

ACCESS GUIDE TO EAC INFORMATION

THE ACCESS TO INFORMATION OF THE PUBLIC DOMAIN LAW OF 2017, L.184(I)/2017

Dear customers and visitors of EAC website

This guide provides information on each category and type of information that may interest you, if an application to receive the information is required, the place of publication and the cost of access to information.

1. Why do we publish this Guide?

- To reinforce the Principles of Transparency and Accountability,
- To endure Equal Treatment of citizens and
- To establish the right of citizens to request and receive, under conditions, information possessed by EAC as a legal person of public law.

2. How can you use the information provided to you?

You may use the information provided to you for your own purpose, whether they concern research, personal endeavours or commercial purposes.

3. Where does your right to access EAC information not apply?

You do not have the right to access information

- In which you have access through other procedures
- Concerning or provided by security forces
- Included in Court records
- parliamentary information, and
- information covered by confidentiality terms and conditions.

4. What do you have to include in your application to access EAC information?

- Name and Surname
- Contact information (including email if available)
- A description of the requested information
- The way you would like to receive the information (in electronic format or hard copy if possible)

5. How can you access the information?

- By receiving a copy of the information, in electronic format or in a hard copy, where possible, or in another requested format.
- By inspecting the requested file or document
- By receiving a summary of the information in a hard copy or in another requested format.

6. What will EAC do after receiving your application?

If we need clarifications or additional information to identify and locate the requested information, we will inform you. Until we receive the extra information you will receive no response.

If fees are provided for receiving the requested information, you will be informed on the amount and the method of payment.

Once your request is received along with any extra information needed, EAC shall provide the information **thirty (30) days** from the date of the application or the payment of fees. In such case where you do not have the right to receive information you will be informed accordingly and the thirty (30) day rule does not apply.

For any general information and questions, you may send your request to eac@eac.com.cy, or go to the closes Customer Center or call us.

ELECTRICITY AUTHORITY OF CYPRUS PUBLICATION PLAN						
April 2021						
GENERAL INFORMATION						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
1.	Digital	Corporate Information <ul style="list-style-type: none"> • Annual Reports • Statistical Figures • Unbundled Accounts 	NO	EAC Website	FREE	0
2.	Digital	EAC Information <ul style="list-style-type: none"> • Vision/Mission Values • History • Equality Employer Certification • External Consultants • Operational Unbundling • Organizational Management Structure • Board of Directors • Business Units 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
3.	Digital	Legislation and Regulations <ul style="list-style-type: none"> • European Legislation on Energy • National Legislation, Regulations and General Terms of Power Supply 	NO	EAC Website	FREE	0
4.	Digital	Saving Energy <ul style="list-style-type: none"> • Saving Energy Advice • Energy Marking • Appliance usage cost 	NO	EAC Website	FREE	0
5.	Digital	Integrated management System <ul style="list-style-type: none"> • Quality • Environment • Health and Safety 	NO	EAC Website	FREE	0
6.	Digital	Sustainable Development <ul style="list-style-type: none"> • Energy Generation • Contribution of Energy Sources • Energy Policy 	NO	EAC Website	FREE	0
7.	Digital	Press Releases Announcements	NO	EAC Website EAC Mobile App	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
8.	Digital	Job Opportunities	NO	EAC Website	FREE	0
9.	Digital	Tenders <ul style="list-style-type: none"> • New Tenders • Tenders under evaluation • Tender Results • Tender Search • General Information / Legislation 	NO YES	EAC Website To access tender documents, it is required to register as user. Interested parties may also subscribe to the Newsletter to receive news on tenders and announcements.	FREE	0
10.	Digital	Photo and Video Galleries	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
11.	Digital & Hard Copy	Personal Data Protection <ul style="list-style-type: none"> • EAC Personal Data Protection Policy • General Consent Form • Data Protection Officer Contact Information 	NO all general information is published on EAC Website. YES if the data subject wishes to exercise one of the rights provided under the General Data Protection Regulation 2016/679.	EAC Website Hard copies of EAC Personal Data Protection Policy are available at EAC Customer Services. You may contact the Data Protection Officer by email at dataprotection@eac.com.cy, or by letter sent to EAC Head Offices.	FREE	0
12.	Digital	Fotis' world	NO	EAC Website	FREE	0

CORE REGULATED ACTIVITY OF GENERATION						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
13.	Digital	<ul style="list-style-type: none"> • General Information - Responsibilities - Environmental - Studies • Power station Capacity • Safety Report - SEVESO III • Vasilikos Power Station • Dhekelia Power Station • Moni Power Station • Whosale Tariff 	NO	EAC Website	FREE	0

CORE REGULATED ACTIVITY OF TRANSMISSION						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
14.	Digital	<ul style="list-style-type: none"> • General Responsibilities • Mission • Management Structure • Forward Planning and Development • Overhead and Underground Transmission Network • Transmission Substations, Construction, Protection and Maintenance • Construction / Maintenance / Transmission Works • The Cyprus Transmission System • Information Material (Network User Chart, Electromagnetic Fields) • Contact information of Transmission Manager and Transmission Assistant Managers. 	NO	EAC Website	FREE	0

CORE REGULATED ACTIVITY OF DISTRIBUTION						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
15.	Digital	General Information (Vision, Structure, Regulations)	NO	EAC Website	FREE	0
16.	Digital	Distribution System Operator <ul style="list-style-type: none"> • Network Studies & Connections • Network Operation • Network User Service • Meter readings • GeoDIAS (GIS) 	NO	EAC Website	FREE	0
17.	Digital	Distribution System Owner <ul style="list-style-type: none"> • Network Construction and Maintenance • Electronics and Telecommunications • Calibration of meters by the Meter Repair & Testing Centre (MRTC). 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
18.	Digital & Hard Copy	Electricity Connection <ul style="list-style-type: none"> • New Connections • Additional Load • Resiting of Network • Inspection of a new Installation and re inspection of an existing Installation 	NO for the information and the online documents. YES an application is required to provide services. It is noted that services provided based on applications do not fall under the Access to Information of the Public Domain Law.	EAC Website All application forms may be provided in Hard Copy at all Network Users Service Points.	FREE All applications are provided free of charge. General Charges for services concerning electricity connection are published on EAC Website.	0 * Applications for services, including the issuing of connection terms and conditions, are charged according to EAC approved charges.
19.	Digital	<ul style="list-style-type: none"> • Network Customer Charter • Hours of Supply for Storage Heaters 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
20.	Digital	Faults and Scheduled Interruptions	NO	EAC Website EAC Mobile App By phone at the Network User Call Center - 1800	FREE FREE The telephone line 1800 is FREE	0
21.	Digital	Information on Partners <ul style="list-style-type: none"> • Policy of EAC on submitting its views to the appropriate Town Planning and Local Authorities on the issue of building permits and permits for the division of land and electrification methods. 	NO	EAC Website	FREE	0
22.	Digital	<ul style="list-style-type: none"> • Distribution Contact Information • Meter cabinets and Metering rooms • Expected Short Circuit Currents at customer's premises • Inspection of electrical installation, Code of Practice 17th Edition. 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
23.	Digital & Hard Copy	Application to receive a copy of the Certificate of Suitability of the Electrical Installation. (Data available for a period up to 7 years from the date of issuing)	YES	The request may be submitted: <ul style="list-style-type: none"> • Through EAC website • by email at eac@eac.com.cy • in person at a Network User Service Point. 	WITH CHARGE	€11.00
	Hard Copy	Application to receive a copy of the electrical plans and monograms (Data available for a period up to 7 years from the Electrical Installation Inspection)				€29.00
24.	Digital	Renewable Energy Sources (RES) <ul style="list-style-type: none"> • Information about the Generation System for self-consumption (Net-metering, Net-billing) • Information on RES Systems that will eventually enter the competitive electricity market. 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
25.	Digital	Information on <ul style="list-style-type: none"> • Technical Guides (Lightning Protection and Overvoltage Protection for Outdoor Photovoltaic Installations) • Faults and Scheduled Interruptions • Completed Research Programmes • Distribution Projects (SCADA/DMS System) • Distribution Unit Announcements. 	NO	EAC Website	FREE	0

CORE REGULATED ACTIVITY OF SUPPLY						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
26.	Digital	General Information <ul style="list-style-type: none"> Responsibilities Activities Management. 	NO	EAC Website	FREE	0
27.	Digital & Hard Copy	Information on Bills <ul style="list-style-type: none"> Bill explanation Bill payment methods Bill payment with monthly instalments Receive your bill by e-mail Online bill payment Change of bill details 	NO – General information is available on EAC Website and Mobile App. YES – The request may be submitted by phone, through the Mobile App or in person at any Customer Service Centre.	EAC Website EAC Mobile App Customer Service Centre Customer Call Centre -1818	FREE FREE FREE Phone charges exist for the use of the land line 1818.	0 * The charges are according to the callers' telephone provider charges as applicable from time to time.

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
28.	Digital & Hard Copy	Information concerning <ul style="list-style-type: none"> • Connection/Transfer/ Disconnection • Services Charges (Deposits and other charges) 	NO – General information is available on EAC Website and Mobile App. YES – The request may be submitted by phone, through the Mobile App or in person at any Customer Service Centre.	EAC Website Customer Service Centre	FREE FREE	0
29.	Digital *Hard Copy Announcements are published from time to time.	Electricity Tariffs <ul style="list-style-type: none"> • Tariffs from 1.1.2019 and previous years (2017,2018) • Beneficiaries of tariff with code 08 • Fuel cost • Public Service Obligations (P.S.O.) 	NO	EAC Website	FREE	0

A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
		<ul style="list-style-type: none"> • Calculating total unit price (kwh) • Greenhouse Emmissions Rights Recovery Charge 				
30.	Digital	<ul style="list-style-type: none"> • Frequently Asked Questions • Customer Chart 	NO	EAC Website	FREE	0
31.	Digital & Hard Copy	<p>Renewable Energy Sources (RES)</p> <ul style="list-style-type: none"> • Energy Purchase from RES • Net-Metering Scheme • Net-Billing Scheme • RES Plants that will participate in the competitive market 	<p>NO</p> <p>YES – if the interested party wishes to apply for a Scheme that requires for an application.</p>	<p>EAC Website</p> <p>Customer Service Centre</p>	<p>FREE</p> <p>FREE</p>	0

NON-REGULATED ACTIVITIES						
A/A	Information Category	Type	Application required?	Method of Publication/ Information	Method of Access to Information	Amount (€)
32.	Digital	<ul style="list-style-type: none"> • General Responsibilities • VPS Desalination Plant • Tseri Photovoltaic Park • Photovoltaic Systems for third parties • Street Lighting Maintenance / Replacement • Telecommunications Infrastructure • e-charge Service (Charging stations map, Charging User Manual, Frequently Asked Questions) • Other contracting works 	NO	EAC Website	FREE	0