

# COMPENSATION SCHEME



## FAQ regarding the Compensation Scheme

### 1. When is the implementation of this compensation scheme?

Customers can claim for compensation for outages that occur from 1<sup>st</sup> June 2016

### 2. Who are the eligible customers?

The compensation is only available for the customers who are registered and has an account with the DES. The claimant's name in the compensation form has to be as appeared on the electricity account.

### 3. Which sector is eligible for compensation?

Compensations are only eligible to **customers categorised under the commercial sector** (Tariff B).

Eligible customers shall be registered with the Registration of Companies and Business Names (ROCBN), Ministry of Finance with valid Registration Certificate 16 & 17,

Customers are not eligible to apply for compensation, if meters are found tampered.

### 4. Is there any minimum outage duration for the customers to be eligible for compensation?

Only Commercial customers affected by **unplanned** outage **at least 3 continuous hours** are eligible for the compensation.

### 5. Are the customers entitled to get the compensation if the outage is caused by natural disasters?

Any outages as a result of circumstances that are out of DES control are exempted, including but not limited to.

- Emergency actions to safe guard public safety or government's properties;
- Customers' request;
- Outage caused by, or attributable to the customers or equipment under customers' control;
- Natural disaster, severe thunderstorm or weather conditions;
- Any third party interference to the electricity system such as vehicle accident or vandalism.

6. Is it possible to get compensation if the power supply is cut off by DES in order to enable maintenance, replacement or reinforcement work to be carried out?

Any planned outage is not eligible for compensation. If the outage is planned by DES, the public will be informed in advance and backup generator set are normally provided to minimize inconvenience to the customers.

7. Is the compensation includes any losses and damage to properties caused by or during the outage?

DES shall not compensate any damages to properties, dairy products, tools, appliances and other electrical or mechanical equipment as a consequence of the unplanned power outages.

8. How do customers apply for the outage compensation?

Customers are strongly encouraged to process their claim through the online system. The form can be filled in and submitted directly on the DES official website. ([www.des.gov.bn](http://www.des.gov.bn)) Alternatively, the form can be downloaded from the website and be submitted by hand to any DES counters.

9. What information is required to apply for the compensation?

**All fields in the form need to be completely and appropriately filled before submitting.** Any incomplete form will not be entertained and the claims will not be processed. The followings are the minimum information required to claim for the compensation:

- **Claimants' details.**

- o Name and IC no. of the electricity account holder
- o Contact number
- o E-mail address (for the notification and acknowledgement)

- **Details of the property affected.**

- o Electricity account number (for conventional post-paid meter / CT meter users)
- o Prepaid meter number (for prepaid meter users)
- o Name and registration number of the business affected
- o Complete address of the premise affected

- **Power interruption details**

- o Duration, Date and Time of the outage.

10. Where do the customers submit the form?

The completed form can be submitted either,

- Preferably through **online** on the DES official website (www.des.gov.bn), or
- To any **DES counters**.

11. How soon can the compensation be applied?

Customers can apply immediately after the power supply has been restored.

12. Is there any deadline for the form submission?

The validity of the submission is only **within 14 calendar days** from the date of the outage.

13. What are the criteria required to calculate the compensation?

The compensation amount depends on the **outage duration** in hours and their **average usage** of the previous month – in kWh.

14. How are the compensation amount calculated?

Compensation will be calculated in accordance to an average charge per unit of tariff B (1 unit estimate equivalent to \$0.08) and based upon the usage per hour which is averaged across the previous month consumption. The hourly figure arrived at is then applied per hour to the entire outage duration.

*Example:*

*Outage duration: 5 hours*

*Usage: BND150.00 / month*

*Compensation Calculation:*

*Daily Usage:*

*Monthly Usage/30days*

*BND150.00/30days = BND5.00*

*Hourly usage:*

*Daily Usage/ 24hours*

*BND5.00/24hours = BND0.21*

*Compensation Amount:*

*Hourly usage x Outage Duration*

*BND0.21 x 5 hours = BND1.05*

*(Tariff B: 1 kWh ≈ BND0.08)*

*BND1.05/BND0.08 = 13.13 kWh*

**15. In what form will the amount be compensated?**

Compensation will not be in the form of cash. It will be in the form of either

- Token credit issuance (For customers using prepaid meter)
- kilowatt hour (kWh) deduction from the prevailing bill (For customers using the conventional post-paid and CT meters)

**16. After submitting the form, how long will it take for the customers to receive the compensation?**

Customers will receive their compensation within three (3) working days from the date DES received the form. If meters are found tampered, the claim will not be processed.

**17. How will the customers received the notification regarding their claims?**

Customers will receive acknowledgment receipt of their claims via e-mail or via phone call either the claims are successful or otherwise within three (3) days. If meters are found tampered, the claim will not be processed.

**18. If a customer is affected by multiple outages in one day, how would the customer claim for the compensation?**

**Customers affected by multiple outages in a day should submit multiple forms.**

*Example.*

Scenario 1: 1<sup>st</sup> outage: 9am – 1pm (4 hours)

2<sup>nd</sup> outage: 3pm – 5pm (2 hours)

*Compensation can only be claimed for 1<sup>st</sup> outage as the duration exceeds three (3) hours. Customers are not eligible to claim compensation for the 2<sup>nd</sup> outage.*

Scenario 2: 1<sup>st</sup> outage: 10am – 1:30pm (3.5hours)

2<sup>nd</sup> outage: 3pm – 7pm (4hours)

*If both outages exceed 3 hours, compensation can be claimed for both outages. In this case, **customers will have to fill in and submit two (2) compensation forms**, one for the 1<sup>st</sup> outage and the other for the 2<sup>nd</sup> outage. This is for easy transaction and calculation.*

19. Can the duration be compounded if there are multiple outages in one day?

Compensation can only be claimed independently for each outage. **The duration of separate outages cannot be compounded in 1 application.**

*Example.*

Scenario 1:    1<sup>st</sup> outage: 9am – 1pm (4 hours)  
                  2<sup>nd</sup> outage: 3pm – 5pm (2 hours)

***Customers can only claim compensation for the outage duration of 4 hours and not the summation of the 2 outage duration (6 hours).***

Scenario 2:    1<sup>st</sup> outage: 10am – 1:30pm (3.5hours)  
                  2<sup>nd</sup> outage: 3pm – 7pm (4hours)

***In this case, customers will have to fill in and submit two (2) compensation forms. 1 form is to claim for the first outage (3.5 hours) and the other is to claim for 2<sup>nd</sup> outage. (4 hours)***

20. Should there be any other enquiries regarding the compensation scheme, where should it be directed to?

DES has an online help desk service which operates 24/7 that can handle all kinds of enquiries. Please dial 123 or submit your enquiries at [des\\_info@gov.bn](mailto:des_info@gov.bn)

21. I cannot find the form in DES website. What is the exact link to download the form?

[www.des.gov.bn/Downloads/Forms](http://www.des.gov.bn/Downloads/Forms)

22. I do business through Facebook and Instagram. Am I eligible to apply for compensation?

Eligibility is only open for those businesses holding proper business licenses from the relevant Government agencies. If you do not have such license, regrettably you are not eligible for this scheme.

23. My business activity was exempted from applying for a business license as of 1st January 2016 under the new mandate of the Business Licensing Act Schedule (Chapter 127). Am I eligible to apply for compensation?

The case will be treated separately. You can submit you claim with all the documents including those exempting your business from a license for consideration.