Indicative questions for Consumer Forum Panel

1. It is said that yesterday we experienced the longest unplanned country-wide outage since 1996. Very clearly the emphasis must be on remedying the immediate problem and ensuring that recurrences are avoided. However, we need to examine what this means to consumers. In 2004, Wijayatunge and Jayalath concluded that “On average, these values for planned and unplanned outages are US$ 0.66 and US$ 1.08 per kW h of energy loss, respectively.” <http://dl.lib.mrt.ac.lk/handle/123/8650> . While there may be debate about the actual losses and methodologies, we could agree that the impacts of planned and unplanned outages are different, and that those from the former are higher.
   1. Do the PUCSL and the licensees have different approaches to planned and unplanned outages? Can you spell them out?
   2. Based on the above answer, what are the remedies available to a consumer who suffered documentable losses yesterday?
      1. Loss of business, for example in the case of a supplier of food/beauty care
      2. Loss caused by damage to equipment
      3. Disruption caused by inadequate/inaccurate information on restoration of supply
   3. Could you tell us how consumer and media inquiries were handled in the context of the outage? It will be good if data can be provided.
   4. Do the distribution licensees have in place plans for dealing with media/consumers in such situations?
   5. The country-wide outage of 13 March was the third within a short time period.
      1. What assessments were undertaken on the previous outages by the PUCSL?
      2. What assessment were undertaken by the licensees?
      3. Can you point to any actions taken on the basis of the lessons learned?
2. Can the licensees and the PUCSL provide an overview of the consumer complaints procedure, preferably with data?
   1. Taken individually, a complaint requires investigation and resolution. Here, the performance indicators would be how long it takes to resolve complaints. And data on this?
   2. Taken collectively, complaints are a source of valuable feedback. Do the licensees and the PUCSL undertaken any analysis of the complaints?
3. What are the benefits to consumers from the Time of Use tariff?
   1. What has been the take up?
   2. What has been done to educate consumers about the TOU tariff?
4. Consumers experience many difficulties related to ownership changes and wayleaves. What has been to reduce these difficulties?