

Electricity Distribution and Supply Authority
Service Delivery Charter



Electricity Distribution and Supply Authority			
Activities			
Activity	Cost		Time Frame
Reconnection Fee	Tariff Charge	User	Timeline
	T1 Residential	50,000	Within 24 hours of payment of at least 75% of outstanding arrears and reconnection fee
	T2 Commercial	100,000	
	T3 Health and Educational Institutions	63,000	
	T4 Large Power Users	300,000	
	T7 Welders	84,000	

Meter Replacement	Tariff Charge	User	Timeline
	T1 Residential	50,000	1 - 5 working days
	T2 Commercial	100,000	
	T3 Health and Educational Institutions	63,000	
	T4 Large Power Users	300,000	
	T7 Welders	84,000	
Supply Connection		Single phase	Timeline
	T1 Residential	Le705,500	1 - 14 working days
	T2 Commercial		
	T3 Health and Educational Institutions	Three phase	
	T7 Welders	Le1,355, 000	

Activity	Cost	Units (kWh)	Le/kWh*
Cost of 1 kWh/unit as per tariff category	T1 Residential	0 - 30	560
		31 - 150	800
		Above 150	1,064
	T2 Commercial	0 - 30	977
		31 - 150	1,172
		Above 150	1,269
	T3 Health and Educational Institutions	All Units	1,172
		Minimum Charge	48,800
	T4 Large Power Users	All Units	1,412
		Demand	2,172
		Minimum Charge	177,450
	T5 Street Light	All Units	1,188
		Minimum Charge	39,927
	T6 Temporary Supply	All Units	1,365
		Minimum Charge	16,926
	T7 Welders	All Units	1,490
		Minimum Charge	53,235