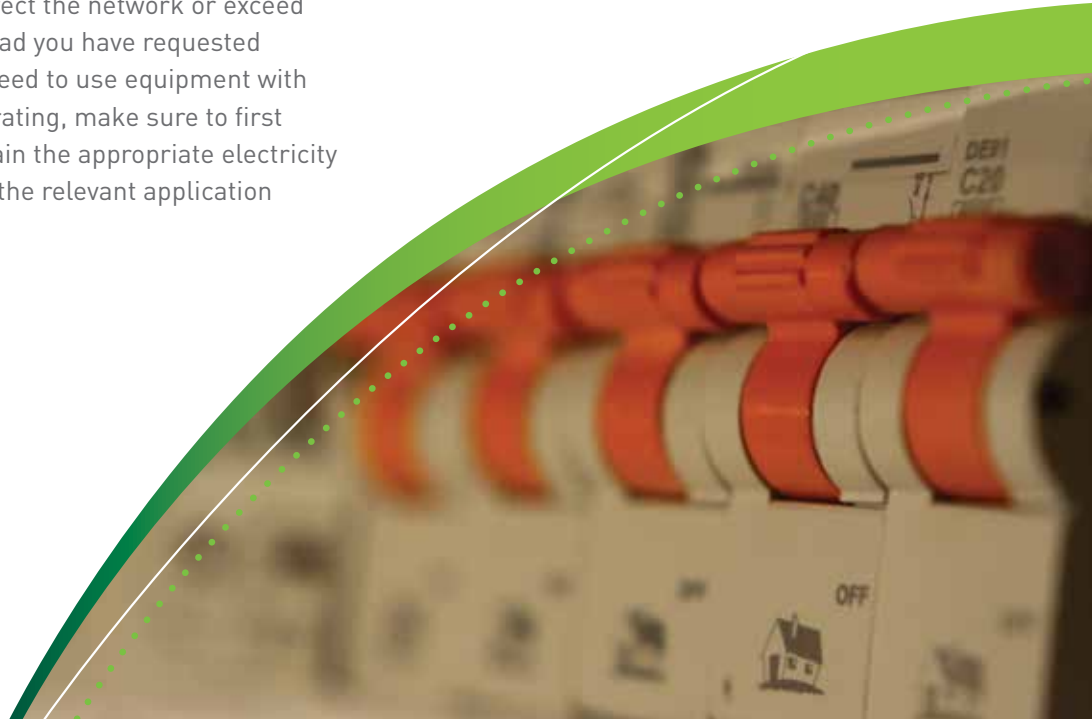
As per local legislation (S.L. 545.24 Electrical Installations Regulations), you are obliged to make sure that your electricity system is adequately protected from the effects of external or internal disturbances or malfunctions. These safeguards include

appropriately-rated circuit breakers, an overvoltage protective device and a residual current device with an effective earth connection. It is also recommended that you install a surge protection device for additional protection from surges caused by lightning or other similar unavoidable disturbances. We ask that you consult your authorised service provider (electrician) and (where applicable) a warranted electrical engineer to make sure that these devices are properly included in your circuit.

You are also responsible to ensure that the electrical equipment within your property is rated at the appropriate power so that it does not adversely affect the network or exceed the maximum load you have requested from us. If you need to use equipment with a higher power rating, make sure to first request and obtain the appropriate electricity service through the relevant application

procedures (Refer to Section 2 of this Charter). Electrical equipment, appliances or machines rated above 1.5 kW cannot be connected to the electricity supply system unless equipped to operate at a power factor of not less than 0.9 lagging at maximum rated power. Special provisions for the connection and starting of large electric motors are included in the Electricity Supply Regulations (S.L. 545.01). You are obliged to adhere to these provisions to avoid network disturbances to other customers.

Keep in mind that electricity may be highly dangerous, and only authorised electricians or engineers should be allowed to carry out



alterations to your circuits. Any malfunction in your electricity system can cause damages, serious injury or even death.

## **Our meters and equipment**

In order to provide you with an electricity supply, we must install the necessary equipment, which may include meters, fuse boxes and supply cables within or outside your property. This equipment will remain the property of Enemalta at all times. However, you need to prevent any form of damage or interference to it, as long as it remains installed in your property. Damaging or interfering with Enemalta's electrical equipment within or outside your property (including overhead lines and underground cables) is a criminal offence and can result in disconnection of service and other legal actions.

You should also make sure that Enemalta's equipment within your property is adequately secured and not subject to misuse or vandalism by third parties. Enemalta reserves the right to be able to access and inspect your equipment at all times. When maintenance or repairs to any Enemalta equipment within your property is required,

we will seek to inform you well in advance to make sure you are available to provide access to your property at your convenience. However, in some cases, we may also contact you to carry out emergency repairs or inspections without prior notice.

## **Steering clear of irregularities**

As the account holder, you are responsible to ensure that your electricity service is not affected by any irregularities. Electricity theft and tampering with electricity meters or other Enemalta equipment is very dangerous and may result in serious injury or death. It is also a serious crime. The Electricity Supply Regulations (S.L. 545.01) authorise Enemalta to impose substantial settlement charges on anyone caught stealing electricity.

You are not authorised to extend your service to share electricity with another property, household, business or activity other than the one indicated in your new service application form. This applies even if the service is shared on a temporary basis, or with other adjacent or nearby properties you own.



Any form of tampering, electricity theft or illegal electricity connections may result in the immediate disconnection of the service involved (and any other service registered in your name) as well as other penalties and legal actions applicable by law to safeguard Enemalta's interests and recover the cost of the stolen electricity.

### **Reporting difficulties immediately**

If you notice any damage to the Enemalta equipment within your property or in any other location, you should immediately report this to us so that we carry out the necessary inspections and repairs. Kindly inform us as soon as you notice that the electricity supply to your property is not being adequately provided. Where possible, the main switch of your supply should be switched off until we arrive on site to provide you with technical support.

You are also entrusted with the responsibility of informing us if you notice that your meter has stopped reading consumption, or that it is not recording consumption accurately. You are still liable to pay for the electricity you consume, even if it has not been registered due to tampering or malfunction. In such cases, unregistered consumption will be

fairly calculated and invoiced to your account once the under-reading is confirmed.

We also encourage you to inform us when you notice any damaged or dangerous electricity distribution equipment in public areas, so that we could intervene immediately and avoid further consequences, including interruptions to your electricity supply.

### **Terminating your service**

If you would like to terminate your electricity supply, you are required to inform ARMS by completing the applicable form (refer to Section 4 of this Charter) and paying all pending dues on your account, so that we may then visit your property to remove the electricity meter and related equipment.

If you abandon your property without terminating your electricity service, you will remain liable to pay for pending dues and other applicable interests and fees until the service is properly terminated. We may also take further action, as applicable by law, to safeguard our interests. You will not be able to apply for other electricity services until these dues are settled.



## 6. MEASURING YOUR CONSUMPTION

Your electricity consumption is measured in kilowatt hours (kWh). One kilowatt hour is the amount of electrical energy consumed when switching on electrical equipment rated at 1,000 watts for one hour. In your bill, one kilowatt hour is represented as one unit.

Customers with high electricity consumption levels connected through dedicated electricity supply cables receive readings in kilovolt-ampere hours (kVAh). This unit represents an electrical power of 1,000 volt-amperes dissipated continuously for a period of one hour.

Your electricity consumption is measured through the electricity meters installed in your property. We measure electricity consumption through smart meters capable

of transmitting your electricity consumption data to us remotely. Smart meters also provide you with additional information, including daily consumption readings at the press of a button to help you monitor and control your energy use.

In some cases, ARMS might still need to send its meter reader to take note of your smart meter readings for billing purposes. If no one provides access to your property, the meter reader will leave a note indicating a second appointment date. If this second attempt fails as well, you will find a note requesting you to submit your readings to ARMS within five days. After this period



you may still submit your readings to request an updated invoice, but a minimal administrative fee shall apply. You may refer to the ARMS website for more information about submitting your consumption readings.

If you still have older meters installed in your property, you are encouraged to inform our customer care team to have them replaced with a smart meter. Until your meter is replaced, ARMS meter readers will continue visiting your property regularly to take note of your consumption.

Along with ARMS, we may also offer you additional online services related to your smart meter. We will keep you updated with details about these services.

You may visit our website for more information about smart meters.

## **Meter tests**

If you have good reason to suspect that your meter is not recording electricity consumption correctly, you may apply for a meter test by submitting the respective application form, along with payment of

the applicable fee, to ARMS, as specified in Section 2 of this Charter. We commit ourselves to test your meter and inform you of the outcome within 30 calendar days from the date of application for this service.

If the test confirms that the meter is registering consumption incorrectly, as specified in the Electricity Supply Regulations (S.L. 545.01), the application fee is refunded to your account and immediate action is taken to repair or replace the meter. Enemalta will also instruct ARMS to review the past consumption registered by the meter and adjust your account accordingly.

## 7. PAYING YOUR ELECTRICITY BILLS

Our billing processes are handled by ARMS.

### Applicable tariffs

Applicable tariffs for electricity services are regulated through the Electricity Supply Regulations (S.L. 545.01) and authorised by the Regulator for Energy and Water Services. Electricity tariffs include an annual service fee as well as a consumption charge per unit of electricity consumed. These tariffs vary depending on the type of service (residential, domestic or non-residential), as well as the amount of electricity you make use of.

Our tariffs are based on annual cumulative consumption. However, in light of the fact that meter readings are not taken on an annual basis, the tariffs are applied on a pro-rata basis, depending on the number of days covered by each bill you receive. Where applicable, this procedure applies to eco-reduction as well.

The current applicable tariffs are available on our website. Any changes to these tariffs will be publicly announced in advance.

### Invoices and payment methods

ARMS seeks to send you electricity invoices (bill) every two months. Each invoice includes:

- detailed information about your actual consumption;
- payments and other applicable charges and taxes due;
- payment methods available;
- a payment due date;
- information about the sources of electrical energy you consume and their environmental impact.

Refer to the ARMS website for further explanations about the computation of your invoices.

In some cases, if for whatever reason we are unable to obtain your actual meter readings, you may receive invoices based on estimated consumption. Any discrepancies between estimated and actual consumption will be reconciled as soon as your meter readings are obtained. You may refer to Section 6 of this Charter for further details on meter readings.

When, for whatever reason, we are unable to obtain your actual meter readings, we will still send you an invoice based on estimate consumption calculations. In such cases, ARMS will seek to obtain your actual consumption readings and send you bills based on actual readings at least twice a year. If you receive bills based on estimated consumption, you may submit your meter readings to ARMS to receive an updated invoice. You may visit [www.smartutilities.com.mt](http://www.smartutilities.com.mt) for different options on how you can send your meter readings to ARMS. Refer to this website to use other ARMS online services related to your meter readings, historical data, consumption comparisons and billing.

ARMS will send you invoices by postal mail and may also offer to send them to you electronically.

You must settle every invoice by the payment due date to avoid incurring additional late payment charges and interest. ARMS offers different payment methods for your convenience. Each method is clearly explained in the information you receive with each invoice.

## Preferred payment method

The most convenient and cost-effective payment method for Domestic and Residential account customers is direct debit. Through this service, you will make sure to avoid late payment consequences and benefit from a 2% discount (or €3, depending which is higher) on each invoice. Payment is automatically withdrawn from your bank account 15 days after the invoice is sent to you. You may refer to the information provided in your invoice, contact ARMS or visit [www.smartutilities.com.mt](http://www.smartutilities.com.mt) for information on how to apply for this advantageous way of payment.

Paying your bills by direct debit does not impinge on your right to dispute the accuracy of your invoices, as indicated further on in this section. You will still be able to ask ARMS to review your invoices if you believe that they should be amended. If your claim is confirmed, you will be refunded accordingly.

## Payment difficulties

We understand that, at times, you may find it difficult to pay your bills on time. In such situations, kindly make sure to contact ARMS as soon as possible before the

deadline specified in your invoice, to seek alternative solutions. These options may include agreements to pay your overdue invoices by monthly instalments. Customer support agents at ARMS will help you identify the best option to settle your dues whilst avoiding further complications.

### **Non-payment and disconnection of supply**

If you fail to settle your invoice within the specified timeframes, interest and late payment fees will be charged to your account. We will also send you reminders to settle your dues in subsequent invoices, as well as a final suspension notice informing you to settle your dues within a specified timeframe to avoid disconnection of supply.

Unfortunately, there are situations where Enemalta and ARMS have no further options

but to request the disconnection of your electricity supply. These situations include:

- (i) failure to settle overdue invoices without reaching a payment agreement with ARMS;
- (ii) defaulting on a payment programme by not paying one or more of the agreed instalments;
- (iii) failure to settle invoices for payment of unrecorded electricity due to theft or other irregularities.

Except for (ii) and (iii) above, a suspension notice will be sent to you before your supply is disconnected. This notice will



clearly inform you when your supply will be disconnected and that it will only be reconnected after you settle your dues (or reach a payment agreement with ARMS) and pay the applicable reconnection fees.

Once you effect payment, your electricity supply can take up to 24 hours to be restored. Reconnection times may take even longer during emergency situations, such as severe weather conditions, when our technical support teams would need to prioritise requests for urgent assistance from other customers.

This final warning will not be sent to you if you are defaulting on payment for unrecorded electricity due to theft (or other irregularities), or if you fail to honour a payment agreement. In these two instances, we may proceed with disconnecting your supply immediately.

If you do not pay your dues and your supply is disconnected, reconnection may only take place once you meet the conditions indicated in the suspension notice, including settlement of pending dues and interest accrued (or signing of a payment agreement) as well as the applicable late payment charges and reconnection fees.

Disconnection of supply does not relieve you from your obligation to pay your pending bills. If the amounts due are not paid, we will take further appropriate action to secure settlement of your account. If your account remains suspended for over six months, once you settle your dues, you will need to provide technical certification of your internal electrical system by a licensed electrician or a warranted engineer - at your own expense - before your supply can be restored.

If you repeatedly fail to settle your invoices in time, we reserve the right to introduce additional measures to safeguard our interests.

You may refer to the Electricity Supply Regulations (S.L. 545.01) and [www.smartutilities.com.mt](http://www.smartutilities.com.mt) for further details.

## **Billing queries and disagreement**

ARMS is committed to make sure that the invoices you receive are accurate and easy to understand. If you have any queries about your invoices, you can contact ARMS (refer to Section 2 of this Charter) for further assistance.

If you believe that your invoices need to be reviewed, we encourage you to inform ARMS immediately. We recommend that you pay for the amount that you believe you actually incurred, until your dispute is settled. This will avoid the consequences of non-payment indicated above, if your claim is found to have been unjustified.

If your pending dispute is based on valid and reasonable arguments, we will avoid disconnecting your supply until the issue is settled. However, if your dispute is unjustified, we reserve the right to take any action applicable by law, including suspension of supply, to recover the payments due.

If we disconnect your account due to non-payment or any other irregularity, the applicable service charge will continue to be invoiced to your account even during the period of disconnection.

If you are not satisfied with the ARMS review of your invoice, you may consider alternative dispute resolution options available to our customers. Refer to Section 9 of this Charter for more information.

## **Relief of liability**

You can only be relieved of your obligation to continue paying the service charge and consumption fees when you complete the appropriate procedure to terminate your service (Application Form Ce – refer to Section 2 of this Charter for more information on how obtain and submit this application form), which includes the removal of your electricity meter and related equipment and settlement of all pending dues. If you abandon your property without first terminating your service through this process, you will remain liable for payment of the annual service charge, as well as any electricity consumed by third parties.



enemalta

CONTROL CENTRE



## 8. THEFT AND OTHER IRREGULARITIES

If you are caught stealing electricity or obtaining an irregular electricity supply in any other manner, we will immediately report your case to the Police for further investigation.

Once an irregularity is identified, your account may be suspended, and the applicable disconnection and reconnection fees will be charged. We may need to carry out additional works to remove the irregularity, even if it is located in the equipment installed within your property. You will be invoiced for all expenses involved in removing the illegalities.

When the irregularity is stopped, we will estimate the cost of electricity stolen and invoice you accordingly. In addition, you will also be billed for the applicable electricity theft penalties.

We reserve the right to keep your supply disconnected until we are satisfied that all irregularities have been removed and that all payments for electricity stolen and related penalties and fees are settled, as applicable by law.



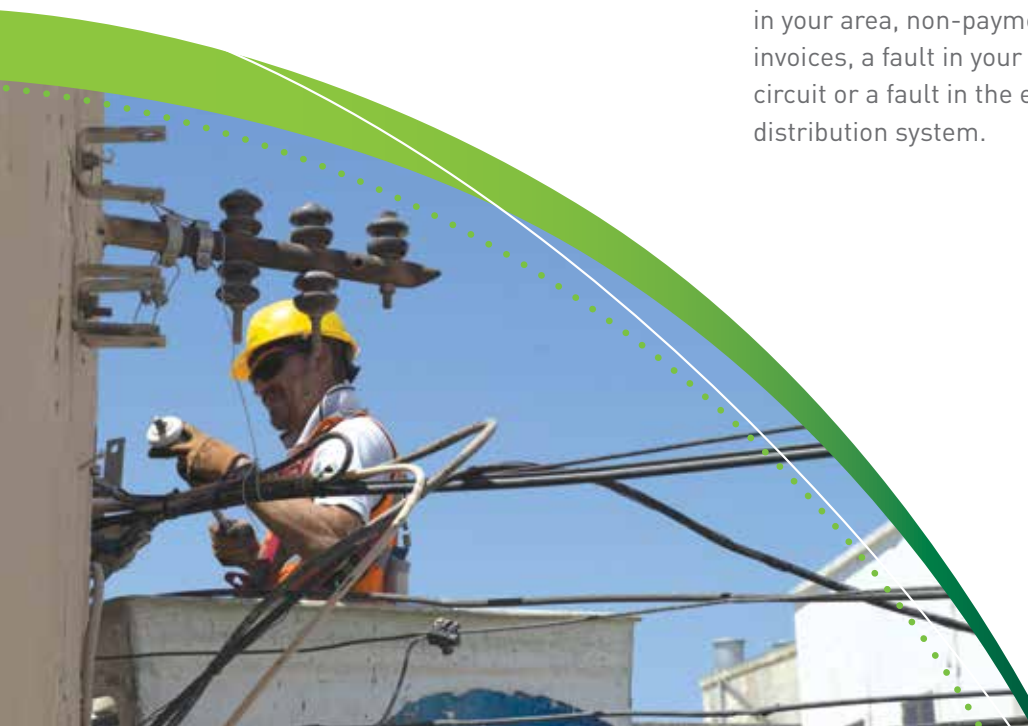
## 9. EMERGENCIES AND SUPPORT

Our customer support and technical response teams are constantly trained to assist you when you experience difficulties in using our services. It is essential that our employees are always well-mannered, understanding and helpful. They seek to make sure you are satisfied with their support. Similarly, we would appreciate if you are equally respectful to our employees, even if you are experiencing difficulties with our services.

Section 2 of this Charter explains the different channels you may use to contact us. Kindly keep these contact details at hand so that you can reach us immediately when you need our help.

### Power cuts and other technical emergencies

If your power supply is interrupted, you must call us on our 24/7 helpline, **8007 2224**. Refer to Section 2 of this Charter for further details. Our customer care team will guide you through a number of steps to determine the cause of your power cut. This may be due to a planned network maintenance operation in your area, non-payment of pending invoices, a fault in your internal electricity circuit or a fault in the electricity distribution system.



When you report the interruption, we may inform you that we are already aware of the power disruption in your area and that our technicians are working to restore supply. In other cases - for example, if a technical problem is affecting electricity supply to your property only - we will dispatch our technical response teams to identify the fault and restore supply as soon as possible.

You may also get in touch with us to help you with other related difficulties, such as:

- reporting loose connections, flickering lights or other technical difficulties in your electricity supply;
- informing us about damaged or dangerous electricity distribution equipment, including broken aerial lines, low hanging lines, dislodged cable brackets and sparks;
- requesting emergency support or supply disconnection due to severe damage to your property (including fire);
- reporting meter difficulties, such as meters that stopped recording consumption, meters that are under or over recording consumption and broken or missing meter seals.

## Service levels

If you have reason to believe that the voltage and frequency levels of our service are not within the limits specified in Section 4 of this Charter, you are encouraged to report your concerns to our customer care team (refer to Section 2 of this Charter) immediately. Your report will be investigated in less than 30 calendar days. If any interventions are necessary to resolve your difficulties, we will seek to implement them as soon as possible, within 30 calendar days following the conclusion of investigations, unless extensive network development works are required. When you report your service level difficulty, we may ask you to provide us with an internal installation test certificate from an authorised service provider (electrician) or (where applicable) a warranted electrical engineer.

## Setting things right

If you are dissatisfied with one of our services or with the level of support that we provide you, kindly let us know and give us an opportunity to improve your experience. Get in touch with us (refer to section 2 of this Charter) so that we can take the necessary

action to improve our services to you and avoid repeating similar situations with other customers.

Whilst we understand your disappointment, we kindly ask that you remain calm and express your dissatisfaction politely. We may not be able to provide you with a solution immediately, especially if you are contacting us by phone. However, we are committed to getting back to you within a reasonable timeframe and inform you of the actions taken to tackle your difficulties.

## Claims for damages

If you feel that one of our services, operations or employees caused damages to your property or belongings, you may submit a Claim for Damages Application to our customer care team (refer to Section 2 of this Charter for further details). We will investigate your claim and look into all the facts of the case and any related regulations. If we confirm that we are liable for the damages you incurred, in line with applicable legislation, we will offer appropriate compensation.

You may find further details about our compensation procedure in the Claim for Damages Application Form available on our website.

Unreasonable and unjustified claims, or claims that are not supported by the proper

documented evidence of the damages involved, cannot be considered.

## **Advisory Board**

If you are dissatisfied with our decision about your claim for damages, about your pending bills or any other issue related to our services, you may request to have your case reconsidered by an independent Advisory Board.

You may submit your appeal to the Advisory Board by submitting the Advisory Board Form, available on our website, to our customer care team (refer to Section 2 of this Charter for further details).

This Board can review cases involving claimed compensation amounts of up to a maximum of €3,500. It will give you an opportunity to explain your case and consider the positions of all parties involved, including Enemalta and ARMS. The Board

will then issue a report containing its recommendations within a few weeks.

We will consider the recommendations of this board and take appropriate action, as necessary. You will receive a copy of these recommendations as well.

You may also consider submitting your complaint for dispute resolution by the Regulator for Energy and Water Services, as specified in the Dispute Resolution (Procedures) Regulations (S.L. 545.30).



## 10. COMMENDING GOOD SERVICE

If you are impressed by the level of service of our employees, we encourage you to let us know. Affirmative feedback allows us to commend the workers involved, to inspire other employees to follow their lead and to identify practices that should be encouraged and supported further.

Kindly send us your positive customer care experiences or any suggestions for further improvement by email on [customercare.em@enemalta.com.mt](mailto:customercare.em@enemalta.com.mt).

A few minutes of your time will go a long way in helping us motivating our employees to provide a better service to all our customers.





☎ 8007 2224

[www.enemalta.com.mt](http://www.enemalta.com.mt)