



ENERGY

Consumer Rights
& Responsibilities



ZERA


ZIMBABWE ENERGY REGULATORY AUTHORITY

For sustainable energy

ZERA Mobile Fuel Quality Testing Laboratory



**Assuring the
nation of quality
petroleum products**



ZERA is mandated to ensure the rights and responsibilities of consumers of energy

Overview

Access to clean, affordable, reliable and safe energy supply is a priority located within the Zimbabwe Energy Regulatory Authority's strategy for 2021 to 2025. It is in line with the National Development Strategy 1 and provides the lever towards the country's Vision 2030.

Access to clean, affordable, reliable and safe energy supply is a right to every consumer of energy products

and services. ZERA is mandated to ensure the rights and responsibilities of consumers of energy are upheld in the best and effective way.

The Energy Regulatory Authority Act, Electricity Act, Petroleum Act and Consumer Protection Act compels ZERA to uphold consumer rights and protection.

My rights as an energy consumer

- Be treated fairly with kindness and due respect.
- Privacy and to have confidential information protected.
- Access to reliable and safe energy.
- Be informed about energy price structure.
- Advice on renewable energy technologies.
- Advice on energy efficiency.
- Guidance on quality solar energy products and services.
- Responsive energy suppliers. Have all faults attended to in a timely manner.
- Lodge a complaint and get an amicable resolution within a reasonable time frame.
- Receive accurate and timely bills for post-paid metered points of supply.
- Be informed about planned power outages well in time.
- Be informed about energy supplier's intention to terminate service and reasons thereof.
- Access to and be informed about safe handling, storage, dispensing and usage of energy products.
- Receive energy product that meets the stipulated quality and quantity standards.
- Access to and be informed about complaint handling procedure.
- Consumer education and awareness procedures for dealing with, and assistance to special needs customers.



My responsibilities as an energy consumer

- Pay my energy bills on time always.
- Cooperate with and support programs on the effective and efficient use of energy.
- Allow energy suppliers access to consumers' premises for purposes of inspection, meter reading, installation, testing, replacement or disposal of utility apparatus.
- Report any faults or damages to the utility property which can potentially cause accidents.
- Abide by the contractual obligations, terms and conditions of energy service provision.
- Follow appropriate channels of lodging complaints.
- Ensure that installations at premises are safe and pose no hazard.
- Use of energy efficiently and in an environmentally friendly manner.
- Adhere to all safety procedures such as no smoking, no use of cellphones, no open flames, switching off engine and not using plastic containers at service stations.
- Report all cases of poor quality fuel, illegal vending, and any unsafe acts.

Energy Suppliers have obligations to:

- Carry out effective safety and security awareness campaigns on the consequences of improper use of electricity and petroleum products.
- Raise awareness on the dangers of tampering with cables or power lines, illegal connections, attempts to drain oil from transformers and unauthorised repair of fallen power lines.
- Raise awareness of the hazards associated with improper handling of petroleum products.
- Encourage consumers to report any accidental fuel spillages and ensure appropriate action is taken by experts in order to prevent loss of lives.
- Educate consumers of the dangers of storing fuel in inappropriate containers and structures as well as the consequences on vehicle engines of mixing diesel with other products such as paraffin.
- Listen, acknowledge, process, respond and address all consumer related issues linked to energy products or services within reasonable time.
- Address power supply issues.
- Supply of products that meet set standards and are fairly priced.
- Resolve customer complaints.



Notes





**FOR MORE DETAILS
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