



Pursuant to the Electricity Act 1999, the related regulations and guidelines, the Consumers have the following Rights and Regulations;

A. RIGHTS

Consumers have a right to:

- Be connected to electricity under the provisions of the law
- Be informed and protected against dishonest or misleading advertising and labelling
- Be notified of planned outages in advance
- Be heard in case of a dispute or complaint
- Seek redress and receive a fair settlement of claims
- Safety of person and property and a healthy environment
- Consumer education to allow for making of informed choices
- Be treated fairly and reasonably during any engagements
- Peaceful and quiet enjoyment of the electricity supplied by Umeme Limited.

B. RESPONSIBILITIES

Consumers have a responsibility to:

- Make timely payments for electrical power consumed in accordance with the prevailing tariff rates
- Maintain electrical installations at their premises in a safe condition
- Ensure that all electrical installations undertaken by the consumer are done by certified electricians
- Provide safe, convenient and unhindered access to the premises to enable work to be carried out
- Refrain from tampering with Umeme Limited's electrical installations. Any tampering shall constitute a breach of the supply contract leading to withdrawal of supply or a penalty
- Respect Umeme limited employees as they execute their duties and treat them with respect

A copy of the full Electricity Consumer Protection Guidelines can be accessed through our website at www.umeme.co.ug.