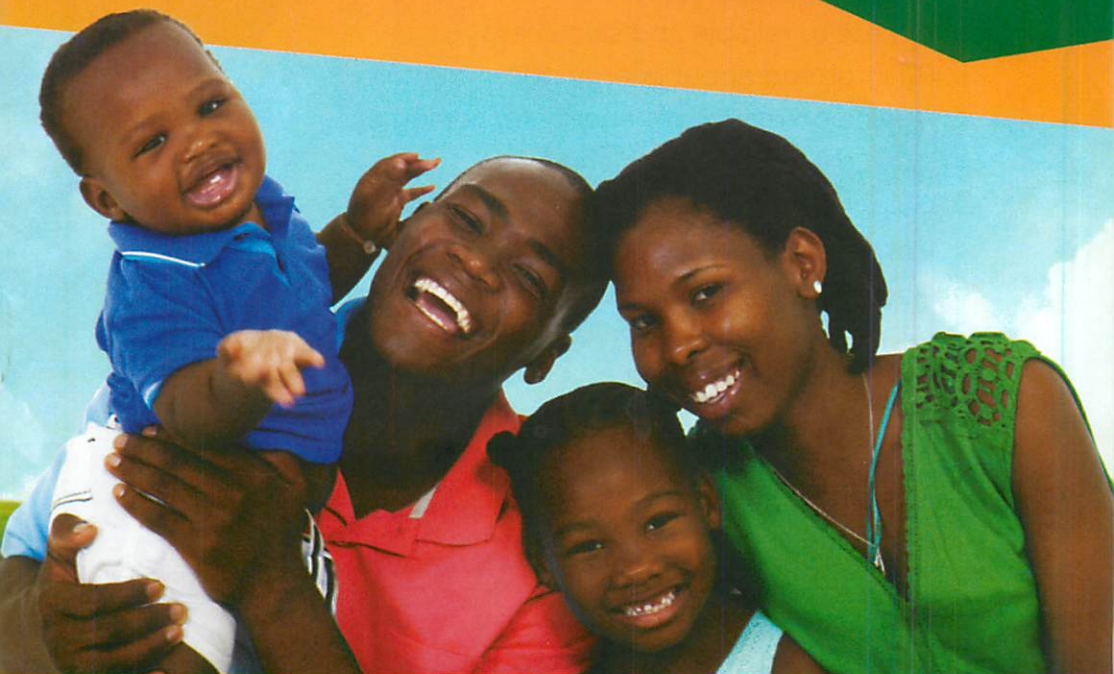




ZIMBABWE ENERGY REGULATORY AUTHORITY

For sustainable energy

CONSUMER RIGHTS AND RESPONSIBILITIES



We Regulate | Licencees Comply | Consumers Benefit.



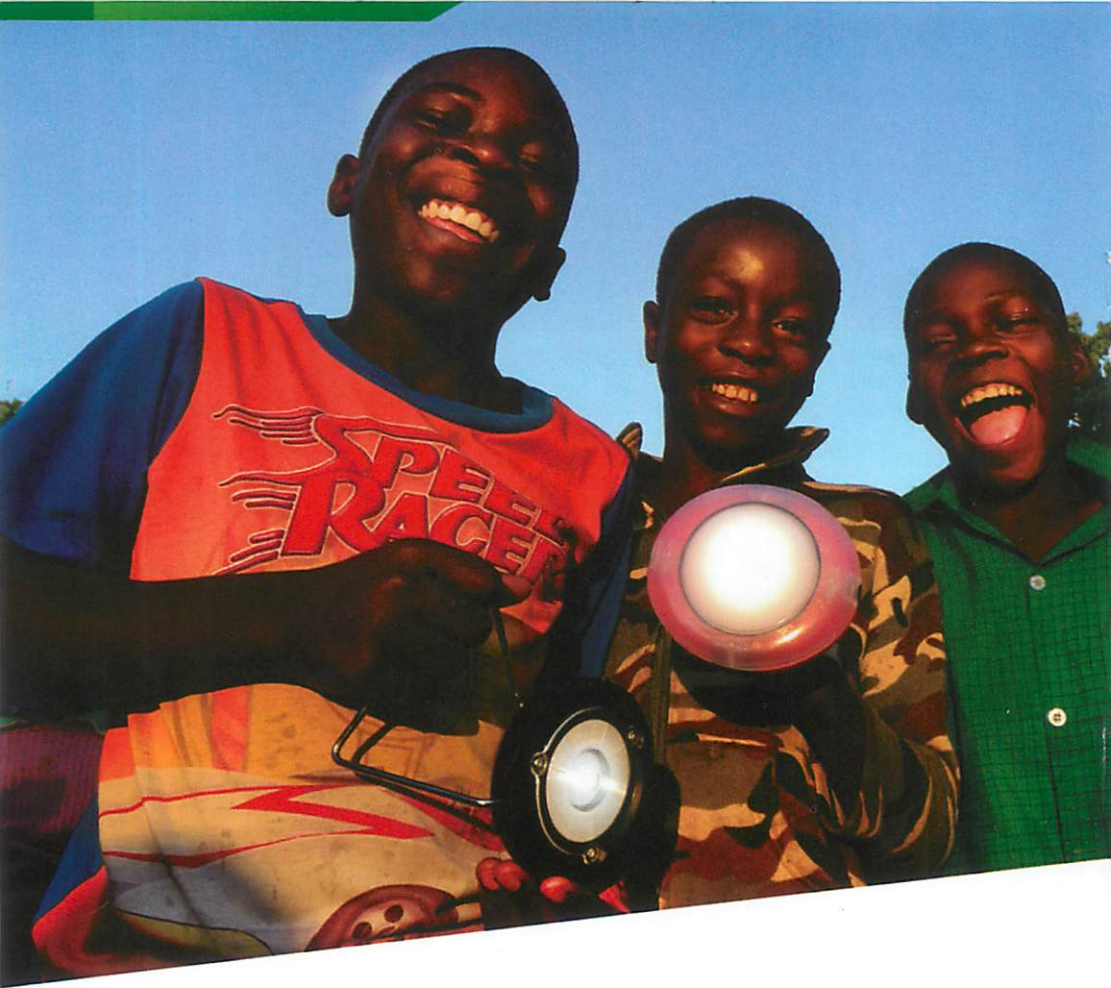
As a consumer, I have a right to:

- Be treated fairly with kindness and due respect.
- Privacy and to have confidential information protected.
- Access to reliable and safe energy.
- Be informed about energy price structure.
- Advice on renewable energy technologies.
- Advice on energy efficiency.
- Guidance on quality solar energy products and services.
- Responsive energy suppliers.
- Have all faults attended to in a timely manner.
- Lodge a complaint and get an amicable resolution within a reasonable time frame.
- Receive accurate and timely bills for post-paid meters.
- Be informed about planned power outages well in time.
- Be informed about energy supplier's intention to terminate service and reasons thereof. Access to and be informed about safe handling, storage, dispensing and usage of energy products.

MY RIGHTS AS A CONSUMER




- Receive energy product that meets the stipulated quality and quantity standards. Access to and be informed about complaint handling procedure.
- Consumer education and awareness.



MY RESPONSIBILITIES AS A CONSUMER

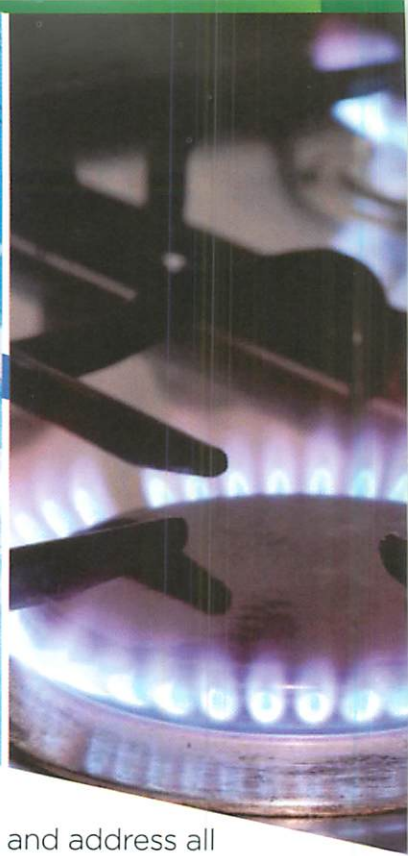
- ✓ Pay my energy bills on time always.
- ✓ Cooperate with and support programs on the effective and efficient use of energy.
- ✓ Allow energy suppliers access to consumers' premises for purposes of inspection, meter reading, installation, testing, replacement or disposal of utility apparatus.

- 
- ✔ Report any faults or damages to the utility property which can potentially cause accidents.
 - ✔ Abide by the contractual obligations, terms and conditions of energy service provision.
 - ✔ Follow appropriate channels of lodging complaints.
 - ✔ Ensure that installations at premises are safe and pose no hazard.
use of energy efficiently and in an environmentally friendly manner.
 - ✔ Adhere to all safety procedures such as no smoking, no use of cell phones, no open flames, switching off engine and not using plastic containers at service stations.
 - ✔ Report all cases of poor quality fuel, illegal vending, and any unsafe acts.



ENERGY SUPPLIERS' HAVE OBLIGATIONS TO:

- ✔ Carry out effective safety and security awareness campaigns on the consequences of improper use of electricity and petroleum products.
- ✔ Raise awareness on the dangers of tampering with cables or power lines, illegal connections, attempts to drain oil from transformers and unauthorised repair of fallen power lines.
- ✔ Raise awareness raising of the hazards associated with improper handling of petroleum products.
- ✔ Encourage consumers to report any accidental fuel spillages and ensure appropriate action is taken by experts in order to prevent loss of lives.
- ✔ Educate consumers of the dangers of storing fuel in inappropriate containers and structures as well as the consequences of mixing diesel with other products (such as paraffin) on vehicle engines.



- ✓ Listen, acknowledge, process, respond and address all consumer related issues linked to energy products or services within reasonable time.
- ✓ Address power supply issues.
- ✓ Supply of products that meet set standards and are fairly priced.
- ✓ Resolve customer complaints.



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