

DEPARTMENT OF ELECTRICAL SERVICES



COMPENSATION FORM FOR COMMERCIAL PREMISES AFFECTED BY POWER OUTAGE MORE THAN 3 HOURS.

GUIDELINES FOR THE SUBMISSION OF COMPENSATION FORM

1. The compensation form has to be **completely** and **correctly** filled by the customer before it is submitted.
2. For the claim to be valid, application shall be made within **14 working days** after the power outage.
3. The compensation process will take no later than **THREE (3) WORKING DAYS** from the date DES received the compensation form. All claims (successful or unsuccessful) will be notified through customers' e-mail address provided in the form.
4. Note that meter(s) have to be in normal operating conditions and cleared from any sign of meter tampering, illegal wirings, cables bypassing meter(s) etc. or if found guilty, any illegal metering activities shall be pursued in accordance to Electricity Act Chapter 71.
5. An outage more than THREE (3) hours resulting from the following causes DOES NOT qualify:
 - 5.1 Planned outage (e.g. for maintenance work);
 - 5.2 The outage was the result of an emergency action by the police, fire or emergency services
 - 5.3 The customer requested the power interruption
 - 5.4 The outage was caused by, or due to, equipment under the customer's own control
 - 5.5 An outage caused by natural disaster, or severe thunderstorm or weather
 - 5.6 An outage caused by third parties, such as vehicle accident or vandalism
6. Compensation will be in the form of Credit Token issuance for prepaid customers or kWh deduction from the current bill for postpaid customers.
7. Compensation in kWh shall be calculated based upon the usage per hour which is averaged across the previous month consumption. The hourly figure arrived at is then applied per hour to the entire outage duration.

Disclaimer

Please note that the Outage is separate to and does not negate, any compensation for damage claim where customers as compensated for any loss or damage to property, dairy products, tools, appliances and other electrical or mechanical equipment directly connected or supplied via the power supply when the Department is "at fault".

CHECK (v)

Claimant Declaration

<input type="checkbox"/>	Meter(s) or Prepaid Meter are in normal operating conditions and cleared from any sign of meter tampering, illegal wirings, cables bypassing meter(s) etc. or if found guilty, any illegal metering activities shall be pursued in accordance to Electricity Act Chapter 71.
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COMPENSATION FORM FOR COMMERCIAL SECTOR



BORANG PAMPASAN BAGI PREMIS KOMERSIL YANG MENGALAMI GANGGUAN BEKALAN TENAGA ELEKTRIK MELEBIHI TIGA (3) JAM.

TATACARA MENGEMBALIKAN BORANG PAMPASAN

1. Pastikan awda terlebih dahulu memastikan borang diisi dengan lengkap dan betul sebelum menghantar borang tersebut.
2. Borang Pampasan hendaklah dihantar EMPAT BELAS (14) HARI selepas kejadian Gangguan Bekalan Tenaga Elektrik dan jika GAGAL permohonan ini adalah BATAL.
3. Prosis penelitian akan mengambil masa tidak lebih dari **TIGA (3) HARI BEKERJA** setelah menerima Borang Pampasan. Pihak Jabatan akan menghubungi awda melalui emel jika Permohonan awda diluluskan atau dibatalkan.
4. Adalah diingatkan jua jika apa jua Permohonan Pampasan dan didapati ada unsur-unsur menyalahi Akta Elektrik Penggal 71, awda hendaklah memberi kerjasama sepenuhnya dengan memberi apa jua maklumat-maklumat yang diperlukan bagi membantu siasatan atau apa jua penyiasatan yang dijalankan diantara pihak Jabatan dan Agensi-Agensi yang berkaitan dengannya.
5. Awda tidak LAYAK menerima Pampasan disebabkan oleh Gangguan Bekalan Tenaga Elektrik yang melebihi TIGA (3) Jam disebabkan oleh perkara-perkara berikut:-
 - 5.1 Rancangan Jabatan seperti untuk membuat Kerja-Kerja Penyelenggaraan
 - 5.2 Tindakan kecemasan
 - 5.3 Permintaan Pelanggan
 - 5.4 Gangguan yang disebabkan oleh Pelanggan atau Peralatan dibawah kawalan Pelanggan
 - 5.5 Apa jua keadaan diluar kawalan Jabatan seperti bencana alam atau cuaca yang teruk
 - 5.6 Apa jua gangguan yang disebabkan oleh pihak ketiga seperti kemalangan atau vandalisme
6. Pampasan akan dibuat melalui pemberian token kredit kWh bagi pelanggan Prepaid, atau pengurangan kWh bagi pelanggan postpaid
7. Pengiraan pampasan dalam kWh akan dikira berdasarkan purata pemakaian setiap jam yang dikira dari pemakaian bulan sebelumnya. Pemakaian setiap jam tersebut (per hour) akan dikenakan pada keseluruhan tempoh gangguan

Penafian

Jabatan tidak akan bertanggung-jawab jika berlakunya dengan secara sengaja atau tidak sengaja gangguan bekalan tenaga elektrik menyebabkan kerugian atau kerosakkan barangan elektrik awda, barangan makanan didalam peti sejuk, peralatan elektrik, barangan mekanikal dan apa jua perkakas elektrik yang menggunakan tenaga elektrik atau yang disambung melalui soket-soket yang tersedia ada.

CHECK (✓)

PENGAKUAN (SEKTOR KOMERSIL)

Meter adalah berfungsi dengan baik dan tiada ada unsur-unsur melencong pendawaian, mengganggu meter atau mana-mana aktibiti yang menyalahi Akta Elektrik Penggal 71.

BORANG PAMPASAN SEKTOR KOMERSIL