



Electricity Authority of Cyprus | Energy for life!



**Dedicated**  
to providing the best  
service possible  
to our customers

## Customer's Charter



Dear customer,

As a result of our accession to the European Union on 1st May 2004, marked changes have occurred in the structure and operations of the Electrical Energy Sector.

As of 1st May 2004, 35% of the electricity market was liberalised for the big consumers. It should be noted that from 1st January 2009 the electricity market will be opened to all non domestic consumers, whilst from 1st January 2014 all electricity consumers will be able to choose their Supplier of electrical energy.

In the new liberalised environment that has been created, the Electricity Authority of Cyprus (EAC) is developing into a customer-oriented and friendly Semi-Government Organisation that will continue to be the leader in the Energy and Services Sector.

The EAC's mission is to provide the best possible services to its customers. That is why Management and staff have committed themselves to providing a top quality and reliable electricity service to our customers.

In order to achieve this goal, we are engaging in a very significant investment programme over the next number of years to upgrade and develop our network system and installations with utmost respect to the environment introducing new technology and IT systems and constantly improving our services to customers. To this effect, we are introducing the Customer Charter. The introduction of the Customer Charter reflects our confidence in our plans and in the commitment of our staff to provide you with a top class service.

The Customer Charter describes the fourteen (14) services that we guarantee to provide and honour as Distribution System Owner/Operator and licensed Supplier. The Charter also includes other useful information.

If we fail to honour any of the guarantees that are included in the Customer Charter we will pay you an indicative amount of money as compensation to this effect. However, we will continue to improve and develop, so as to provide you with the best of services and to satisfy effectively all your power needs.

## DISTRIBUTION SERVICE GUARANTEES

within  
**4**  
hours

### 1. REPAIR OF EAC MAIN FUSE AFTER FAILURE

If you had lost electricity supply, because of Main Fuse failure, we guarantee to call on you within 4 hours, provided that your call has been made between the hours 07:00-24:00.

Calls after 24:00 are guaranteed to receive attention before 11.00 the following day.

If we fail to honour this guarantee, we will pay you €8,54 (€5), by automatically crediting your next coming electricity bill.

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within  
**3**  
working days

### 2. INSTALLATION AND CONNECTION OF LOW VOLTAGE METER

If you had applied for electricity supply necessitating the installation of a low voltage meter, we guarantee that the meter will be installed and connected within 3 working days, provided that the service line (overhead or underground) has been already constructed and the electrical installation inspected and tested.

If we fail to honour this guarantee, we will pay you €8,54 (€5), by automatically crediting your next coming electricity bill.



within  
**6**  
working days

### **3. CONSTRUCTION OF AN OVERHEAD SERVICE LINE FROM EXISTING LV MAINS**

If you had applied for electricity supply, necessitating the construction of a new overhead service line, then we guarantee to supply your premises with electricity within 6 working days, provided that there is no need for extending or reinforcing the distribution network and your electrical installation has been inspected and tested.

If we fail to honour this guarantee, we will pay you €17,09 (€10), by automatically crediting your next coming electricity bill.

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within  
**30**  
working days

### **4. ESTIMATION OF CHARGES FOR ELECTRICITY SUPPLY (PRELIMINARY TERMS)**

If you had submitted an application for preliminary terms and quotation for the estimated cost in affording electricity supply to your premises, we guarantee to send you the preliminary terms quotation within 30 working days, provided that you had submitted all the necessary information and supply could be afforded from the Distribution network.

If we fail to honour this guarantee we will pay you €34,17 (€20) within 15 working days from the date that you had submitted an "application for compensation" to this effect.

The "application for compensation" should be submitted within 10 working days from the expiration of the guaranteed period, by completing the "application for compensation" form, which can be obtained from any of the EAC Customer Service Centres.



at least  
**2**  
working days notice

## 5. NOTIFICATION OF PLANNED SUPPLY INTERRUPTION

In our efforts to provide the best possible service, we often have to work on our distribution network to improve it, extend it, maintain it, connect new customers etc.

Such work may require us to interrupt your electricity supply temporarily. In the event of a planned interruption of supply, we guarantee to give you at least 2 working days notice for such an interruption. This notice can be made through the Mass Media Communications.

However, there are situations that we are obliged to interrupt the supply without giving prior notice, for reasons of safety to persons, technical equipment etc, and the guarantee cannot cover these cases.

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within  
**30**  
working days

## 6. INVESTIGATION OF VOLTAGE COMPLAINT

If you had submitted a written complaint regarding the quality and level of the voltage supplying your premises, we guarantee to investigate it and inform you accordingly within 30 working days. Where a visit to your premises is required for the investigation/testing, we will contact you at least 2 working days prior to the visit.

If we fail to honour this guarantee, we will pay you €34,17 (£20), by automatically crediting your next coming electricity bill.



within  
**30**  
working days

#### **7. INVESTIGATION OF METER ACCURACY COMPLAINT**

The electricity meter is an accurate instrument. However, if you believe that there is any inaccuracy/discrepancy to its indication/reading, please do not hesitate to contact us.

If you had submitted a written complaint regarding the accuracy of your meter, then we guarantee that we will investigate thoroughly the complaint and inform you accordingly within 30 working days. Where a visit to your premises is required for investigation/testing, we will contact you at least 2 working days prior to the visit.

In the event that the meter is found to be working properly and accurately, then you will incur the cost of the investigation.

If we fail to honour this guarantee, we will pay you €34,17 (£20), by automatically crediting your next coming electricity bill.

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within  
**20**  
working days

#### **8. REPLYING TO COMPLAINTS, APPLICATIONS, LETTERS OR GIVING INFORMATION**

If you had submitted an application or a complaint regarding our services, we guarantee to reply clearly and responsibly within 20 working days.

If we fail to honour this guarantee, we will pay you €17,09 (£10), by automatically crediting your next coming electricity bill, provided that you had submitted an "application for compensation" to this effect within 10 working days from the expiration of the guaranteed period.

The application for compensation should be made by completing the "application for compensation" form, which can be obtained from any of the EAC Customer Service Centres.



**SUPPLY SERVICE GUARANTEES  
(EAC AS A LICENSED SUPPLIER)**

within **3** working days

**1. REPLYING TO COMPLAINTS REGARDING  
ELECTRICITY BILLS**

If you had submitted a written complaint regarding your electricity bill (i.e. charging parameters, correctness of bill, total amount etc), we guarantee to investigate the issue and inform you accordingly within 3 working days.

If we fail to honour this guarantee, we will pay you €17,09 (€10), by automatically crediting your next coming electricity bill.

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at least **2** working days prior to the appointment

**2. ARRANGEMENT OF APPOINTMENTS**

Where a visit to your premises is required for carrying out a specific work, we guarantee to contact you at least 2 working days prior to the proposed date of our visit. This guarantee similarly applies to cases where it is necessary to re-schedule the day of the proposed visit should a problem arise.

If we fail to honour this guarantee, we will pay you €34,17 (€20), by automatically crediting your next coming electricity bill.



within  
**1**  
working day

### **3. METER RECONNECTION REQUESTED BY CUSTOMER**

If you had applied for reconnecting an electricity meter, we guarantee to carry out the reconnection within 1 working day, provided that the standard procedure for re-connection has been completed (eg. Presentation of ownership document, signing of Supply Agreement etc) and there is no need for inspecting/testing the electrical installation.

If we fail to honour this guarantee, we will pay you €8,54 (€5), by automatically crediting your next coming electricity bill.

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within  
**1**  
working day

### **4. METER DISCONNECTION REQUESTED BY CUSTOMER**

If you had applied for disconnecting your meter, we guarantee to carry out the disconnection within 1 working day, provided that the standard procedure for disconnection has been completed (electricity bill on customer's name, arrangements for final bill, no other reason for not disconnecting etc).

If we fail to honour this guarantee, we will pay you €8,54 (€5), by automatically crediting your final electricity bill.



within **2** working days

## 5. READING THE METER

If you had applied to us to read your meter and register the electricity consumption we guarantee to do that within 2 working days, provided the electricity bill is on your name.

It should be noted that the EAC will incur all the relevant expenses in carrying out the meter reading for the following cases:

- Your request is submitted for the first time in the year of account
- The metering reading is required for the issue of final bill because of leaving the premises
- Connection of new electricity supply, necessitating the installation of meter

In all other cases, the relevant expenses will be incurred by you.

If we fail to honour this guarantee, we will pay you €8,54 (&5), by automatically crediting your next coming electricity bill.

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within **20** working days

## 6. REPLYING TO COMPLAINTS, APPLICATIONS, LETTERS OR GIVING INFORMATION

If you had submitted an application or a complaint regarding our services, we guarantee to reply clearly and responsibly within 20 working days.

If we fail to honour this guarantee, we will pay you €17,09 (&10), by automatically crediting your next coming electricity bill, provided that you had submitted an "application for compensation" to this effect within 10 working days from the expiration of the guaranteed period.

The application for compensation should be made by completing the "application for compensation" form, which can be obtained from any of the EAC Customer Service Centres.

## Clarifications

In all our Distribution and Supply Services guarantees, as described in the Customer Charter, the time starts counting from the following working day from the date/time the call or application was made, except in the case of "Repair of EAC Main Fuse after failure". In this case, the time starts counting from the time the call is received.

Sometimes, exceptional circumstances prevent us from meeting your service requests. Examples of such circumstances are:

- Unable to obtain access to your premises for reasons beyond our control
- Severe weather conditions, resulting in major disruption of supply
- EAC employees on labour disputes or strike
- An act or neglect on your behalf, which can cause violation of Laws and Regulations
- Your call or complaint had been made to a different address or telephone number than the ones notified/announced by EAC

While we cannot offer guarantees in these cases, we will try to give you the best possible service.

Any payments made by EAC under this Charter for failure to meet the high standards that we have stated are made without any admission of legal liability on the part of EAC. These payments are an indication of our determination and confidence to offer you a top quality service.

In the case of any conflict or inconsistency between the Customer Charter and EAC General Conditions of Supply (based on Transmission/Distribution Rules and relevant Electricity Legislation), the General Conditions of Supply will prevail.

If you are not satisfied with any of our explanations/replies or response time to your complaint/queries, you can refer the matter to the Cyprus Energy Regulatory Authority (CERA), which can arbitrate on disputes concerning the Customer Charter.

## Contact Telephone Numbers

For your best service EAC has Offices and Customer Service Centres (CSC) in all towns of free Cyprus.

	Address	Phone	Fax
<b>LEFKOSIA</b>			
Lefkosia-Keryneia-Morfou Area Office	15 Foti Pitta P.O.Box 21413 1508 Lefkosia	22202000	22202009
Strovolos CSC	72A, B&C Athalassis 2012 Strovolos	22871490	22512019
Kakopetria CSC	58 Arch. Makarios 2800 Kakopetria	22922417	22923322
Pedoulas CSC	2850 Pedoulas	22952330	22952176
<b>LEMESOS</b>			
Lemesos Area Office	55 St.Andrew P.O.Box 50121 3601 Limassol	25205000	25205009
Linopetra CSC	43 Kolonakiou Av. Shop 5. 4103 Ag. Athanasios	25828090	25323321
Platres CSC	16 Arch.Makarios 4820 Platres	25421883	25421336
<b>LARNAKA</b>			
Ammochostos-Larnaka Area Office	57 Constantinou Paleologou P.O.Box 40186 6301 Larnaka	24204000	24204009
Paralimni CSC	6 Protaras Avenue 5288 Paralimni	23821277	23829278
<b>PAFOS</b>			
Pafos Area Office	13 Tepeleniou Tepelenio Megaro P.O.Box 60057 8100 Pafos	26206000	26206009
Polis Chrysochou CSC	6 Arch.Makarios G' 8820 Poli Chrysochou	26815177	26322794

Please note that for electricity supply faults you can call the Island Wide Number for faults, 1800.

**Website: [www.eac.com.cy](http://www.eac.com.cy)**



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PARTNERS / ΥΠΕΡ