



GSL Complaint Query Report Form CCF 002		No.	
Name of Complainant :		Tel/Fax	
Address :		Date	
Account No:		Time	
Details of Complaint : (use a separate sheet if more space is required)		Call Received	Name
☐ GSL 1.0 : Availability of Supply : Frequency of Interruption Lost of Supply Date : Lost of Supply Time : Supply Available Time : ☐ GSL 2.0 : Availability of Supply : Restoration Time Lost of Supply Date : Lost of Supply Time : Supply Available Time : ☐ GSL 3.0 : Providing Supply Connection Charge Paid Date : Date of Power Supply Available : ☐ GSL 4.0 : Providing Supply Meter Deposit Payment Date : Date of Power Supply Available : ☐ GSL 5.0 : Customer Contact Disconnection Date/Time : Reason For Disconnection :	Other Matters :	Date	
		Time	
		By Tel	
		By Fax	
		By Letter	
		By Email	
		In Person	
Complaint Attended By :			
Details of investigation and action taken to resolve complaint :		NUR Staff : Date :	
Customer advised of outcome of investigation; Give Details (or attach copy of reply):	Yes		No
	If written give Ref:		
	Date		
Signed by person taking the complaint:			
Signed by Commercial Manager/ Function Manager:			



Schedule 1

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply (Frequency of interruption)	GUARANTEED SERVICE LEVEL: GSL1 Number of unplanned interruptions experienced by a consumer within the administration of: 11kV, 33kV, 132kV Industrial Domestic, Commercial & LV Industrial	2 per year 3 per year	Domestic consumer(s) 1% of average monthly bill amount or minimum RM10.00, whichever is higher. Commercial consumer(s) 1% of average monthly bill amount, up to a maximum of RM300. Industrial consumer(s) 0.5% of average monthly bill amount, up to a maximum of RM1000.
Obligations of Licensee(s) Interruptions referred to in GSL1 are those interruptions of more than 4 hours and not due to force majeure, natural disasters or weather related incidents. A rebate for GSL1 is to be calculated based on the average monthly bill for 6 months in the preceding calendar year. In the case of non-compliance to GSL1, the affected consumers may claim for a rebate within the first 2 months of the following year when the number of interruptions exceed the threshold for that particular year.			

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Availability of Supply (Restoration time)	GUARANTEED SERVICE LEVEL GSL 2 : Time taken to restore electricity supply following outage caused by fault on low voltage. Time taken to restore electricity supply following fault on distribution supply network; - Medium voltage breakdown (33 and 11kV) cable system. Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing: - Partial blackout - Total blackout	2 hours 2 hours 2 hours 18 hours	Domestic consumer(s) 1% of monthly bill amount or minimum RM10.00, whichever is higher. Commercial consumer(s) 1% of monthly bill amount, up to a maximum of RM300. Industrial consumer 0.5% of monthly bill amount, up to a maximum of RM1000. (Monthly bill of the particular month when non-compliance occurs) For major incidents involving the grid or transmission system, imposition of any compensation shall be within the sole determination of the Commission.
Notes: Fault at any distribution voltage level is as defined in the Distribution Code For Peninsular Malaysia, Sabah and WP Labuan. Obligations of Licensee(s) Interruptions referred to in GSL 2 are those interruptions which were not due to force majeure, natural disaster or weather related incidents. In the case of non-compliance to GSL2, the affected consumers may claim for a rebate within the following 2 months after the incident. A rebate for GSL2 is to be calculated based on the monthly bill of occurrence of the incident.			

Service Dimension	Service Indicator	Performance Level (Not more than the specified level)	Compensation in the form of rebate
Providing Supply	GUARANTEED SERVICE LEVEL GSL3 : Time taken to implement connection requiring low voltage cable installation work from Connection Charge (CC) paid date for new individual connection until service installation completed, provided that the premises to be supplied is ready to receive cable, and also subject to clearance of wayleave from relevant party (ies). GUARANTEED SERVICE LEVEL GSL4 : Time taken to connect new electricity supply for individual domestic low voltage consumer after deposit is paid and access is available. For meter installations only. The number of days will be calculated commencing a day after deposit received by N.U.R.	14 working days (underground cable) 3 working days	RMSO Not more than 100m (for underground cable) from supply source nearest to the premises. RMSO
Obligations of Licensee(s) In the case of non-compliance to GSL3 or GSL4, the affected consumers may claim for a rebate within the following 2 months after connection of supply.			

Service Dimension	Service Indicator	Performance Level	Compensation in the form of rebate
Customer Contact	GUARANTEED SERVICE LEVEL GSL5 : Disconnection of supply according to the applicable legislation or disconnection procedures.	No wrongful disconnection	RM100
Obligations of Licensee(s) In the case of non-compliance to GSLS, the affected consumers may claim for a rebate within the next 2 months after non-compliance is established.			