



Conditions of Interruption, Termination and Restoration of the electricity supply to the consumers

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Conditions for Interruption and Restoration of the Consumer's Electricity Supply



RA Electricity market Distribution Network Rules-Approved by Decision No. 523-N of the Public Services Regulatory Commission of the Republic of Armenia, Dated December 25, 2019.

The Distributor may interrupt the consumer's electricity supply due to planned or emergency outages.

Planned outages

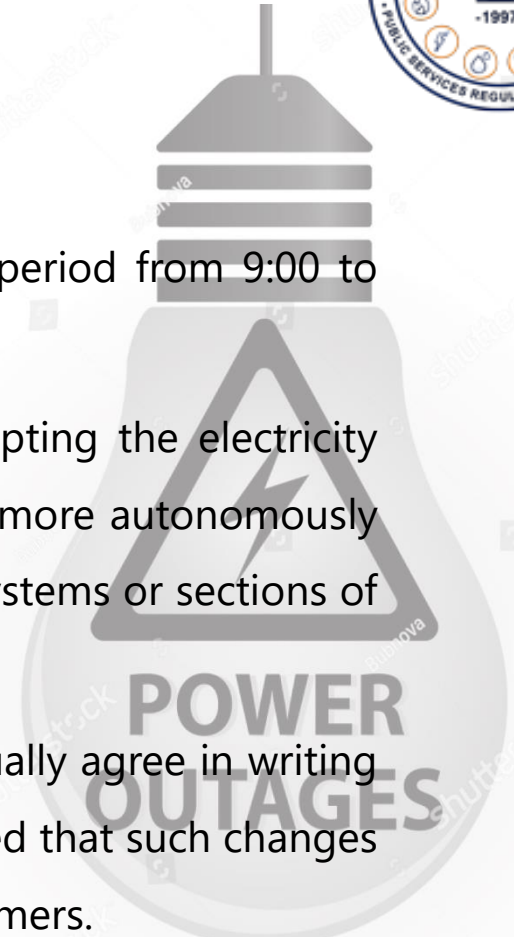
1. The Distributor is obliged to publish information about the planned outage and restoration schedules on its official website at least 7 days prior to their implementation.
2. Additionally, the Distributor must inform consumers about the planned outages and restoration schedules through at least one national television broadcaster, twice.
3. The Distributor must also provide information regarding the interruption and restoration schedules via a 24-hour helpline, should the consumer request such information.

Conditions for Interruption and Restoration of the Consumer's Electricity Supply



Planned outages (continuation)

4. The Distributor shall perform planned interruptions on business days in the period from 9:00 to 17:00, but not more than for 6 hours.
5. Planned interruption of electricity supply shall be performed without interrupting the electricity supply of those consumers who are connected to the network through two or more autonomously fed overhead lines (cables) of 6 kV and higher, or are fed from two stationary systems or sections of the plant (substation).
6. The consumer (except for residential consumers) and the Distributor may mutually agree in writing to set different time frames (days or hours) for the planned interruption, provided that such changes do not result in the interruption or limitation of electricity supply to other consumers.



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Emergency outages

In the case of an emergency electricity supply interruption, the Distributor is obligated to restore the supply no later than the following timelines:

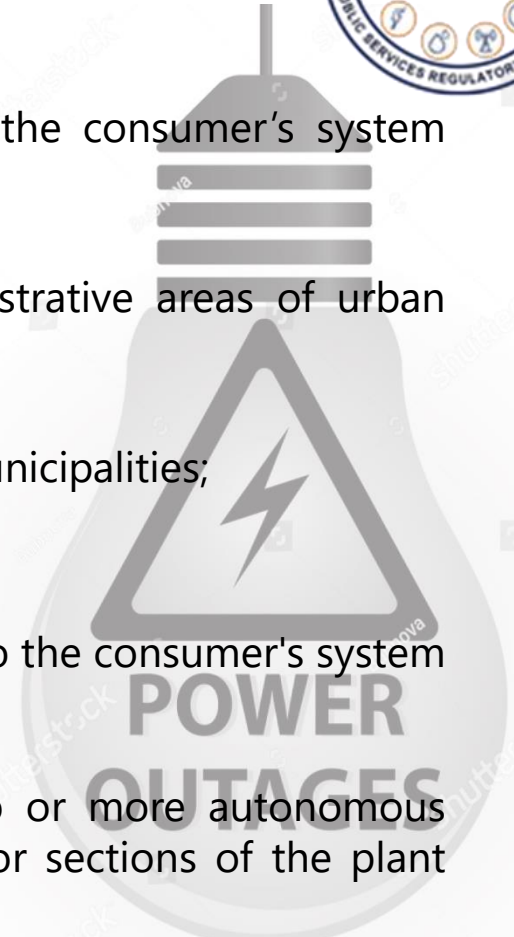
- 1. Within 2 hours** for those consumers whose electricity supply is implemented with two or more autonomously fed overhead lines (cables) of 6 kV and higher, or from two stationary systems or sections of the plant (substation),
- 2. Within 3 hours** for consumers of residential settlements in administrative areas of urban municipalities,
- 3. Within 6 hours** for consumers of residential settlements in administrative areas of rural municipalities,
- 4. Within 10 hours** consumers outside the administrative areas of residential settlements in urban and rural municipalities.

The Distributor must provide information regarding the interruption and restoration schedules via a 24-hour helpline, upon the consumer's call.

Conditions for Interruption and Restoration of the Consumer's Electricity Supply



- ✓ The total number of planned and emergency electricity supply interruptions for the consumer's system within a month period should not exceed:
 - ✓ **10 interruptions**, for consumers within the residential settlements in the administrative areas of urban municipalities;
 - ✓ **15 interruptions**, within residential settlements in the administrative areas of rural municipalities;
 - ✓ **15 interruptions**, for all other consumers.
- The total annual duration of planned and emergency electricity supply interruptions to the consumer's system should not exceed:
 - ✓ **10 hours** for those consumers whose electricity supply is implemented with two or more autonomous overhead lines (cables) of 6 kV and higher voltage, or from 2 stationary systems or sections of the plant (substation);
 - ✓ **24 hours** for consumers within the residential settlements in the administrative areas of urban municipalities;
 - ✓ **72 hours** for consumers within residential settlements in the administrative areas of rural municipalities;
 - ✓ **87.6 hours** for all other consumers .



Conditions for Termination(Disconnections) and Restoration of Electricity Supply



- **The distributor is obliged to terminate the electricity supply to the consumer under the following conditions:**
 1. In the case of a written request and the proposed deadline from the consumer, except in cases where there is a dispute regarding the rights to the area between the consumer and a person who is not a consumer but resides in the area where the consumption system is located (building, structure).
 2. In the case of a written request from a person holding rights to the area where the consumption system is located (the building or structure), and the proposed deadline, if the consumer or a person residing in the area where the consumption system is located (the building or structure) is not a consumer and does not have the required document proving their rights to the area (building or structure) according to the Rules, except in cases where there is a dispute regarding the rights to the area, where the consumption system is located (building, structure).
 3. In the case of a dispute regarding the rights to the area where the consumption system is located (the building or structure), the issue of suspending the electricity supply is resolved only after the dispute is settled in accordance with the procedure established by law. If the dispute arises, or the distributor becomes aware of it, after the electricity supply has been suspended, the distributor is obliged to restore the electricity supply to the consumption system within one business day after being notified about the dispute.
 4. In the case of Contract termination.
 5. In cases specified by law and other normative legal acts.

Conditions for Termination(Disconnections) and Restoration of Electricity Supply



- **The Distributor has the right to terminate the electricity supply to the consumer:**

1. If the consumer fails to make payments for the consumed electricity within the timeframes established by the Regulations. In this case, the distributor has the right to suspend the electricity supply to the consumer, provided that they notify the consumer at least 3 days in advance through television, the official website, or any of the appropriate notification methods stipulated by the Regulations, or by posting a notice at the building entrance (on the premises) or in postal branches.

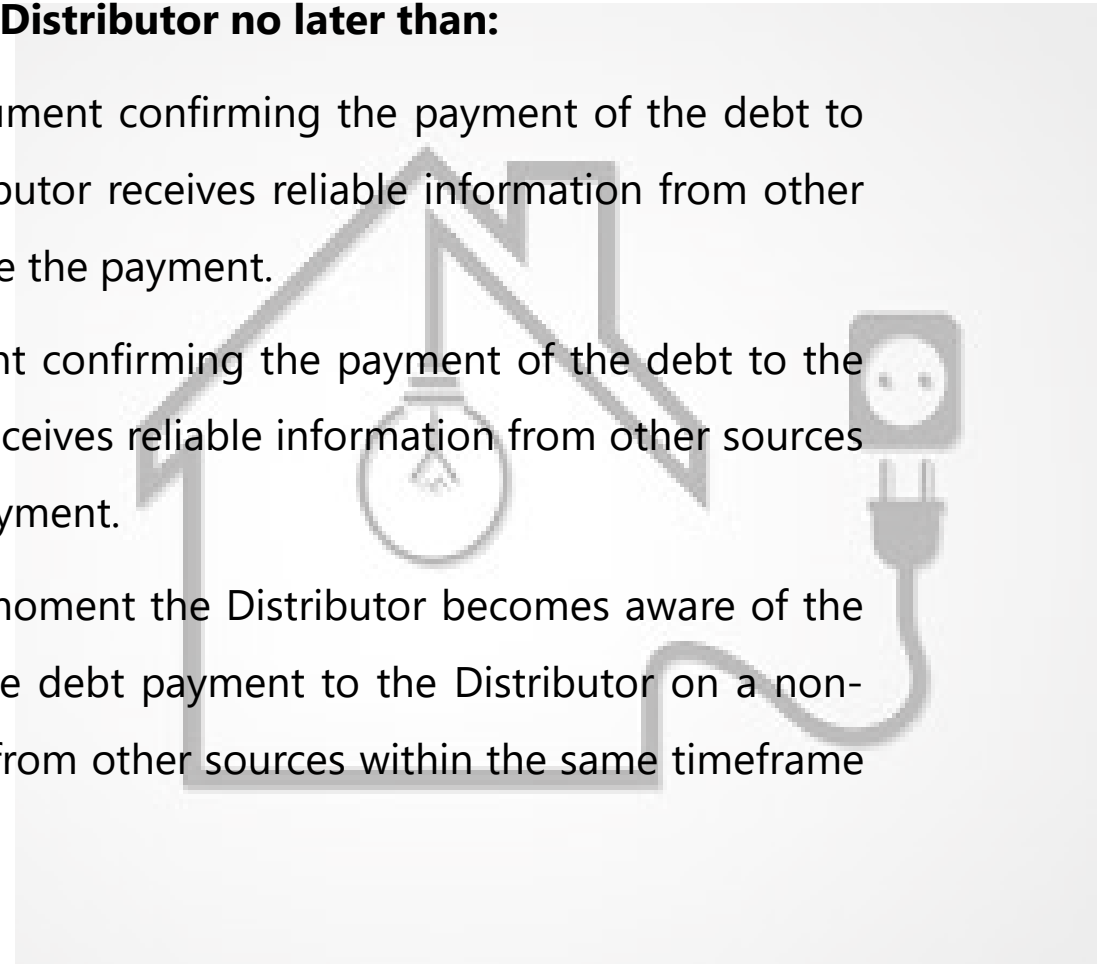
In the case of debt, the Distributor shall not suspend the consumer's electricity supply if the consumer has provided acceptable payment guarantees to the Distributor or if a repayment schedule has been agreed upon with the Distributor.

Conditions for Termination (Disconnections) and Restoration of Electricity Supply



1.1 The consumer's electricity supply shall be restored by the Distributor no later than:

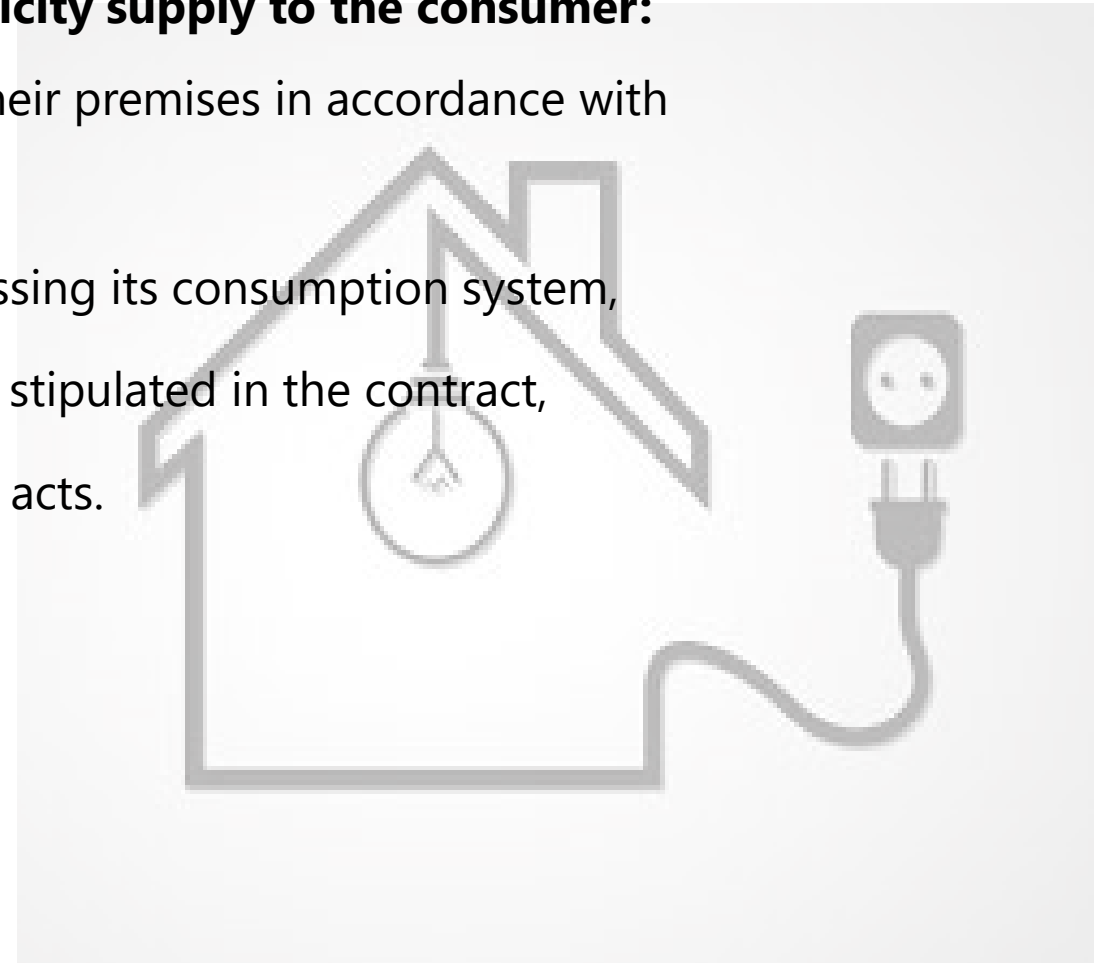
- **On the same day, by 18:00**, if the consumer presents a document confirming the payment of the debt to the Distributor on a working day before 14:00, or if the Distributor receives reliable information from other sources within the same timeframe that the consumer has made the payment.
- **The next day, by 13:00**, if the consumer presents a document confirming the payment of the debt to the Distributor on a working day after 14:00, or if the Distributor receives reliable information from other sources within the same timeframe that the consumer has made the payment.
- **As soon as possible, but no later than 24 hours**, from the moment the Distributor becomes aware of the payment, if the consumer presents a document confirming the debt payment to the Distributor on a non-working day, or if the Distributor receives reliable information from other sources within the same timeframe that the consumer has made the payment.



Conditions for Termination(Disconnections) and Restoration of Electricity Supply



- **The distributor has the right to terminate the electricity supply to the consumer:**
 2. If the consumer has denied the Distributor access to their premises in accordance with the regulations,
 3. If electricity is being consumed by the consumer bypassing its consumption system,
 4. In case of exceeding the consumption system capacity stipulated in the contract,
 5. In cases covered by the Law and other normative legal acts.





PENALTIES IMPOSED ON THE DISTRIBUTOR

- The Distributor pays a penalty to the consumer for each violation of the procedure or deadlines for planned or emergency power outages, disconnections, and their restoration.
- The Distributor pays a penalty to the consumer equal to 50% of the average monthly value of the consumed electricity, but not exceeding 2500 AMD, for each violation of the procedures or deadlines regarding the restoration of power supply interruptions. If the restoration period for electricity supply interruptions exceeds the established deadlines, the penalty shall be 50% of the average monthly value of the consumed electricity, but not exceeding 3500 AMD. In the case of a recurrence of a violation of the deadlines for emergency power supply interruptions within one calendar year, the penalty shall be 50% of the average monthly value of the consumed electricity, but not exceeding 10,000 AMD.
- The calculated penalty is listed as a separate line item in the billing document and is deducted from the total value of the supplied electricity.