

GENERAL CONDITIONS OF SUPPLY

1. Determination of Disputes

Disputes arising over the provision, installation or associated charges and terms for electricity supply shall be determined in accordance with the Electricity Act 1999, and the Electricity Regulations as issued by the Electricity Regulatory Authority and as may be amended from time to time.

2. Metering Equipment

The register of a meter shall be conclusive evidence, in the absence of fraud, of the value of supply. Where a dispute arises as to the integrity of the meter, the dispute shall be determined in accordance with the Disputes resolution mechanism provided in the Electricity (Primary Grid Code) regulations 24/2003 and as may be amended from time to time.

3. Three Phase Supply

Phases should be balanced as evenly as possible. Where three phase equipment is installed, the customer is obliged to install protection which will disconnect all phases in the event of low voltage or loss of supply to one or more phase.

4. Service Lines/Connection charges

The customer shall contribute towards the cost of providing supply. The lines and installations will remain the property of UMEME and may be used for supplying other customers. The customer shall provide access to lines and installations whenever required by UMEME. The customer shall at all times keep the internal installations/wiring neat and safe.

5. Access To The Customer's Property

Authorized Officers of UMEME are entitled at all reasonable times to enter the customer's property for purposes connected with supply of electricity. If permission to enter is refused, UMEME may seek recourse under the relevant laws.

6. Interference With Supply To Other Customers

The customer may not use the supply so as to interfere with the efficient supply to any other customer, and UMEME may disconnect the supply if it is so used.

7. Tampering With Equipment

The customer shall not interfere or allow interference with UMEME equipment and installations on the property. Any such interference may attract criminal prosecution and / or fines. For the avoidance of doubt in the event that there is tampering with the meter it shall be presumed that the customer has tampered with it.

8. Temporary Interruption

UMEME may temporarily disconnect supply for various purposes including: load shedding, planned or unplanned network maintenance, connection of customers to the network, emergency work or any other purposes whatsoever connected with the proper working of the electricity network.

9. Alternative Payment Methods

To top up energy outside UMEME offices, the customer will be required to meet the cost of using alternative payment methods to the respective service provider.

10. Preloaded Units

The prepayment meters will be installed with energy preloaded on the meter, which will be paid for by the customer.

11. Arrears

The customer is required to clear any outstanding charges and / or bills prior to conversion/ or connection to Prepayment or enter into an agreed arrangement to clear any outstanding bills.

12. Security Deposit

For customers converting to Prepayment, their existing security deposit will off-set against the Final bill and any remaining credit will be converted to units and loaded onto the Prepayment meter.

13. Termination of Contract

The customer will advise UMEME if he / she intends to permanently leave the supply address or plans to demolish the premise which contains the metering equipment. The customer should advise UMEME by calling our Contact Centre on 0800185185 or by calling to any UMEME office.

I hereby state that all the information I have given in support of the application above is true to the best of my knowledge and I undertake to indemnify UMEME for any costs or liability it incurs as a result of any falsehood or omission on my part. I undertake to be bound by UMEME's General Conditions of Supply and I will pay for all the electricity consumed in accordance with the applicable tariff in force at the time of usage.

Customer's Signature Date

UMEME Authorised Officer's Signature Date

The above declaration given by the applicant shall be construed to be an Agreement between UMEME and the customer