

Minimum Service Levels ("MSL")

The minimum service levels as stipulated in Schedule 2 set the minimum levels that N.U.R needs to adhere to, in delivering services to its consumers.

Schedule 2

Service Dimension	Service Indicator(s)	Performance Level
Availability of Supply	1a. Minimum duration of notice for planned/scheduled interruption of electricity supply.	2 days
	1b. Upon request, time taken to provide initial information to consumer who reported the electricity interruption.	1 hour
Quality of Supply	2a. Time taken to rectify voltage complaint or limit violation and to correct voltage complaint which requires network reinforcement.	180 days
	2b. Time taken to complete investigation of over voltage from complaint receipt date.	30 working days
	2c. Time taken to provide a complete report of voltage sag from complaints received date.	14 days
Providing Supply	3a. Time taken to inform the developer of the connection charges to be paid upon receipt of complete application. i) For supply up to 11kV ii) For supply of 33kV	30 days 60 days
	3b. Time taken to implement electrification scheme requiring new substations after connection charges paid, way leave obtained and successful taking over of substation building by N.U.R: i) For supply up to 11kV ii) For supply of 33kV with cable installation not more than 5 km.	60 days 180 days
	3c. Waiting time at site for appointment to connect electricity supply. (Unavoidable situations to be followed up by returning call in not less than 1 hour before the appointment time).	1 hour

Service Dimension	Service Indicator(s)	Performance Level
Customer Contact	4a. Time taken to reply to written enquiry or complaint. 4b. Average queuing time at customer service counter. 4c. Time taken by customer service officer(s) at 04-4010101 to pick up ringing telephone.	5 working days 15 minutes 90% calls answered within 30 seconds.
Metering Services	5a. Time taken to attend and respond to metering problem(s) or dispute(s), upon official notification/request by the consumer (appointment, visit, testing, replace, relocate, etc). 5b. Time interval(s) between monthly bill(s).	5 working days 1 month