



12 August 2020

OfReg seeks input on Consumer Protection Regulations

The Utility Regulation and Competition Office (OfReg) is conducting a Consultation on the Proposed Consumer Protection Regulations for the Energy & Utilities sector (E&U).

One of the principal functions of OfReg is to protect the short and long-term interests of consumers, and the Office considers that it is in the interest of the public to regulate the terms and conditions under which services in relation to the E&U sectors are provided by prescribing quality standards. This will ensure those services are provided in accordance with the standards reasonably expected of competent providers of E&U services.

The purpose of the consultation paper is to seek the views of the general public, operators, and other interested parties, regarding the draft Consumer Protection Regulations in relation to the Electricity, Water and Wastewater (E&U) sectors.

The proposed Regulations seek to address the protocols and rules which sectoral providers should adhere to in relation to the provision of information, the requirements on how to address complaints, contract terms, billing, service provision and fault repair.

Sections 66 (4) of the Electricity Sector Regulation Law (2019 Revision), states: *The Office shall review and may approve rules and procedures to be established by T&D licensees relating to the provision, refusal, disconnection or interruption of service.*

Section 14 (2) of the Water Sector Regulation Law (2019 Revision), states: *The Office may prescribe standards of performance in connection with the provision of water supply and wastewater services to customers, after consultation with Sectoral Providers and persons who are likely to be affected, which may include incentive based performance mechanisms.*

The entire consultation document can be viewed at www.ofreg.ky. All interested persons will have until 5th September 2020 to submit their views to OfReg via consultations@ofreg.ky

If you have any questions, please feel free to contact our office at 946-4282 or by emailing our Manager of Consumer Affairs & Public Education, at: info@ofreg.ky

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