

Study on Statement of Account for Electricity Consumption (Customer Bill Format)

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1. Introduction

Provision of information to the customers is recognized as a good practice in all private businesses and in public enterprises. Further the right to information is considered worldwide as a democratic right of the citizens¹.

As far as the provision of public utilities such as electricity are concerned price and related information plays a vital role. On one hand, criticism raised by consumer groups of public utilities on the less clarity of bills and difficult price calculations formulae is a common issue across all the public utility services. On the other hand, users of utilities can be encouraged to conserve the scarce resources for future generations.

The Public Utilities Commission of Sri Lanka (PUCSL) together with the Electricity Board (CEB) identified the importance of providing price and related information to the electricity customers and has designed a new bill format.

The objective of the present study is to examine the opinion of customers on the usefulness of new bill format as compared to its current format.

In order for that a countrywide sample survey was conducted among household and industrial users of electricity and the findings of the surveys are summarized in this report.

The report is organized into six sections including introduction. Section two summarizes the TOR of the exercise. Survey methods, questionnaires and basic characteristics of the respondents in both surveys are summarized in section three. Section four compares the two bill formats and highlights the changes in the new format with supporting arguments for such changes. Section five summarizes the survey findings and the report is concluded in section six.

¹ Currently more than 85 countries have passed right to information act making provision of required information a legal obligation of relevant parties.

2. The TOR

1. The Public Utilities Commission of Sri Lanka (PUCSL) was established under the Public Utilities Commission of Sri Lanka Act, No. 35 of 2002 to regulate, amongst others, the electricity industry in Sri Lanka. With the enactment of the Sri Lanka Electricity Act No. 20 of 2009, the PUCSL commenced economic, safety and technical regulation of the electricity industry. The functions of the PUCSL include:
 - a. advising the Government on all matters concerning the generation, transmission, distribution and supply of electricity;
 - b. regulating tariffs and other charges levied by licensees and other electrical undertakings in order to ensure that the most economical and efficient service possible is provided to consumers – consumer means a consumer of electricity and includes a prospective electricity consumer; and
 - c. consulting any person or group of persons who may be affected or are likely to be affected by the decisions of the PUCSL.
2. The provision of cost related information in the Statement of Account for Electricity Consumption (Customer Bill) is necessary in terms of:
 - a. Section 2.2.6 of the Statement of Rights & Obligations of Electricity Consumers, specified under Section 3 (1) (e) of the Sri Lanka Electricity Act, No. 20 of 2009, which states that Licensees are required to ensure that the Customer Bill presented shall include, amongst others, the basis for the computation of the billed amount i.e. generation charges, transmission charges, distribution charges, taxes, subsidies and any other charges per unit;
 - b. Section 5 of the Supply Service Code, once approved by this Commission, which will state that the Customer Bill shall separately identify the component of the tariff relating to the use of the distribution system, transmission system, electricity generation and supply of electricity, so as to be consistent with the:
 - i. Supply tariff schedule under Condition 31 of the Electricity Distribution & Supply Licenses;
 - ii. Tariff methodology approved by the Commission
 - iii. International best practice

- c. Prevailing lack of transparency and need to enlighten consumers regarding the costs of supplying electricity and the extent to which these are subsidized by the Government or other consumer categories - it is expected that such awareness will assist in encouraging efficiency in consumption of energy.

A. OBJECTIVES OF THE ASSIGNMENT

1. The objective of the assignment is to obtain comments from a cross section of customers on the proposed format so as to:
 - a. Ascertain their desire to receive such information;
 - b. Assess their ability to comprehend the information provided; and
 - c. Obtain their comments for improvement.

3. Survey Methods and Socio-economic Characteristics of Respondents

3.1 Survey Methods:

It was decided to administer eight hundred (800) households, religious places, small hotels, industry and commercial and Low Voltage Bulk and Medium Voltage enterprises from three districts, namely, Colombo, Hambantota and Nuwara-Eliya. These three districts were selected to represent the three main different segments of the country, Urban Rural and Estate, Colombo-Urban, Hambantota -Rural and Nuwara-Eliya –Estate. 800 interviews were distributed as follows;

Table 1: Geographical and Type-wise Distribution of Sample

Customer Category	District	Number of Cases
Households, religious, small hotels, industry and commercial	Colombo	200
	Hambantota	200
	Nuwara Eliya	200
LV bulk and MV	Colombo	67
	Hambantota	67
	Nuwara Eliya	67

Information is gathered from two types of electricity customers; LV: Low Voltage customers (Households, religious, small hotels, industry and commercial) and the other represents low voltage bulk and the Medium Voltage (MV) customers. Questionnaires are attached to Appendix I. Targeted sample sizes are also reported in the last column of Table 1.

Both questions have two main sections. One on the present bill format (up to question 22) and the other on the proposed bill format (from question 23).

Most of the questions are opinion type. Respondents' opinion about the two formats and about their expectations of the type of information they are willing to have in the bill.

3.2 Sample Characteristics

Majority of the respondents in HH survey are from rural sector since the majority of the population is in rural in Sri Lanka. Entire sample is selected from three provinces, Western, Central and Southern. From each province 200 households are selected for the survey.

Table 2: Sectoral Composition of HH Sample

	Frequency	Percent
Urban	124	20.7
Rural	375	62.5
Estate	101	16.8
Total	600	100.0

The entire sample is selected in equal size from three districts; Nuwara Eliya, Hambantota and Colombo.

Gender and education composition of the respondents in both surveys are reported in the table below.

Majority of respondents in industry survey are male and they are also more educated than the respondents in the HH survey.

Table 3: Education and Gender Composition

	HH Sample			Industry Sample		
	Male	Female	Total	Male	female	Total
No schooling	1	0	1			
Primary (1-5 yrs. of schooling)	27	44	71			
Secondary (6-10 yrs of schooling)	86	80	166	19	0	19
GCE O/L passed	113	108	221	37	5	42
GCE A/L passed	48	48	96	73	27	100
Higher academic education	19	16	35	35	5	40
Technical/ Professional education	4	6	10			
Total	298	302	600	164	37	201

Average age of HH respondents is 46 years with 14 standard deviation. The age distribution of industry survey is similar to the HH survey. The average age of industry respondent is 42 years with 11 years standard deviation.

4. Comparison of Bill Formats

Information provided in present bill format against the information provided in the proposed bill format is summarized in Table 4. The proposed bill format provides all available in the present format and information on electricity generation cost and subsidy. For a rational consumer this information is required for optimal utilization of electricity and to reduce the waste of electricity.

Table 4: Comparison of Two Bill Formats

	Present Bill Format	Proposed Bill Format
Charges for the month	X	X
Outstanding bill	X	X
Units consumed and maximum demand	X	X
How the bill is calculated	X	X
Generation cost		X
Transmission cost		X
Distribution cost		X
Approved Levies		X
Subsidies /Surcharges		X

Therefore, at the outset one can understand that the proposed bill format provides required information for a consumer to use the electricity rationally so that the electricity can be used efficiently. This will reduce the personal cost of electricity and also reduce the wasteful utilization of it.

5. Survey Findings

This section of the report analyzes the key findings of the two surveys on the information given in the present and proposed bill formats. Section is organized as follows. First the limitations and problems of the present bill format are examined. Based on what can be learnt from the limitations of the present bill format, the proposed format is examined.

Present Format:

Table 5: Assessment of Present Bill Format

	Easy to					
	Easy to Read		Understand		Infor. Adequate	
	HH	Industry	HH	Industry	HH	Industry
Nuwara Eliya	100	100	83	100	91	99
Hambantota	99	88	77	88	88	76
Colombo	98	82	77	87	61	52
Total	99	90	79	92	80	76

Table 5 summarizes the opinion of households and industry customers on the readability, easiness to understand information given in the present bill format and adequacy of information given in the present bill format. First column of each section reports the summaries of HH survey and the second column reports the findings from industry survey.

For large majority from any district, reading of the present bill format is not a problem. However, understanding the information given in the present bill format is not easy for some people. Still the majority of respondents from both surveys reported that it is not a problem. Information adequacy is a problem for many people. Level of satisfaction of respondents from Colombo district is little more unsatisfied than the respondents from other districts. In general, over 90 percent of respondents from both surveys can easily read the present bill format, over 80 percent can understand and over 80 percent believe that the information given in the present bill format is adequate for their purposes.

Table 6: Additional Information Required

	HH				Industry			
	N. Eliya	HTT	Colombo	Total	N. Eliya	HTT	Colombo	Total
Tariff structure	50	44		47	100	56	28	39
Instruction for payment	11	12		12				
Unit rate	17	8		12	0	31	41	37
Electricity Requirement for Appliances	11	8		9				
Meter Reading					0	13	6	8
Calculation Method					0	0	3	2
Other					0	0	3	2

Those who reported that the information given in the current bill format is inadequate were asked to report the additional information required through the bill. The responses of respondents in both samples are summarized above. Numbers presented are percentages. Tariff structure and unit rates are the most popular demands.

Some respondents in both surveys suggest that what they need is not any additional information but the information provided in the bill must be clear and easy to understand. It is the same group who responded to the question on the simplicity of the present bill format. This is summarized in Table 5 above.

Use of the contact numbers given in the bill format is inquired and the responses are summarized below.

Table 7: Use of Contact Numbers given in the Bill (%)

	HH	Industry
Nuwara Eliya	32	03
Hambantota	41	42
Colombo	59	72
Total	44	39

Overall the usage rate is nearly same for both samples. From the HH survey, 44 percent have used the contact number and from the industry survey, 30 percent has used it. However, the usage rates are fairly different at district level. Only 3 percent of industrial respondents in Nuwara Eliya have used this telephone line. It is obvious that this line can be used if and only if there is a power failure or any other need. However, high percentage from household survey for the same district shows that needs for such communication did not occur during the reference period.

Table 8: Respondents' Assessment of the information available in Present Bill format

		Nuwara Eliya		Hambantota		Colombo		Total	
		HH	Industry	HH	Industry	HH	Industry	HH	Industry
Outstanding Payments	Most	91.00	100.00	84.00	98.50	94.00	74.60	89.70	91.00
	Some What	9.00	0.00	16.00	1.50	4.50	19.40	9.80	7.00
	Not at all	0.00	0.00	0.00	0.00	1.50	6.00	0.50	2.00
Units Consumed	Most	91.00	92.50	82.50	88.10	93.50	85.10	89.00	88.60
	Some What	9.00	6.00	17.50	11.90	4.50	14.90	10.30	10.90
	Not at all	0.00	1.50	0.00	0.00	2.00	0.00	0.70	0.50

Present bill format provides information on the outstanding payments and units consumed. Costumers' assessment of the information is in Table 8. Majority of respondents in both surveys believe that the outstanding payments and units consumed are very useful for them.

Table 9: Awareness of Electricity Pricing in Practice

	Nuwara Eliya		Hambantota		Colombo		Total	
	HH	Industry	HH	Industry	HH	Industry	HH	Industry
Aware of Tariff Structure	19	12	24	15	19	27	21	18
Aware of Payment by Others	39	13	53	45	30	70	41	43
Aware of whether the bill is subsidized	46	60	35	54	21	43	34	52

Table above shows the level of awareness of pricing mechanism. Table shows that the majority has no idea about it.

Question on the awareness of whether the bill is subsidized helps to classify all the respondents into three groups on their awareness of whether they are subsidized or whether the price that they

pay cross subsidies other costumers. It is noteworthy that on average over 60 percent of household customers do not know their position. The situation with industry sample is slightly better. However, still little less than 50 percent of industry users do not know their position.

Table 10: Most needed information with the bill

	Nuwara Eliya		Hambantota		Colombo		Total	
	HH	Industry	HH	Industry	HH	Industry	HH	Industry
Cost of Electricity	68	81	58	75	82	81	69	79
30 days notice encourages	80	81	66	75	82	81	76	79

Table 10 shows that majority of respondents in both surveys are willing to have the cost of electricity they consume in the bill. The majority further reported that the warnings given on the bill always encourage them to pay the bill in time.

Respondents were also further questioned on the type of information they expect to find in the electricity bill. Table 11 further elaborates responses. Almost 100 percent of respondents demand for the calculation of total bill in detail in the bill. Nearly 95 percent of respondents also require cost of electricity supply.

Proposed Format:

Additional information included to the proposed bill format is given in Table 4. Respondents' opinion on the proposed format and comparison of present and proposed formats are presented in this section.

Table 11: Comparison with Proposed Bill Format

	Nuwara Eliya		Hambantota		Colombo		Total	
	HH	Industry	HH	Industry	HH	Industry	HH	Industry
Proposed Format is More Readable	78	100	68	69	86	24	77	79
Proposed Format is easier to Understand	79	100	69	69	88	73	78	80
Proposed Format is more user friendly	94	100	94	88	95	90	94	93
Adequacy of Information Provided in Proposed Format	99	100	100	100	95	100	98	100

Respondents were asked to compare the two bill formats on their readability, simplicity, user friendliness and adequacy of information for their decisions. Respondents’ opinion on those are summarized in Table 11 above. Most of respondents have agreed that the proposed format is better than the present one in all the four dimensions described above. In this regard, industry customers are more favorable to the proposed format than the HH customers.

According to Table 11 all types of respondents regardless the customer type or location believe that the proposed bill format provides more useful and relevant information and the way that the information reported is easy to read and understand.

Table 12: Assessment of information given in Present Bill Format

Information	Most Useful	Somewhat Useful	Not Useful
No. of units consumed and the detailed calculation of your bill	89	11	0
Cost of Electricity Supply (generation cost, transmission cost, distribution cost, approved levies)	43	52	5
Clear display of subsidies /surcharges	42	47	11

Table 13: Most useful section of the Bill

Information	Most Useful	Somewhat Useful	Not Useful
Notice Section	56	31	13
Conversation of Electricity	59	31	10
Instructions for Payments	59	32	9
Queries	64	32	4
Interruption	68	31	1

Tables 12 and 13 further explore opinion of electricity customers on the usefulness of various information provided with the bill. Table 12 shows that customers are willing to have clear idea about the calculation of the bill. Cost of electricity supply with its breakdown is also demanded but not in the same extent as the calculation of the bill.

Table 13 summarizes respondents’ opinion on the sections of the bill according to the importance assigned by customers. Over 80 percent of respondents reported that they consider all the

sections useful. Around 60 percent respondents consider that all these sections are “most useful”. Table 14 summarizes some of other useful information revealed in the survey. According to that customers are interested in having several information on electricity which may not have any direct relevance to customer bill calculation. For example, cost of street lighting, cost of mini hydro electricity generation etc.

Table 14: Some Other issues Raised by Customers

	Nuwara Eliya	Hambantota	Colombo	Total
I need the Information on Other Costs	70.00	87.00	72.50	76.50
Pay the bill at CEB	2.50	5.00	36.36	14.55
Pay the bill to a Bank	60.50	65.50	56.57	61.37
Pay bill to Supermarket	0.50	0.50	4.04	1.67
Pay to Other Places	36.50	29.00	3.03	22.41

Where they pay the electricity bill is also summarized in this table. It shows that for the majority payment of bills are done at banks and Post Offices (Other places). Payments directly to CEB counters are popular only in Colombo district.

What additional information should be given in the bill format is also asked from the respondents. In this regard, most of the respondents have claimed that the information given in the proposed bill format is adequate and therefore no suggestions are made. However, others have suggestions and these suggestions are summarized in Table 15 below.

Table 15: Additional Information Demanded by Customers

Household Respondents	Industry Respondents
1.) Initial Cost to obtain electricity	1.) Conditions for compensation when equipments are damaged due to electricity fluctuations.
2.) All information in the notice section of present bill to the new format	2.) Average cost for street lighting.
3.) Every charges after 90 units	3.) Electricity charges for Peak and normal hour
4.) Use large font size	4.) Indicate the extra charges added to businesses.
5.) Interest charges for outstanding bills	5.) Indicating generation cost make the bill complicated
6.) Electricity conservation methods	6.) Technical terms should not directly translate.
7.) average electricity requirements for electric utensils	

6. Summary Conclusions

Right to information is considered by economists as an important step for efficient resources allocation. In this regard, the initiative by the PUCSL together with the CEB to add more information to the bill format is appreciable as an effective strategy to provide required information to customers to make their decisions effectively and efficiently. Hopefully this will reduce the cost of living of customers when they use electricity more efficiently. It will also benefit the entire country because the waste of electricity will be minimized. Further, it can also be considered as a right of the customers to know about the mechanism through what their bills are calculated.

Findings of this study are summarized in this section under the three objectives stated in the TOR in Section 2 of this report.

Customers' desire to receive such information: Proposed bill format provides more information about electricity pricing to the customers. In addition to the bill they are required to settle in a given month, the proposed bill format also provides the unit cost of electricity production, pricing formulae, cross subsidies paid by (received by) different types of customers and also about the taxes imposed on customers. Survey findings reported in previous sections clearly show that majority of respondents regardless of their type have expressed the willingness to obtain such information. Tables reported in the previous section show that over 80 percent of customers in the sample show interest of receiving proposed information. For example, Table 11

where the customers compare the present and proposed bill formats, show that almost all the customers believe that the proposed format provide lot of information they willing to have, but does not available in the present bill format.

Another important finding in this regard, is summarized in Table 14 where the payment system of electricity bill by customers is summarized. This shows that despite the expansion of payment facilities, still the majority of respondents use banks and CEB counters for payment. This shows that the expansion of payment facilities is not being used by many customers because most of them do not know about the facility.

Customers' Ability to comprehend the information provided: Provision of information alone will not be sufficient for optimal utilization and rational decision making based on the information provided. Whether the customers are able to use them is also an important question in this context. Present study highlights several important indications of it.

Table 7 shows that less than 50 percent of customers have used the contact numbers given in the bill. On one hand, we cannot expect all the customers to use these numbers because contact numbers are to be used only when the need arises; power failure or other complains. Low utilization of contact numbers does not necessarily mean that customers do not use the information provided. Given that the utilization rate around 50 percent can be accepted as a fairly high level of utilization.

Comparison of the present bill format with the proposed bill format is done in this report. Opinion of the Electricity Customers on the two is also examined. In analyzing the opinion of customers we focused on three principles; *adequacy*, *simplicity* and *usefulness*.

Findings of this survey show that the both groups of customers believe that they find the present bill format is more complicated. It is not easy for the average customers to identify for what they are paying. This is particularly important when the issue of electricity conservation is considered. If consumers know where they can save electricity and in what means can they economize electricity it will spontaneously encourage customers to plan the electricity usage pattern and save their money as well as minimize electricity wastage. Above all, it is a right of the customers to know they are paying for what.

In this context, the issue of adequacy arises; whether the information given in the present bill format is adequate to make their economic decisions.

Customers are keener on calculation of the total electricity bill. This is available in the present bill format. However, respondents complain that the present bill format is not simple and clear enough for an ordinary customer to understand they are paying for what. Therefore, clear message coming from this survey is that the bill format has to be simple.

In addition to that the proposed bill format also provides information on the cost structure of the electricity generation. Survey findings show that customers are keen on those information too. Perhaps this may not directly benefit customers. However, this gives them an idea about what factors contribute to the unit price of electricity, especially non-productive factors such as levies and surcharges.

Fluctuations of the generation cost (due to weather conditions CEB has to use more expensive methods to generate electricity) will indicate to the customer about economizing electricity utilization. In general, this will smooth the mechanism of the electricity market and thereby more efficient electricity market and more price sensitive customer base could be expected in future.

Comments for improvement: Suggestions made by respondents for further improvements of the bill format are summarized in Table 15. All the suggestions can be classified into three broader groups as suggestions for *clarity*, for *information* and for *simplicity*.

Use of readable font size in the back side of the bill format and use of simple language in translating the technical terms in the bill are defined as suggestions for clarity.

Respondents have stated number of additional information that may be useful to provide the customers.

Some respondents have stated that the provision of lot of information can confuse the customer and therefore, too many information is not needed. For example, they argue against the reporting of cost of electricity generation. According to them, that is not useful for customers in their decision making process. Therefore, it should not be in the bill format.

It is obvious that all the suggestions cannot be accommodated to the bill format. However, suggestions (1.), (4.), (6.) and (8.) of household customers and (1.), (3.) and (6.) of industry customers are important and need the attention of PUCSL on them. Provision of that information with bill or another source is recommended.

Recommendations

Based on the findings of the survey this report recommends the following actions regarding the bill format and type of information that the PUCSL and CEB should provide to the customers.

- **Implementation of new Bill Format:** This study strongly recommends the implementation of the proposed bill format. As it is obvious, almost all the customers interviewed for this survey are with the impression that the present bill format is with various limitations and less clarity in many important areas. Therefore, a new bill format with clear and adequate information is demanded by many customers.
- **Increase the Capacity of Customers:** Provision of information alone will not solve the problem. At the end, it is expected that the customers will use the information optimally and thereby reduce the electricity bill of individual customers and the waste of electricity will be minimized. In this regard, the CEB has no role to play. However, the PUCSL can work together with electricity consumers groups to educate the customer about the information and utilization of them.
- **Incorporation of Additional Information:** In addition to the information proposed in the new bill format, customers demand some more information and they also have some comments and suggestions for the new bill format. This study recommends incorporation of at least some of the suggestions and to identify an alternative mechanism to deliver the other information to the customers.

Opinion about the present bill format

The interviewer requests the customer for a recent bill from his/her files. Explains the contents of the bill by highlighting key points such as demand charge, energy charge, and other info such as contact information printed on the bill.

9. Is this bill format easy to read?

- 1. Yes
- 2. No

10. Is this bill format easy to understand?

- 1. Yes
- 2. No

11. Is there adequate information in the present bill format

- 1. Yes
- 2. No

12. If not, what do you suggest?

13. Have you ever used the contact numbers given in the bill for any matter related to CEB (to report/discuss supply failures, problems with the account)

- 1. Yes
- 2. No

14. Which section is most useful, somewhat useful and not useful to you?

	Information	Most Useful	Somewhat Useful	Not Useful
1	Charges for the month			
2	Outstanding bill			
3	Units consumed			

15. Do you know the present tariff structure (such as the pricing scheme, price of a unit of electricity, block structure for households and religious customers)?

- 1. Yes
- 2. No

16. If not, do you want to know it ie always displayed on the bill ?

- 1. Yes

2. No
17. Do you know how much various types of other customers pay for their electricity
 1. Yes
 2. No
18. Do you know that your electricity bill is subsidized or whether you are subsidizing other customers ?
 1. I am receiving a subsidy
 2. I am subsidizing others
 3. Do not know
19. The present bill shows only the PRICE of electricity charged from you. Do you want to see the COST of supplying electricity to you also displayed on the bill ?
 1. Yes
 2. No
20. The following statement is printed on the bill.

“Supply will be disconnected WITHOUT ANY FURTHER NOTICE IF NOT PAID WITHIN 30 DAYS’

Do you think that this makes an influence on you to pay your bill on time?
 1. Yes
 2. No

Opinion about the proposed bill format

Interviewer presents the new format and explains each and every item, what they represent, who calculates them, which components are stable and which components vary frequently, the new regulatory procedure where PUC checks and approves the COSTs and PRICES. The enumerator should explain that there is a legal requirement to provide the information on the COST of supply to customers, and the survey is to examine the format of providing this COST information.

21. If we talk about the present and the proposed bill formats which one is easier to read?
 1. Present Bill Format
 2. Proposed Bill Format

22. If we talk about present and proposed bill formats which one is easiest to understand??

1. Present Bill Format
2. Proposed Bill Format

23. According to your understanding which bill format is more useful to you?

1. Present Bill Format
2. Proposed Bill Format

24. Is there adequate information in the proposed bill format

1. Yes
2. No

25. Which section given in the present bill format is most useful, somewhat useful, and not useful to you?

	Information	Most Useful	Somewhat Useful	Not Useful
1	Charges for the last month			
2	No. of units consumed and the detailed calculation of your bill			
3	Cost of Electricity Supply (generation cost, transmission cost, distribution cost, approved levies)			
4	Clear display of subsidies /surcharges			

26. Which section (given overleaf in the bill) is most useful, somewhat useful, and not useful to you?

	Information	Most Useful	Somewhat Useful	Not Useful
1	NOTICE SECTION			
2	CONSERVATION OF ELECTRICITY			
3	INSTRUCTIONS FOR			

	PAYMENTS			
4	QUERIES ABOUT YOUR STATEMENT			
5	INTERRUPTION			

27. Do you think that you need the additional Information given in the proposed bill format, compared with the existing format

- 1. Yes
- 2. No

28. Approved levies include charges to pay extra for renewable energy (minihydro, wind power, biomass) and may include other items such as public street lighting. Do you need a break-up of these approved levies shown on each bill ?

- 1. Yes
- 2. No

29. In addition to above information what other information do you suggest to be added?

.....
 30. The following statement is given in the bill format.

“Please pay the bill within 30 days. If not paid within 30 days hereof, the electricity supply will be disconnected”

Do you think that this influences you to pay your bill on time?

- 1. Yes
- 2. No

31. Compared with the statement on disconnection given in the previous and this bill format, which one is better?

- 1. Statement in the previous bill format
- 2. Statement in the new bill format
- 3. No difference

32. Where do you pay the bill?.....

33. Do you know any other place where you can make the payment

- 1. Yes
- 2. No

Consumer Survey on the Statement of Account for Electricity Consumption

Customer types: LV bulk and MV (Codes I2, I3, H2, H3, GP2, GP3

The person interviewed must be the person who is personally responsible for checking and paying the electricity bill of the institution. The interviewer should select the person who is most knowledgeable and concerned about the electricity bill. In a privately owned institution, the relevant person should be the proprietor. In a privately owned company, it should be the Chairman or the Director in charge of engineering/energy. In a large private or public company, the managing director may nominate the energy manager or a senior accountant, to respond to this question. In a government or semi-government institution, the responses should be from the person directly responsible for budgeting and controlling the cost of electricity.

In all cases, you should avoid interviewing persons who simply sign the bill and send it to another person or send it to head office or elsewhere, for payment.

1. Name of the entity
2. Are you owner of the entity
 1. Yes
 2. No
3. If not, what is your designation?
4. Province
5. District
 1. Nuwara Eliya
 2. Hambantota
 3. Colombo
6. CEB Account No : (verify from a bill).....

14. If No, what are the additional information that you need.....

15. Do you read all the information given in the bill

- 1. Yes
- 2. No

16. Have you ever used the contact phone numbers given in the bill for any matter related to CEB (to report/discuss supply failures, problems with the account)

- 1. Yes
- 2. No

17. Which section is most useful, somewhat useful and not useful to you?

	Information	Most Useful	Somewhat Useful	Not Useful
1	Charges for the month			
2	Outstanding bill			
3	Units consumed and maximum demand			
4.	How the bill is calculated			
5	Other (specify)			

18. Do you know the present tariff structure (such as the pricing scheme, price of a unit of electricity)

- 1. Yes
- 2. No

19. If not, do you want to know it ie always displayed on the bill

- 1. Yes
- 2. No

20. Do you know how much various types of other customers pay for their electricity

- 1. Yes
- 2. No

21. Do you know whether your electricity bill is subsidized or whether you are subsidizing other customers

1. I am receiving a subsidy
2. I am subsidizing others
3. Do not know

22. The present bill shows only the PRICE of electricity charged from you. Do you want to see the COST of supplying electricity to you also displayed on the bill ?

1. Yes
2. No

Opinion about the proposed bill format

Interviewer presents the new format and explains each and every item, what they represent, who calculates them, which components are stable and which components vary frequently, the new regulatory procedure where PUC checks and approves the COSTs and PRICES. The enumerator should explain that there is a legal requirement to provide the information on the COST of supply to customers, and the survey is to examine the format of providing this COST information.

23. If we talk about present and proposed bill formats, which one is easier to read?

1. Present Bill Format
2. Proposed Bill Format

24. If we talk about present and proposed bill formats, which one is easier to understand?

1. Present Bill Format
2. Proposed Bill Format

25. According to your understanding which bill format is more useful to you ?

1. Present Bill Format
2. Proposed Bill Format

26. Is there adequate information in the proposed bill format

- 1. Yes
- 2. No

27. Which section is most useful, somewhat useful and not useful to you?

	Information	Most Useful	Somewhat Useful	Not Useful
1	Charges Section (calculation of your bill)			
2	Generation cost			
3	Transmission cost			
4	Distribution cost			
5	Approved Levies			
6	Subsidies /Surcharges			

28. Approved levies include charges to pay extra for renewable energy (minihydro, wind power, biomass) and may include other items such as public street lighting. Do you need a break-up of these approved levies shown on each bill ?

- 1. Yes
- 2. No

29. According to your understanding what other information would you prefer to be included in the bill format?

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