

## Media Statement

### **‘Compensation for Customers in the Commercial Sector Category Affected by Power Outages exceeding 3 hours’**

The Department of Electrical Services (DES) is pleased to announce a compensation scheme to reimburse businesses affected by unplanned power outages that exceed three hours effective as of 1<sup>st</sup> June 2016.

Compensations are only eligible for customers categorised in the commercial sector (tariff B), for example grocery shops, supermarkets, car workshops and etc. The compensation in kilo-watt-hour (kWh) will be calculated based upon the customer's average usage per hour and will be provided in the form of either a token credit issuance for customers using prepaid meters or in the form of kWh deduction from the prevailing bill for customers using the conventional post-paid or CT meters. Under this compensation scheme, the DES will not compensate any damages to properties, products, appliances or equipment.

Customers can process their claim through online system by completing the compensation form, from the DES official website [www.des.gov.bn/downloads](http://www.des.gov.bn/downloads) or from any of the DES counters (during office hours). Customers will receive acknowledgement receipt of their claims via e-mail or via phone call and will receive their compensation within three (3) working days.

For more more information on the scheme, customers can call Talian Darussalam 123, any DES counters during normal working hours or download the Compensation Guidelines from the DES website.

*Director  
Department of Electrical Services (DES)*