

Guaranteed Service Levels ("GSL")

These guaranteed service levels, as stipulated in Schedule 1, set the required levels as notified by the Commission for the purpose of ensuring the quality of the delivery of services of N.U.R. N.U.R's non-compliance shall result in payable compensation in the form of rebates to eligible consumers.

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	<u>GUARANTEED SERVICE LEVEL : GSL1</u> 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	<u>Domestic consumer(s)</u> 1% of average monthly bill amount or minimum RM10.00, whichever is higher. <u>Commercial consumer(s)</u> 1% of average monthly bill amount, up to a maximum of RM300. <u>Industrial consumer(s)</u> 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	<u>GUARANTEED SERVICE LEVEL :GSL2</u> Time taken to restore electricity supply following outage caused by fault on low voltage.	2 hours	<u>Domestic consumer(s)</u> 1% of monthly bill amount or minimum RM10.00, whichever is higher.
	Time taken to restore electricity supply following fault on distribution supply supply network; • Medium voltage breakdown (33 and 11kV) cable system	2 hours	<u>Commercial consumer(s)</u> 1% of monthly bill amount, up to a maximum of RM300.
	Time taken to restore electricity supply following major incident(s) on grid or transmission system, except due to natural disaster(s), causing: • Partial Blackout	2 hours	<u>Industrial consumer</u> 0.5% of monthly bill amount, up to a maximum of RM1000. (Monthly bill of the particular month when non-compliance occurs)
	• Total blackout	18 hours	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 dan WP Labuan.

Obligations of Licensee(s)

- i) Interruptions referred to in GSL 2 are those interruptions which were not due to force majeure, natural disaster or weather related incidents.
- ii) In the case of non-compliance to GSL2, the affected consumers **may claim for a rebate** within the following 2 months after the incident.
- iii) 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	<u>GUARANTEED SERVICE LEVEL : GSL3</u> 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).	14 working days (underground cable)	RM50 Not more than 100m (for underground cable) from supply source nearest to the premises.
	<u>GUARANTEED SERVICE LEVEL : GSL4</u> 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. Number of days will be calculated commencing a day after deposit received by N.U.R.	3 working days	RM50

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	<u>GUARANTEED SERVICE LEVEL : GSL5</u> Disconnection of supply according to the applicable legislation or disconnection procedures.	No wrongful disconnection	RM100

Obligations of Licensee

In the case of non-compliance to GSL5, the affected consumers **may claim for a rebate** within the next 2 months after non-compliance is established.