



Planned Interruption to A Supply

If we need to disconnect your supply of electricity for scheduled work or testing, at least 48-hours notice will be given to you.

Notice on A Disconnection of Supply

We will only disconnect your supply of electricity after we have given you a notice about the disconnection. Reasons for disconnection shall be either due to:

- i. **Failure to pay your bill** within 30 days after receiving your electricity bill. We will inform you at least 48 hours before disconnection or;
- ii. **Failure to pay any additional deposit** within 30 days after receipt of a claim from us. We will inform you at least 48 hours before disconnection.

Reconnecting of Supply

Upon settling the entire outstanding amount during working hours, we will reconnect the electricity supply within the same day or we will rebate RM10 from your next bill for low voltage and RM80 for high voltage. Reconnection charges have been waived since November 2001.

Estimated Bills

Under normal circumstances, your meter will be read from our Control Room. We will estimate your bill only if there is a meter fault or system error. However, estimated bills will not be issued for more than 1 month, or we will rebate RM10 from your next bill.

Meter Disputes Our officers will make visits to your premises (if necessary) within 1 working day of receiving a complaint from you regarding your meter or we will rebate RM10 from your next bill.

Changing A Meter

- i. If a **low voltage meter is proven not accurate**, we will change the meter within 2 hours, or we will rebate RM10 from your next bill.
- ii. If a **large power customer's meter / the system meter is proven not accurate**, we will change the meter and / or the metering components within the duration agreed by both the customer and us, or we will rebate RM20 from your next bill.

Written Queries or E-mail

All complaints or queries with regards to your bills or account will be attended to within 5 days from the date of receipt of your written complaint or query.

Queries by Phone

If we are unable to answer any of your queries immediately over the phone, any updates or further information regarding your query will be provided within 24 hours.

Payment

Payment received before the due date will be shown in your next bill.

Repayment of Deposit (Closing Account)

When you terminate your contract with us and upon settlement of your account, we will return your deposit (if any) within 30 days. If we fail to do so, we will pay you RM10 in cash.

Appointments

We will ensure that our officers will be punctual for any pre agreed appointments. The Energy Commission has been notified of these Guaranteed Standards.

Any queries or request for information can be forwarded to our address at:

Wirazone Sdn. Bhd.

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Customer Helpdesk Number at +603-2273 5888 from 8.45am to 1.00pm
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