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National
Association of
Regulatory
Utility
Commissioners

PURC PRESENTATION ON ENHANCING CONSUMER INTERFACE

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Safety and quality of service – Educating the public

There are quarterly educational programmes
both on national and regional levels

- Tools Used
 - o Radio and TV adverts
 - o Radio and TV Programmes
 - o Publications in the print media
 - o Public for a and workshops

Participants include Utility providers, Consumers and
Key Stakeholders



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Obligation to comply with performance standards

Subject to provisions under the PURC act
dealing with offences, penalties and
miscellaneous provisions



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Methods of payment of compensation for non-compliance

This is currently to be determine by the courts according to the provisions of the PURC Act.



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Encouraging Conservation

- Educating the public to use more of CFL bulbs
- Switch on electrical appliances only when they are needed
- Education of school kids through a programme dubbed “ Catch them Young”



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Affordability concern, Subsidies, Lifeline tariffs, pre paid meters

- **Subsidies - Domestic Consumers are subsidized. PURC believes that subsidies should be more targeted since the current system does not benefit the poor.**
- **Lifeline tariff - PURC recommends the payment of economic tariffs by all with interventions through Pro poor projects**
- **Pre paid Metering is being enhanced and its usage has increased especially in the provision of electricity.**