

THE FREQUENTLY ASKED QUESTIONS

I. GENERAL

1. **When was RURA created?**

Rwanda Utilities Regulatory Agency (RURA) was created by law n° 39/2001 of 13th September 2001 and was published in the Government Gazette n° 20 of 15th October 2001.

2. **What are the role, Mission and Vision of RURA?**

i. The role of RURA

The role of RURA is to promote Fair Competition, Quality of Service and Development.

ii. Mission

The Mission of RURA is to:

- a. Ensure that certain utilities provide goods and services throughout the country to meet in transparency all reasonable demands and needs of all natural persons and organizations;
- b. Ensure that all utility suppliers have adequate means to finance their activities;
- c. Continually promote the interest of users and potential users of the goods and services provided by utilities so that there is effective competition when competition is introduced in each utility sector and protection of users from abuses of monopoly positions is ensured due to the fact that certain Public utility sectors have a monopoly over the market.
- d. Facilitate and encourage private sector participation in investments in public utilities;
- e. Ensure compliance by public utilities with the laws governing their activities.

iii. Vision

Our Vision is to champion the cause of top and expansion of quality service at an affordable rate.

3. **What does Regulation mean?**

Regulation means "controlling human or societal behavior by rules or restrictions." Regulation can take many forms: legal restrictions promulgated by a government authority, self-regulation by an industry such as through a trade association, social regulation (e.g. norms), co-regulation and market regulation.

In the specific case of RURA, it is about market regulation which means Government intervention in the market place in a market economy.

4. Which sectors are regulated by RURA?

| Sector | Sector Components | Operations |
|-----------|---|--|
| ICT | ICT Infrastructure Development | RURA oversees the regulatory aspects of the ICT infrastructure rollout and operations by telecommunications operators |
| | ICT Scarce Resource Management and Application | RURA has the role of planning and management for the national scarce resources, Frequency spectrum and ICT numbering in order to meet the requirements of the fast-evolving industry. |
| | ICT Application, Cyber Security and Postal Services | RURA as regulator has the role to assist the country of Rwanda in bridging the digital divide by advancing the use of ICT-based networks, services and applications, and promoting cyber security. |
| TRANSPORT | Road Transport | <p>RURA deals with issues concerning the provisions of road transport services on the road network, specific issues to urban transport and the environment such as air pollution and noise associated with the growing motorization in Rwanda.</p> <p>RURA defines strategies for regulatory changes to promote efficiency and to meet broad environment concerns, especially for trucking and bus services.</p> |

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| | Waterways Transport | RURA establishes the regulations for countrywide waterways transportation to comply with the standards waterways transport of goods and people |
| | Air Transport | RURA strives to ensuring transparency, fair competition, quality of services, compliance to laws and regulations in the provision of Air Transport Services into and out of Rwanda |
| ENERGY | Electricity | As Energy Regulator specifically on electricity RURA has the role of : i. To Conduct all technical regulatory activities of power production, transmission and distribution, ii. To promote the sustainability, quality and safe services ii. To promote the utilization of renewable electrical energy resources in rural areas, v. To promote energy efficiency and conservation measures. |
| | Gas | Over the recent years, the latter has known quite positive developments in terms of perceived massive investments. So the Regulatory Agency has to put in place a number of challenges in terms of technical regulations aimed to foster a conducive environment for those investments. |
| WATER AND SANITATION | Water | RURA mandate in water sector is to regulate in a way that promotes fair competition, sustainable and efficient use of water resources and ensure better quality of services to customers at fair prices. Water sub sector has been looking at issues of water accessibility in both rural and urban areas, water quality monitoring and water infrastructure standards. |
| | Sanitation | In sanitation sector, RURA has the mandate of ensuring effective protection of environment by enforcing wastes disposal and by-products treatment regulations. Targets have been set in Sanitation Sector to be achieved by 2015 |

5. Who appoints the Regulatory Board and Director General?

In conformity with provisions of the Law establishing RURA, the Minister determined by the President of Republic recommends to the Cabinet the names of seven persons who will hold office as members of the Regulatory Board. They are appointed by a decree of the Prime Minister.

The Managing Director of the Regulatory Agency is appointed by a decree of the Prime Minister. He/she holds office on a full time basis. He/she is appointed for a three year term that may be renewed once.

6. What does Public utility mean?

As provided for in the Law establishing RURA, the term “Public Utility” means all natural persons, enterprises or organizations (for example: companies) which provide the following services:

- a) Telecommunications networks and/or telecommunications services;
- b) Electricity;
- c) Water;
- d) The removal of waste products from residential or business premises;
- e) The extraction and distribution of gas;
- f) Persons and goods transport.

7. What is the impact of Regulation on the Development?

- i. Availability of services
- ii. Affordability
- iii. Accessibility
- iv. Sustainability
- v. Quality of Service

8. Where to pay the Regulatory fees?

The regulatory fees are paid on the regulator’s account, as it is stipulated in article N° 35 establishing RURA.

9. How does RURA enforce any failure on Regulated sectors?

The essence of market regulation is to find responses to all forms of Market failures. So, RURA does not enforce failure, but finds solution to failures using regulator tools.

10. Statistics on Regulated Sectors

Check on RURA Website

(http://www.rura.gov.rw/index.php?option=com_content&view=article&id=234&Itemid=174)

11. How to measure the quality of service?

The quality of service is measured both quantitatively and qualitatively.

Some of the measures used are:

- The level of consumer satisfaction
- Variation of the number of complaints received through the toll free, RURA incoming mail and official complaints.
- Report from the operator on the quality of service
- Media report

12. What is the appropriate role of regulators in the implementation of a new market structure and in evaluating/mitigating the impact of such changes?

The role of the regulator is to find responses to all forms of market failures, among which market structure failure is addressed through appropriate measures to increase competition coupled with price and quality of service regulation.

13. What are the different ways to promote competition in a utility sector and what can be the regulator's role in doing so?

Ways of promoting competition at the policy level:

- Liberalize the market
- Eliminate barriers to entry in the market
- Prohibit anticompetitive behavior
- Provide different kinds of incentives where required
- Take necessary measures for market transparency

14. What is the regulator role in promoting competition?

To implement the policy through:

- Licensing new entrants in the regulated sectors market
- Providing and enforcing guidelines and regulation to implement the national policy
- Restraining the power of dominant suppliers
- Enforce the rule of infrastructure sharing and networks interconnection among licensed operators for network utilities.
- Designing incentives required to attract private investors

15. What can be the role of the regulator in designing rules that limit anti-competitive behavior by the incumbent operator?

The regulator plays the leading role in designing and enforcing rules governing the regulated sectors.

16. What is the best factor to use to determine market share and assess dominance?

The article 49 of the Law establishing the Rwanda Utilities Regulatory Agency stipulates that “The Regulatory Board may designate any public utility organization as a dominant organization. Dominant organizations are subject to the controls set out in the law relating to that sector of public utility. Such designations made under the provisions of this article take into account the natural person or organization’s ability to influence market conditions, its turnover relative to the size of its market, its control of user access to the relevant utility, its access to financial resources and its experience in providing the relevant utility”.

17. What powers does the regulator have over utilities?

- Investigating and terminating anti-competitive conduct;
- Enforcing Laws and regulations in regulated sectors;
- Impose sanctions in case of violation of Laws and regulations in regulated sectors.

18. ICT penetration statistics in Rwanda

Check on RURA Website

http://www.rura.gov.rw/index.php?option=com_content&view=article&id=235&Itemid=174

II. LICENSING

19. How to get licensed?

Check on RURA Website

http://www.rura.gov.rw/index.php?option=com_content&view=article&id=83&Itemid=64

20. How long does it take to get licensed?

| Sector | License | Time |
|----------------------|--|-----------------|
| ICT | 1.Standard license: (Radio communication License, ISP License etc) are issued within from the submission of a valid and complete application | Four weeks |
| | 2.Individual license (National Telecom Operators): from the submission of a valid and complete application for a license | Three months |
| TRANSPORT | 1.Transport Authorization (Individual operator) | Maximum 3 days |
| | 2.Transport License (Companies) | Maximum 1 week |
| | 3.License for Driving School | Maximum 14 days |
| | 4.License for Freight Forwarders and Travel Agencies | Maximum 14 days |
| ENERGY | 1 month. | |
| WATER AND SANITATION | 2 Weeks. | |

21. Which legal instruments does RURA use to regulate?

| Sector | Instruments |
|--------|-------------|
| | |

| | |
|-----------------------------|--|
| ICT | <ol style="list-style-type: none"> 1) Law N° 39/2001 of 13/09/2001 establishing RURA 2) Law N° 44/2001 of 30/11/2001 governing telecommunications 3) Law N° Law N° 18/2010 of 12/05/2010 relating to Electronic messages, electronic signatures and electronic transactions and their secondary legislation. 4) Regulations and guidelines derived from the above laws. |
| TRANSPORT | <ol style="list-style-type: none"> 1) Law N° 39/2001 of 13/09/2001 establishing RURA 2) Regulations and guidelines derived from the above laws. |
| ENERGY | <ol style="list-style-type: none"> 1) Law N° 39/2001 of 13/09/2001 establishing RURA 2) Law N° 18/99 of 30/10/1999 removing the monopoly and liberalizing the energy sector. 1) Regulations and guidelines derived from the above laws. |
| WATER AND SANITATION | <ol style="list-style-type: none"> 1) Law N° 39/2001 of 13/09/2001 establishing RURA 2) Organic Law N° 04/2005 determining the modalities of protection, safeguard and promote the environment in Rwanda, 3) Law N° 16/2006 determining the organisation, functioning and responsibilities of Rwanda Environment Management Authority. 4) The Law N° 62/2008 of 10/09/2008 putting in place the use, conservation, protection and management of water resources regulations 5) The “National Policy on Water and Sanitation Services” (see Cabinet Meeting of 05th 03, 2010) 6) Regulations and guidelines derived from the above laws. |

22. How is RURA connected to the different Ministries in charge of Regulated Sectors?

The line Minister of Regulated Sector provides Policy and appropriate Legal and Regulatory Framework.

RURA put in place the implementation and enforcement measures. However, according to the law establishing RURA, the Regulatory Board also has the right to make proposals to a Minister for a new legislation for any public utility sector and the Minister shall consider such proposals.

The Minister consults with the Regulatory Board concerning the formulation of policy for the public utility sector for which he or she has responsibility. The Regulatory Board gives due regard, to and has a right of opinion on such a policy.

Except for the matter of National Security, the Ministers are always requested to respect the independence of RURA.

III. CONSUMER PROTECTION

23. How and when to make a complaint?

A consumer can complain when she/he is dissatisfied with a product or a service. It is his/her right and duty to express this dissatisfaction to the operator or service provider so that the latter can rectify or resolve it satisfactorily. She/he makes a complaint through:

1. A written letter to the DG of RURA
2. Making a call through the provided hotline (3988)
3. Personally contacting RURA
4. Filling an online consumer complaint form
5. Sending an email to info@rura.gov.rw

24. Who should I contact if I have a complaint?

In the first instance, a consumer is encouraged to complain directly to the utility company and can turn to RURA when he/she feels the complaint has not been satisfactorily dealt with.

25. What happens when RURA receives a consumer complaint?

Once a complaint is received, RURA forwards a copy to the utility company providing the service, which must respond within five days. RURA then conducts a preliminary inquiry into the complaint and if it can be resolved by mediation, officials invite the company and the complainant for a meeting. If they fail to reach an agreement RURA will conduct a formal hearing where both parties will be given an opportunity to state their case before a panel of at least three people representing RURA. The panel will then submit a report with recommendations to RURA's Director General.

26. Will RURA get back to the customer who lodged a complaint?

Yes, RURA gets back to the customer who lodged the complaint for feedback.

27. Do I have to pay for the services offered by RURA?

No. RURA services to Customers are free of charge.

28. What issues can customers complain about?

Consumers in most cases complain about poor quality of product or service, breaching contract terms, billing systems, service interruption, equipment damage, transport overcharge, loss of luggage, poor customer care, health & safety, service delivery.

29. Do customers have any responsibilities/Obligations?

Yes they do. Customers have responsibilities/Obligations which include:

1. Take the lead and stand for their rights
2. Be honest and pay the good or service he/she consumed
3. Search for information on goods and services he/she wants to buy

30. How does the Regulator protect the public?

The Regulator protects the public through:

1. Educating consumers so that they can make an informed choice
2. Upholding the rights of consumers
3. Help consumers in disputes with service providers/operators
4. Enforcement of laws, rules and regulations

IV. REGULATED SECTORS

A. ICT

1. What are Telecommunication Operators in Rwanda and what kind of technologies they utilize?

| Operators | Technologies |
|-----------------|--|
| MTN Rwandacell: | <ul style="list-style-type: none"> - GSM for Mobile cellular and Fixed on GSM Platform, GPRS, EDGE (Mobile and data communication) - WCDMA (Mobile and data communication in cities) - WIMAX (Data communication) - SDH (Transmission on Fiber and Microwave) - DWDM (Transmission on Fiber) - PDH (Transmission on Microwave) |
| Rwandatel | <ul style="list-style-type: none"> - GSM for mobile cellular and fixed on CDMA Platform, GPRS, EDGE (Mobile and data communication) - WCDMA (Mobile and data communication) - CDMA IS95 (Data communication) - ADSL (Data communication) - Wireless broadband (Data communication) |

| | |
|--------|--|
| | <ul style="list-style-type: none"> - SDH (Transmission on Fiber and Microwave) - DWDM (Transmission on Fiber) - PDH (Transmission on Microwave) |
| TIGO | <ul style="list-style-type: none"> - GSM for mobile Cellular and fixed on GSM Platform, GPRS, EDGE (Mobile and data communication) - WCDMA (Mobile and data communication) - SDH (Transmission on Microwave) - PDH (Transmission on Microwave) |
| RDB/IT | <ul style="list-style-type: none"> - WIBRO (Data communication) - SDH (Transmission on Fiber) - DWDM (Transmission on Fiber) |

2. What are the requirements to operate in telecommunications Sector in Rwanda?

- Technical capacity to operate a national telecoms network.
- Capital to roll-out the network.
- Readiness to meet sectoral requirements as spelt out in the National ICT policy

3. What does Type approval stand for?

Type Approval Stands for acceptance tests carried out on the imported equipments to ascertain that it meets pre-set specifications. The specifications are such that they are for human safety and also not injurious to the existing networks.

It is a process of granting a certificate to a product that meets a minimum set of regulatory, technical and safety requirements. Generally, type approval is required before a product is allowed to be imported or sold in Rwanda.

4. Which telecommunication equipment is subject to type approval before importation?

Telecommunications, radio-communications and other ICT equipment that are to be installed and utilized within the Republic of Rwanda, all are subject to type approval.

5. How to get type approval in Rwanda?

By applying to the Director-General, Rwanda Utilities Regulatory Agency (RURA), and providing all the relevant literature about the equipment, including any of the type-approvals for the same equipment from other Regulatory Authorities.

Currently all requirements are available on application form available on the following link:
http://www.rura.gov.rw/forms/ICT_INFRASTRUCTURE_DEVELOPMENT1.pdf

6. How to define appropriate area for BTS sites (Base Transceiver Station)?

Towers are set back from a distance equal to 1.5 times the fall zone of the tower from any residential structure, roads and streets.

The beam of greatest radio frequency intensity from a base station sited near education facilities or hospitals shall not be permitted to fall on any part of ground or buildings of the institution.

The operator shall avoid sitting towers in or near wetlands, near known bird concentration areas or in habitat of listed as threatened or endangered species or in migratory bird's routes.

For roof mounted antennas, the transmitting antennas shall be kept away from the areas where people are most likely to be.

7. What is Nation Frequency Allocation Table?

This is a table indicating the use of the various frequency bands by the various services within the Republic as per the decisions of the latest World Radio-Communications Conference (WRC) and the ITU Radio Regulations.

8. Is number portability possible in Rwanda Telecommunication Network?

Yes it is. It is one of the ways to enhance competition and already there is a programme for the introduction of Mobile Number Portability in Rwanda by early next year, if all goes well as it is planned.

9. Is the Voice over Internet Protocol (VoIP) regulated in Rwanda?

The current situation is that **VoIP** is not yet regulated in Rwanda. It is not legal. The current licenses allow Telecom Operators to use and offer VoIP services as their licenses are all-encompassing. However the legalization of VoIP by the regulator is at the preliminary stage. As technology is a dynamic, the regulator will decide whether to regulate VoIP separately or not.

10. What are the telecommunication regulations in Rwanda in relation to VoIP?

As we said that VOIP is not yet regulated; Fundamental changes have occurred in the sector with technological innovation, convergence of services and increased competition. This profound change may be calling today a new re-regulation, in order to open a greater number of market segments to

competition and to update the methods and practices of licensing and spectrum management, while facilitating the growth of broadband networks and services resulting from convergence. With increasing competition and the entry of new competing service providers, it will also need to consider more closely the issue of settlement of disputes.

11. How to be connected to the Fiber Optic?

In order to get connected to the Fiber Optic, the consumer may contact his/her internet provider

12. What is spectrum?

"Spectrum" refers to the range of frequencies over which electromagnetic signals can be sent. That includes radio, television, wireless Internet connectivity, remote control, and every other communication enabled by radio waves.

13. Who uses spectrum?

Everyone who uses a technology that connects without wires. That includes radios, TVs, planes with radar, portable phones, etc.

14. What's the current spectrum policy?

RURA has implemented a system where parts of the spectrum are allocated on either an exclusive or shared basis. If 'exclusive', then the right to use this spectrum is conveyed by a license. The terms of this license give its holder the right to use this block of spectrum for the term of the license. If 'shared', then access to the spectrum is shared by many users, who are either given a license, or who use equipment to access that spectrum which has been certified by RURA.

15. Where can I find the National Table of Frequency Allocation?

To find the National Table of Frequency Allocation, see the following link:

http://www.rura.gov.rw/docs/Table_NFA.pdf

16. Are any devices exempt from the requirement to obtain a Radio Frequency License?

Yes, the following devices do not require a RF License:

- Communications services provided by commercial vendors such as cell phones
- Test equipment such as signal generators that will not be connected to an antenna
- Wireless devices that use infrared light instead of radio frequencies "Cordless" telephones and wireless mice/keyboards

17. What should I do before using a transmitting device?

A Radio Frequency License must be issued by RURA prior to the operation of any communications or electronic equipment that intentionally radiates or re-radiates radio frequency signals. Licenses are obtained by completing a Request form and submitting it to RURA.

18. Where can I get a Radio Frequency License Request form?

Forms are available at www.rura.gov.rw

19. Someone is interfering with me. What do I do?

- a. Promptly document the interference indicating date, time, and location.
- b. Thoroughly check the affected equipment to ensure that the RFI is not being generated internally or onsite and that the equipment is operating properly.
- c. Determine the nature or severity of the interference. Indicate the impact to operations including the data loss or data degradation due to interference.
- d. Collect any additional information that is necessary or may be useful in identifying and clearing the RFI (e.g., tape recordings ...).
- e. Immediately report the RFI to RURA

20. How the general public is protected from overexposure to radiofrequency (RF) energy?

To protect the general public, RURA maintains its guideline document entitled *Guidelines for limiting Human Exposure to Electromagnetic Fields up to 300 GHz*. This document is available at http://www.rura.gov.rw/docs/Board_Decisions/GUIDELINES_EMF.pdf

21. What amount of radiofrequency (RF) exposure is considered safe?

Exposure to RF energy at levels below the regulatory limits is considered to be safe. These limits are based on the lowest exposure level at which the potential harmful effects to humans could occur. Safety factors are then incorporated to arrive at recommended exposure levels for protection of the general public.

22. How were the radiofrequency (RF) exposure limits established?

The limits specified in RURA's guideline document were established from the results of the International Commission on Non Ionizing Radiation Protection (ICNIRP) studies. These limits are similar to other national and international standards and most recognized standard-setting bodies use the same scientific data and a similar general approach to develop safety guidelines.

23. Are multiple antenna towers and broadcast antennas safe?

Yes, provided that they comply with exposure guideline. RURA requires antenna operators to evaluate all radio communication and broadcasting installations to ensure compliance with its regulatory limits at all times, including consideration of combined effects of nearby installations within the local environment.

24. Who inspects or audits radio communication and broadcasting installations to ensure compliance with regulatory limits?

All operators of antenna systems are required by RURA to comply with its regulatory limits on an ongoing basis, RURA also conducts audits to ensure compliance.

B. TRANSPORT

i. AIR TRANSPORT

25. How does RURA regulate public transportation?

- RURA,regulates public transportation by using the regulatory framework in place,
- By licencing the service providers,
- By ensuring that the operators have the capacity to carry out their business,
- By acting as a mediator between conflicting stakeholders,
- By playing an advocacy role on behalf transport service providers
- By being an eye of the Government in achieving its goals

26. How does the regulator fix the transportation tariff?

Normally International Air Transport Association(IATA) sets the prices limit in general but the company or Airlines members of IATA should consider this price model to fix thier competitive pricing:

- By collecting the data on the existing prices of the elements used to provide the service,
- Feeding the acquired information in the system that gives the final fare fixing by IATA per miles per taxes per fuel or other charges,
- Holding consultative meeting with the concerned stake holders to agree on the fare.

ii. ROAD TRANSPORT

27. **How does RURA regulate public transportation?**

RURA regulates public transport by fixing the minimum quality of transport services offered by public transport operators to passengers. Such quality of service is determined by the following parameters: safety, comfort and convenience, availability and affordability levels.

To accomplish this mega task, RURA issues transport of persons licenses to whoever wishes and is qualified to deliver transport of services within the Republic of Rwanda using buses, mini buses, taxi cabs, rental cars or motor cycle taxis.

28. How does the Regulator fix the transportation tariffs?

With the help of transport operators, RURA collects information on all components of the cost of transport service for each of the regulated mode and the distances (in kilometers) of each of the routes plied by public transport vehicles. A meeting between transport operators, passenger association representatives and RURA officials convenes to determine the average cost of transport per kilometer per mode.

After getting the unit cost of transport per mode, a profit margin of 10% is added to get the fare per kilometer per mode of transport. It is from this fare per kilometer per mode that the fare per person per mode is determined and then published.

It should be noted that the fare that is fixed by RURA is a fare cap which implies that transport operators can slightly reduce the fare if they are able to operate below the calculated average cost of transport service.

It is also noted that this system of fixing the transport fare allows the operators to compete on the quality of service offered to the passengers since the operators operate on a fixed fare. It also encourages them to reduce their operating costs so as to maximize profits.

29. What has been done to improve access to public transport for rural areas?

Extension of public transport to the rural areas is still a big challenge for RURA because there are still a few areas which are not frequented by public transport vehicles or whose frequency is still very low. However, with the establishment of public transport regulations, the market has become more predictable and thus allowing more investors to invest in the sector.

The increase in intercity public transport companies has enabled rural areas between the served towns to have improved access to public transport. It is also anticipated that in the near future, new entrants into public transport will be advised to ply the non serviced routes so as to allow rural areas to have more access to public transport.

iii. WATERWAYS TRANSPORT

30. How does RURA regulate public transportation?

RURA regulates waterway transport by fixing the minimum quality of waterway transport services offered by waterway transport operators to passengers. Such quality of service is determined by the following parameters: safety, comfort and convenience, availability and affordability levels.

To accomplish this mega task, RURA will issue waterway transport of persons' licenses to whoever wishes and is qualified to deliver transport of services inland waters within the Republic of Rwanda.

Guidelines that will govern how waterway transport services will be offered have been published. Efforts are being made to start implementing these guidelines as soon as possible.

31. How does the Regulator fix the transportation tariffs?

Due to the fact that waterway transport regulation has just been introduced in Rwanda, RURA has not yet started fixing travel fares on Rwandan waterways. However, when time reaches, with the help of waterway transport operators, RURA shall collect information on all components of the cost of waterway transport service and the distances (nautical kilometers) of each of the routes plied by marine vessels on Rwandan water bodies. A meeting between waterway transport operators, passenger association representatives and RURA officials shall convene to determine the average cost of transport per nautical kilometer.

After getting the unit cost of waterway transport, a profit margin of 10% shall be added to get the fare per nautical kilometer. It is from this fare per nautical kilometer that the fare per person shall be determined and then published.

It should be noted that the fare that is fixed by RURA is a fare cap which implies that transport operators can slightly reduce the fare if they are able to operate below the calculated average cost of transport service.

It is also noted that this system of fixing the transport fare allows the operators to compete on the quality of service offered to the passengers since the operators operate on a fixed fare. It also encourages them to reduce their operating costs so as to maximize profits.

32. What has been done to improve access to public transport for rural areas?

Most waterway transport services are offered within rural areas to connect villages that are separated by in water bodies. It is for this reason that RURA has been working hard to put up measures that will make the business of waterway transport look more attractive to investors so that they can invest in waterway transport and thus improve people's access to waterway transport.

C. ENERGY, WATER AND SANITATION

33. What kind of energy sources does RURA regulate?

RURA regulates all energy sources that provide either Electricity or Gas utilized by population such as water, solar, wind, geothermal, biomass and methane gas.

34. How to get connected to water service?

The owner or occupier of a property is entitled to request that a water company in the service area provides a connection to a company water main for a domestic purpose supply. If you want a new or replacement water supply connection, you will need to contact [your water company](#).

35. How to get connected to Energy services?

In order to get connected to energy services, subscribers deal with the service provider under the signed agreement between the later and the consumer. Then, RURA ensure the efficiency, the promotion, availability of service and compliance of agreement consideration.

36. Who is responsible for damages arising out of an electrical mishap?

Being responsible for damages depends on the following: What type of damage? What causes damage? And who played a role in damaging. Therefore, a responsible is that one who at time led the damage to occur (i.e. either service provider or subscriber). However, RURA intervenes during the failure to negotiate who should pay for mishap.

37. How do I make a claim for compensation for damages to my appliances caused by electrical disturbances?

A letter expressing someone's interest of request, describing the matter/nature of the problem is submitted to RURA for a close follow-up prior any resolution. This request letter should identify the following: when damages occurred, damaged appliances and the cause of the effect (i.e. electricity etc).