Cambodia Power Sector:
Technical Assistance for Capacity Building of the
Electricity Authority of Cambodia

September 2004
World Bank Energy Sector Management Assistance Program (ESMAP)
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Abbreviations and Acronyms

ABC - Ariel Bunched Conductor
ADB - Asian Development Bank
AIDI - Average Interruption Duration Index
EAC - Electricity Authority of Cambodia
EDC - Electricite Du Cambodia
ESMAP - Energy Sector Management Assistance Programme
HFO - Heavy Fuel Oil
HV - High Voltage
IDA - International Development Association
IPP - Independent Power Producer
LPG - Liquefied Petroleum Gas
LV - Low Voltage
MEA - Metropolitan Electricity Authority
MIME - Ministry of Industry, Mining and Energy
MV - Medium Voltage
Ofgem - Office of Gas and Electricity Markets
PEA - Provincial Electricity Authority
REEs - Rural Electricity Enterprises
SAIFI - System Average Interruption Frequency Index
STC - Short Term Consultant
TOR - Terms of Reference

Units of Measure

kV - Kilo Volt
kW - Kilo Watt
MW - Mega Watt
Preface

The power sector in the Kingdom of Cambodia suffered heavily during the civil war (1971-1975) and subsequent Regime (1975-1979). The infrastructure for electricity was almost destroyed not only in Phnom Penh City but also in other provincial towns and smaller towns. After the liberation of 7 January 1979, the Government of Cambodia started to restore electricity infrastructure in Phnom Penh City and main provincial towns of the country. EDC was re-established with the task of electricity supply in Phnom Penh. The supply of electricity in major Provincial Towns was entrusted to Government Enterprises at provincial level. Many private entrepreneurs came up to provide supply services in other towns and villages. The sector continued to suffer from inadequate capacity, inefficient operation and high tariff. The Government initiated reform in the sector and decided to pass a new Law under which: (i) MIME will remain in charge of only policy and planning; (ii) a new regulatory body will be in charge of regulating the sector; and (iii) private participation will be encouraged. It was also decided that the power supply in major provincial towns under the control of MIME will be gradually transferred to EDC or private operators.

Under the reform process, incorporation of EDC took place in 1996. In 2001 the Electricity Law was promulgated and the Electricity Authority of Cambodia (EAC), the regulatory body for electricity in Cambodia, started functioning. The functions of EAC included licensing, tariff setting, and resolution of consumer complaints and enforcement of performance standards. The task before the EAC was immense. EAC requested technical assistance from ESMAP to assist it in the issue of licenses, determining performance standards, establishing procedures for resolution of complaints and procedure for application and determination of tariff.

Mr. Badri Prasad Rekhani was appointed as a Short Term Consultant (STC) to provide the technical assistance to EAC. He worked on the project during the period June 2003 to September 2004. This report describes the achievements of EAC under the technical assistance and includes the documents
prepared by the STC. The report also describes the extent to which these documents were adopted by EAC.
A. INTRODUCTION

The Electricity Authority of Cambodia (EAC) is in its nascent stage of development. However, it has undertaken initial steps towards increasing public awareness of electricity regulation and issuing licenses to larger scale generators and distributors in urban areas. Its next important task is to formalize the operations of small-scale private operators in the rural areas. The regulatory framework for rural electricity operations in the country has yet to be fully developed. Guidelines and procedures are currently being drafted by EAC but they still have to be tested, thus gradual revisions can be anticipated and precedents must be established. In addition, the scope of EAC’s operations must be expanded to include, inter alia, definitions of technical standards and procedures for determining tariff levels. In view of EAC’s extensive work plan, ESMAP has provided a grant toward the financing for a Technical Advisor to support EAC in these activities.

1. COUNTRY PROFILE

The Kingdom of Cambodia, situated in the Lower Mekong River, is a land of paddies and forests dominated by the Mekong River and Tonle Sap. It is a member country of the Association of South East Asian Nations (ASEAN) and is bordered by Thailand in the West, Vietnam in the East and Laos in the North. The Kingdom’s Population is about 13,607,069 and its land area is approximately 181,040 sq km (land: 176,520 sq km water: 4,520 sq km) with a coast line of 443 km. The country is divided administratively into 20 provinces: Banteay Mean Chey, Battambang, Kampong Cham, Kampong Chhnang, Kampong Speu, Kampong Thom, Kampot, Kandal, Koh Kong, Kratie, Mondol Kiri, Otdar Mean Chey, Pouthisat, Preah Vihear, Prey Veng, Ratanakiri, Siem Reap, Stoeng Treng, Svay Rieng, Takeo and the four municipalities of Keb, Pailin, Phnom Penh (the capital city), and Sihanoukville.
Cambodia’s economy is showing resilience in spite of the challenging international environment. Economic growth in 2001 was estimated at 6.3%, driven by a tourism sector and robust garment exports. In 2001, there was nearly zero inflation and in 2002, the Government made significant progress by producing strategies for moving forward in key socio-political areas, including education, health, governance and nutrition. As a post-conflict country with physical, social, human and economic foundations for growth shattered and in need of restoration, Cambodia faces a formidable array of development challenges. Many parts of the country only recently became accessible as the security situation has eased.

The General Population Census of Cambodia, 1998 was conducted in March 1998. Some of the data from this census is given in the Table 1.1.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Subject</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Number of Provinces/Municipalities</td>
<td>24</td>
</tr>
<tr>
<td>2</td>
<td>Number of Districts</td>
<td>183</td>
</tr>
<tr>
<td>3</td>
<td>Number of Communes</td>
<td>1,609</td>
</tr>
<tr>
<td>4</td>
<td>Number of Villages</td>
<td>13,406</td>
</tr>
<tr>
<td>5</td>
<td>Number of Normal/Regular households</td>
<td>2,162,086</td>
</tr>
<tr>
<td>6</td>
<td>Number of All Households</td>
<td>2,188,663</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>322,246</td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>1,866,417</td>
</tr>
<tr>
<td></td>
<td>Rural</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Percentage of households having electricity as main source of light</td>
<td>15.1</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>53.6</td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>8.6</td>
</tr>
<tr>
<td></td>
<td>Rural</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Population</td>
<td>11,437,656</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1,795,575</td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>9,642,081</td>
</tr>
<tr>
<td></td>
<td>Rural</td>
<td></td>
</tr>
</tbody>
</table>

The Number of Households and Population with urban-rural breakup for each province are given in the Appendix 1.1.

Measured by income or other social indicators, Cambodia is among the poorest countries in the world, ranking 136th of 174 in the UN’s Human Development Index. According to the recent National Poverty Reduction Strategy\(^1\), 36% of the Cambodian population is in poverty, living on less than US$0.46-0.63

per day, and 50.3% of children under age five are underweight. Moreover, it reported that half of Cambodia’s poor would be lifted out of poverty if 6% growth could be sustained for eight years.

The Asian Development Bank, in its report on March 15, 2005, gave the following important socio-economic development indices for Cambodia:

- 44% of the population has access to clean water
- 22% live in hygienic conditions
- 17% has access to electricity
- 0.2% surfs the internet
- 4% of roads are covered with asphalt
- 28% of population is poor
- 10.3 million of its 13.4 million people live on US$2 a day
- Average annual income is US$306
- Economic growth rate from 1994-2003 is 6.8%.

The industrial sectors prevailing in Cambodia can be divided into garments, tourism, construction and infrastructure, agribusiness, handicraft industries, and the non-tourism service sector. In part due to the small base, growth performance was impressive over the 1996-2000 timeframe, in which total manufacturing output grew at 19.1%, driven by textile/garment at 64.3%, followed by electricity and water at 8%, and construction and mining at 3% each. Growth is exceptionally dependent on foreign direct investment, which comprised over 50% of fixed capital formation in 1998.

With 84% of its population living in the rural areas, most of the existing energy sources in the country are used by the people living in rural areas. They use wood and charcoal, which is the only source of energy for cooking. The exact amount of coal, petroleum and gas available in Cambodia is not known, as there were no specific studies conducted in the past, even though at present some companies are exploring petroleum and gas in off-shore area of Cambodia. Potential of hydropower in Cambodia is high (more than 10,000 Megawatts) but the development of these energy sources has not been implemented mostly due to lack of pre-feasibility study of the projects and investment capital. At the moment, import of electricity from neighboring countries at low tariff rates is an appropriate choice to bridge the gap between demand and supply and to reduce the electricity tariff. This will increase the size of electricity market leading to large scale power development in Cambodia. (Footnote: EAC, Report on Power Sector of the Kingdom of Cambodia for the Year 2003).

2. **Power System in Cambodia**

Electricity was first available in Cambodia in 1906. Up to 1958, electricity in the Kingdom of Cambodia was supplied by the following 3 private companies: (i) Compagnie des Eaux Electricité (CEE); (ii) Union d’Electricité de l’Indochine (UNEDI); and (iii) Compagnie Franco-Khmer d’Electricité (CFKE). At that time, CEE was the electricity supplier for Phnom Penh and its surrounding areas and UNEDI was the electricity supplier for all provinces except Battambang Province, which was supplied by CFKE. In October 1958, the Royal Government of Cambodia took over CEE and UNEDI and established a new state-owned enterprise called Electricité du Cambodge (EDC). At that time, EDC supplied electricity to Phnom Penh and all provincial towns in the country except the provincial town of Battambang. Other smaller towns were being supplied by other private enterprises. In 1958, total installed generation

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2 MOP, Social and Economic Development Plan II.
capacity in the Kingdom of Cambodia was approximately 30 Megawatts, of which 16 Megawatts was of EDC and 14 Megawatts was of other private companies.

During 1971 to 1979, the power sector in the Kingdom of Cambodia experienced: (i) civil war (during 1971-1975); and (ii) the Pol Pot Regime (during 1975-1979) when all kinds of electricity facilities including generation, transmission and distribution networks were nearly destroyed not only in Phnom Penh but also in other provincial and smaller towns. Most of the data and other information relating to this period on the electricity sector could not survive this period.

After the liberation on January 7, 1979, RGC started to restore electricity infrastructure in Phnom Penh and main provincial towns of the country. At that time, the whole electricity supply in Cambodia was under the management of the Ministry of Industry. The Ministry of Industry reestablished EDC with the task of electricity supply in Phnom Penh and established small electricity enterprises in provinces with the responsibility to supply electricity at each of the provinces. Remarkable progress was made in the power sector from 1991 until present day resulting in restoration and development of electricity infrastructure and supply of electricity and reforms in electric power sector.

Currently, Cambodia has one of the lowest electrification rates in Asia with only about 17% of its population connected to a power supply. Electricity costs are among the highest in the world. These two aspects are partly connected and both are partly the consequence of Cambodia’s recent turbulent history. The power system in Cambodia is different from most other countries. Most of the countries in the world have an interconnected grid consisting of large generating stations, high voltage (HV) lines and substation, and medium voltage (MV) and low voltage (LV) systems to take the power supply from the grid sub stations to the consumers. In addition some countries have few isolated systems to supply power to remote areas. In Cambodia, there is no national grid and the supply to cities and towns are through a large number of isolated systems. Except for two hydro stations, all generation uses heavy fuel oil or diesel as fuel.

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The principal entities in the electricity sector are: (i) the Ministry of Industry, Mines and Energy (MIME), responsible for sector policy, strategy for rural electrification (RE), negotiations for electricity trade agreements and major investment projects and, with the Ministry of Finance, is the sponsoring ministry for EDC; (ii) EAC, the power sector regulator responsible for licensing, approving tariffs, setting and enforcing performance standards and settling disputes; and (iii) the five electricity providers which made up the power system.

The Power System of Cambodia can be divided into five categories: (i) Supply Systems of EDC; (ii) Supply from neighboring countries; (iii) Isolated Systems for other towns and villages; (iv) private independent power producers (IPPs); and (v) Captive supply. The dependable total system capacity in 2003 was 109 MW.
Production in 2002 (GWh)

- Kirirom Hydro (27) - 5%
- Vietnam imports (0) - 0%
- EdC (159) - 32%
- IPPs (309) - 63%

Consumption in 2002 (GWh)

- Commercial inc.Hotels (74) - 18%
- Government (56) - 13%
- Industry (31) - 7%
- “Others” (55) - 13%
- Domestic (202) - 49%

Consumption in 2009 (GWh)

- Commercial inc.Hotels (231) - 23%
- Government (117) - 12%
- “Others” (121) - 12%
- Industry (88) - 9%
- Domestic (439) - 44%
2.1 Electricité Du Cambodge (EDC)

Electricité Du Cambodge (EDC) is the Government owned corporation and the largest supplier of electricity in Cambodia. EDC has been issued a Consolidated License consisting of Generation License, National Transmission License and Distribution License. The system of EDC is generally in good condition. It supplies electricity in the capital city of Phnom Penh, provincial towns of Sihanoukville, Siem Reap, Battambang, Takeo, Kampong Cham and areas in the border districts of Pohnea Krek, Memot, Bavit and Kampong Trach. The supply system to each of the above city/towns is isolated from each other.

In 1970, total installed generation capacity of EDC reached 61,125 KWs, 77.5% of total electricity production capacity in the whole country (78,805 KWs). Electricity energy produced by EDC was 123,820,000 kWh in Phnom Penh and 12,230,000 kWh in other provincial towns. The generation facilities of EDC and its share in energy produced consist of: (i) Hydropower (12.7%), mainly the Kirirom 1 Hydropower Station; (ii) Steam (23%), the Chak Ang Re Krom Steam Turbine Power Station; (iii) Diesel (64%); and (iv) Gasoline (0.30%). At that time, there was only one transmission line in the Kingdom of Cambodia connecting Kirirom 1 Hydropower Station to Phnom Penh City through Prek Tnout. The Kirirom - Prek Tnout - Phnom Penh transmission line had a voltage rating of 110kV, length 120 km and transmission capacity of approximately 50,000 kVA.

The EDC system has the following features:

- The system in Phnom Penh was rehabilitated under a World Bank Credit, EDC has a new 115kV system interconnecting the three grid substation and the Kirirom Hydro station, 22kV system for taking supply to different areas and LV system with Ariel Bunched Conductor (ABC) to supply electricity to consumers. In Phnom Penh, EDC generates its own power and also purchases power from three IPPs (including the 12 MW Kirirom Hydro station) to meet its demand. The available capacity is not enough to meet the demand during peak hours and EDC resorts to load shedding;
- The system in Siem Reap and Sihanoukville was rehabilitated under an ADB loan and consists of an MV (22kV) and LV system in good condition;
- The system in Battambang and Takeo consists of MV (15kV) and LV lines and has old as well as new facilities. The system in Takeo is being rehabilitated under a new co-financed loan. In Battambang, EDC gets electricity from leased generator sets;
- The system in Kampong Cham consists of MV (6.3kV) and LV lines and has old as well as new facilities. In Kampong Cham, EDC purchases power from an IPP; and
- For supply to the border districts of Pohnea Krek, Memot, Bavit and Kampong Trach, EDC purchases power from the neighboring country of Vietnam. The Power is imported at a Voltage of 22kV or 15kV.

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3 Phnom Penh Power Rehabilitation Project (Credit 2782) of September 28, 1995 which closed on June 30, 2000.  
4 ADB Provincial Power Supply Project (SF 1794).  
5 International Development Association (IDA) Rural Electrification and Transmission Project (Credit 3840-KH); Global Environment Facility (GEF) (TF 053036); ADB Power Distribution and Greater Mekong Sub-region (GMS) Transmission Project; and Nordic Development Fund (NDF).
2.2 Supply from Neighboring Countries

Cambodia imports power from its neighboring countries of Vietnam and Thailand. The import from Vietnam is done by EDC at the above-mentioned four locations.

Power from Thailand is imported at seven locations at 22kV at Kamrieng, Phnom Preuk, Sampeou Loun, Phum Phsar Prum, Ochraov, Koh Kong and Osmarch. This import is done by four private operators under authorization from MIME and distribution license issued by EAC. Each system consists of MV (22kV) and LV lines and is generally in good condition.

2.3 Isolated Systems for Other Towns/Villages

The supply systems of other towns and villages have its own generation and LV network. Very few towns have MV network of voltage 22kV or 15kV or 6.3kV. But for a few towns/ villages with systems in good working condition, most of the systems are in poor condition.

2.4 Independent Power Producers

Although EDC is the dominant supplier of power, Independent Power Producers (IPPs) provide a substantial part of EDC’s generation. As of the end of 2004, IPPs supplying to EDC account for about 48% of EDC’s installed capacity and 60% of generation. IPPs also feature in EDC’s future plans and have further PPA contracts under discussion with potential IPPs and Joint-Venture partners. The following IPPs are supplying power to EDC:

- **Cambodia Utilities Pte Ltd. (CUPL),** a Malaysian/Cambodian company operating a power plant since 1996. In accordance with the original power purchase agreement (PPA) in 1994, EDC is obligated to purchase from CUPL on a take or pay basis all of the power to be generated by the 37.1 MW diesel plant. The agreement has a term of 18 years and the plant will be transferred to EDC at the end of the term of the project.

- **Jupiter Power Cambodia Co., Ltd. (Jupiter),** a Canadian/Cambodian company who entered into a PPA with EDC in 2000 and agreed to finance, install, operate, and supply 15 MW of electric power for 36 months to meet the shortage in supply of electricity to Phnom Penh. EDC had the option to relocate some of the generator sets to provinces to meet the shortage of power in those areas. In 2002 and 2003, Jupiter and EDC agreed to several amendments and expansion of the existing PPA to include a new project: C1 Expansion Project where the minimum output was increased to 22 MW after the commercial operation of the new project.

- **China Electric Power Technology Import and Export Corporation (CETIC),** a Chinese company who was granted by MIME with the exclusive rights to: (i) develop, design, finance, rehabilitate, construct, own, operate, maintain and manage the existing and newly constructed facilities of Kirirom 1 Hydropower Plant with a capacity of 12 MW; (ii) develop, design, finance, construct transmission facilities of the plant, and transfer these to EDC after completion of commission; and (iii) to sell to EDC all generated electricity from Kirirom under a 30-year PPA.

From 2005, EDC will commence purchasing power from the newly constructed 32 and 15 MW power plant of Khmer Electrical Power Co., Ltd (KEP) in accordance with a PPA signed in September 2003. KEP shall design, finance, build, own, operate and maintain the facility with an initial generating capacity of 30 MW and deliver capacity to EDC. EDC is also expected to purchase an additional 5 MW of power from City Power Co., Ltd. Both IPPs are Cambodian companies.
2.5 Captive Supply

Most of the industries, big hotels and big establishment have their own generation to meet their own power requirement. Most of these are not connected to the public supply system.

3. Power Sector Issues

The power sector is confronted by the following key issues and challenges:

- **Paucity of Energy Resources.** Cambodia’s commercial fossil fuel resources such as Coal, Oil and Natural Gas are limited and currently largely unexplored and unexploited. Its Hydro Power potential is vast, about 10,000 MW, but only about 15 MW has been developed.

- **Under-Exploitation of Renewable Energy Resources.** There is a growing awareness towards utilizing renewable energy resources, especially for the rural areas, where 85% of the population resides. Prospects for utilization of Biomass and Biogas are very promising and significant progress has been made. Tapping of Wind and Solar Energy resources is also being evaluated.

- **Heavy Dependence on Fuel Imports.** All commercial fuels are imported in the form of LPG, gasoline, diesel and miscellaneous petroleum products (totaling about 1.2 million tons per annum), which heavily exposes Cambodia to international price fluctuations.

- **Inefficient and Under-Developed Electricity Supplies.** Cambodia’s power supply facilities, heavily damaged during the war years, have started to recover admirably since the mid 90’s, under support from IDA, ADB, Japan USA and European countries. The 24 fragmented and isolated systems centered in provincial towns and cities, are all reliant on expensive diesel power generation. Per capita electricity consumption is only about 48 kwh/year and less than 15% of the households have access to electricity (urban 54%, rural 9%). Due to small size of generating units dependent on high cost imported oil, the lack of an HV transmission grid, and large losses in distribution, electricity costs are very high. Average grid-based tariff is 16USc/kwh (range 9 – 23 kwh), tariff in rural areas range from 30 to 90 USc/kwh. As a measure of poverty alleviation, the Government plans to increase rural electricity coverage from about 10% today to 70% by 2030. This will pose a serious financial and institutional challenge. With power demand expected to grow at about 13% per year, it is critical that Cambodia looks for major sources of supply for meeting demand beyond 2007. Prospects for imports from Vietnam and Thailand are high and are being actively pursued, with support from IDA and ADB.

- **Electricity Sector Reform.** Cambodia has made considerable progress in reforming the power sector, particularly in passing the Electricity Law in 2001 and establishing a regulator, the EAC. Further strengthening of the new sector structure, and commercialization of EDC are priority needs.

- **Contracting for Electricity Supplies through IPPs.** Contracting of IPP generation has hitherto been on a negotiated basis which has resulted in high purchase tariffs and lack of transparency. This situation is now changing and IPP supplies are now being contracted through a much more transparent competitive bidding process.
B. EAC TECHNICAL ASSISTANCE PROJECT

4. BASIC LAW AND REGULATIONS IN THE POWER SECTOR

Under the framework of reform in the power sector, RGC has established the Electricity Law of the Kingdom of Cambodia in order to open for and to attract private investors to participate in the development of the power sector of the Kingdom of Cambodia. The Electricity Law of the Kingdom of Cambodia was adopted by National Assembly on November 6, 2000, and ratified by the Senate on December 13, 2000. The Law was issued on January 15, 2001 by the Constitutional Council, to be consistent with the Constitution and was finally promulgated by ROYAL DECREE No. NS/RKM/0201/03 dated February 02, 2001 by Preah Bath Samdech Preah Norodom Sihanouk, King of Cambodia.

The purpose of the Law is to govern and prepare a framework for the electric power supply and services throughout the country. The Law covers all activities related to the supply, provision of services and use of electricity and other associated activities of power sector. It aims to establish the principles for operations in the electric power industry, the favorable condition for investments in and the commercial operation of the electric power industry including the principles for the protection of the rights of consumers, the principles for the promotion of private ownership of the facilities for providing electric power services and the principles for establishment of competition wherever feasible within the electric power sector.

In order to implement the Law throughout the Kingdom of Cambodia, the Law established an institution called the “ELECTRICITY AUTHORITY OF CAMBODIA”, a legal public entity, being granted the right by the Royal Government to be an autonomous agency to carry out its duties as provided in the Law. For the management of electric power sector in the Kingdom of Cambodia, the Electricity Law provides that the Ministry of Industry, Mines and Energy shall be responsible for setting and administering the government policies, strategies and planning in the power sector while the Electricity Authority of Cambodia (EAC) shall ensure that the provision of services and the use of electricity shall be performed efficiently, qualitatively, sustainably and in a transparent manner.

To enable EAC to ensure that the provision of services and the use of electricity is performed efficiently, qualitatively, and sustainably, the Law assigns the powers and duties to it to issue licenses to the electric power service providers, to approve tariff rate and charges, to issue REGULATIONS, PROCEDURES, RULES, ORDERS and decisions as well as the right to resolve complaints and disputes related to the provision of services and the use of electricity. EAC is empowered to set clear principles for the provision of services and setting of tariff rate in the Kingdom as well as principles to cover other additional or miscellaneous services related to the above services through licensing. The Law promotes private ownership of facilities for providing electric power services in the Kingdom, leading to the establishment of competition wherever feasible within the electric power sector.
As per the provisions of the Electricity Law and powers and duties assigned to EAC, it is deemed the **REGULATOR** of the electric power sector, empowered to **REGULATE** the provision of services and the use of electricity in the Kingdom. Regulations, orders and decisions issued by EAC are enforceable in accordance with the Law. EAC is competent to file complaints in the courts of the Kingdom of Cambodia for any violation of the Law or any violation of the regulations, orders, decisions as well as licenses issued by EAC. Moreover, the Law provides for the rights, obligations and penalty on the services providers as well as the consumers in order to establish fair condition in the business and the use of electricity. The Law provides that the two functions of: (i) setting and administrating government policies, strategies, and planning; and (ii) regulating, liaising, and arbitrating between the provision of services and the use of electricity be separated from each other as is the case in other developed countries. MIME shall be responsible for the former and EAC the latter. The Law provides that MIME shall transfer in an orderly manner the functions and duties defined in this law to EAC as soon as the EAC is fully operational. The enactment of the Law is a big leap forward in bringing reforms in the electricity sector as among others, it will encourage the private investors to invest in the power sector in a fair, just and efficient manner for the benefit of the country. The differentiated roles of the two organizations in governing power in the Kingdom are shown below:

Article 6 of the Electricity Law of the Kingdom of Cambodia provides that “**The Electricity Authority of Cambodia is a legal public entity, being granted the right by the Royal Government to be an autonomous agency to regulate the electric power services and to govern the relation between the delivery, receiving and use of electricity**”. The Law has granted the right and autonomy to EAC to regulate these activities in order to ensure that the services and the business of the electric power service providers are actually carried out efficiently, qualitatively, sustainably and in a transparent manner as
defined by the Law. Granting the right and autonomy to EAC to regulate these services does not mean that Law has provided for EAC to get involved in or to manage the internal business of the electric power service providers. But it allows EAC to advise, guide or order to modify or ceases such activity of the service provider. The guiding action or orders to revise or ceases any activities are to be carried out in public interest and to protect the interest of the consumers.

The Electricity Law of the Kingdom of Cambodia has granted the right and autonomy to EAC to govern relations between the Delivery, Receiving and Use of Electricity. The relation between the Delivery, Receiving and Use of Electricity means the relation between generators and transmitters, between generators and distributors, between transmitters and distributors or between suppliers and consumers. These relations relate only to the cycle of delivery, receiving and use of electricity. The relations can cover the conditions of delivery and receiving electric power services between above parties; the obligations and rights of the above parties in delivery and receiving electric power services; the cost of electric power services that one party pays to the other party; the quality of electric power services that one party provides to other parties etc.

5. **Electricity Authority of Cambodia (EAC)**

According to the Electricity Law, EAC shall consist of three members. The members of EAC shall be designated and proposed by the Prime Minister and shall be appointed by the Royal KRET. Presently, the regulators for the power sector, appointed by the Royal KRET, are as follows:

1. H.E. Dr. Ty Norin, Chairman
2. H.E. Yak Bunmeng, First Vice-Chairman
3. H.E. Dr. Ouch Thong Seng, Second Vice-Chairman

As defined by the Law, EAC shall consist of three members and shall have one secretariat for assistance. This secretariat shall be headed by one Executive Director. The Executive Director shall be appointed by Chairman of EAC after consulting with other members. The secretariat of EAC shall be having expert departments, which do expert works for EAC.

At present, EAC has its organization structure as per the schematic diagram below. The highest authorities of EAC are the three regulators i.e. the Chairman of EAC and the two Vice-Chairmen. Under the Chairman and Vice-Chairmen, there is one secretariat headed by the Executive Director. The Secretariat provides support to EAC for administrative and technical works and controlling the expertise departments under it. The secretariat consists of four departments: (i) Department of Administration and Personnel, in charge of administration and personnel works; (ii) Department of Electricity regulation, in charge of electricity technical works; (iii) Department of Financial and Pricing, in charge of financing, accounting and analyzing the electricity tariff works; and (iv) Department of Legislation, in charge of legal works and resolution of dispute and imposition of fines.

![The Organization of EAC at Present](image-url)
The Electricity Authority of Cambodia is an autonomous agency working for the interest of all electric power service providers and electricity users in the Kingdom and its expenditure for its operation is borne by all electric power service providers in the form of payment of the license fees. Article 27 of the
Electricity Law provides that EAC shall have an autonomous budget for their operation. This budget shall come through the license fees paid by applicants and licensees as determined by EAC. For governing the license fees charged by EAC, The Electricity Law has further provisions that “The maximum license fees are to be determined by a Sub-Decree of the Royal Government” meaning that the license fees charged by EAC shall be within the rates decided by the Sub-Decree of the RGC.

As of 2003, the license fees paid by licensees were as follows:

1. Generation or power purchased from any other country: 1.60 Riels per kWh of power generated or purchased.
2. Transmission: 0.60 Riels per kWh of power transmitted.
3. Distribution and Sale: 1.10 Riels per kWh of power sold.
4. Retail: 0.50 Riels per kWh of power sold.
5. Other services: license fee shall be 0.1% of the service fee.

The duties of EAC are given in Article 7 of the Electricity Law and include functions of licensing, tariff, performance standards, complaints and disputes, issue of rules, regulations and procedures and monitoring of their compliance. EAC started operations on September 3, 2001. Since its initial operation, EAC has made strenuous efforts on preparing the basic framework required to fulfill its obligations and duties under the Law. Its priority remain: (i) to issue the licenses to the electric power service providers in the Kingdom of Cambodia so that all service providers are brought under the purview of the Electricity Law; and (ii) to issue the Codes, Regulations and Procedures for regulating and monitoring the activities of electric power services and governing the relation between the delivery, receiving and use of electricity.

**ARTICLE 7 OF ELECTRICITY LAW**

The Electricity Authority of Cambodia shall have the following duties:

(a) To issue, revise, suspend, revoke or deny the licenses for the provision of electric power services as provided in Article 29 of this Law;
(b) To approve tariff rates and charges and terms and conditions of electric power services of licensees, except where the Authority consider those rates or charges and terms and conditions are established pursuant to a competitive, market-based process;
(c) To enforce regulations, procedures and standards for investment programs by licensees;
(d) To review the financial activities and corporate organization structure of licensees to the extent that these activities and organization directly affect the operation of the power sector and the efficiency of electricity supply;
(e) To approve and enforce the performance standards for licensees;
(f) To evaluate and resolve consumer complaints and contract disputes involving licensees, to the extent that the complaints and disputes relate to the violation of the conditions of license;
(g) To approve and enforce a uniform system of accounts for all licensees;
(h) To prepare and publish reports of power sector and relevant information received from licensees for the benefit of the Government and the public;
(i) To prescribe fees applicable to licensees;
(j) To determine the procedures for informing the public about its activities within its duties, in order to ensure that the Electricity Authority of Cambodia complies with the principle of transparency as set forth in Article 3 of this law;
(k) To issue rules and regulations and to make appropriate orders, and to issue temporary and permanent injunction for electric power services;
(l) To impose monetary penalty, disconnect power supply, suspend or revoke the license for the violations of this Law, standards and regulations of the Electricity Authority of Cambodia;
(m) To require the electric power service providers and the consumers to obey the rules relating to the national energy security, economic, environmental and other Government policies;
(n) To perform any other function incidental or consequential to any of the duties as describes above; and
(o) To establish the terms and conditions of employment of the officers or employees including experts/advisors of Electricity Authority of Cambodia.
The establishment of EAC as an independent regulatory body to license operating entities and establish electricity prices, the passage of the Electricity Law and the subsequent implementation steps has set the power sector on a path of reform that would lead to a largely unbundled sector with substantial private participation in generation and distribution of electricity. On its part, EAC has already begun to make an impact on sector operations. With the support of ESMAP, EAC is currently issuing licenses, developing standard power purchase agreements, and licensing guidelines and policies, specifically for small REEs. This continued support to EAC is instrumental in increasing its capacity and effectiveness in licensing and implementation of technical and pricing regulations.

EAC’s achievements measured against the deliverables under the ESMAP-assisted Projected are provided in the following retrospective.

6. **Objectives of the Project**

The overall objectives of the Project were to: (i) support EAC in developing and implementing regulatory guidelines and licensing procedures for small-scale operators (less than 5 MW) in rural and peri-urban areas of Cambodia; (ii) assist initiating the process of licensing the operators in rural areas; (iii) assist in definition of technical standards and tariff setting procedures; and (iv) facilitate the overall functioning and coordination of sector activities.

The Project financed the assistance of a Technical Advisor to undertake the following specific tasks:

- **Licensing**: (i) Review the licensing process, streamline procedures and report (through brief monthly reports) the adequacy of existing licensing procedures and suggest changes, if any are required; and (ii) Draft and produce, in collaboration with permanent EAC staff and in coordination with the consultants working under the Bank-financed Private Power Policy Framework, special licensing formats for the small scale operators in rural areas.

- **Performance Standards**: (i) Define and apply minimum technical performance standards based on the principle of light-handed regulation to cover at least the areas of voltage variation, interruptions to power supply, attending to complaints on bills and meters, and observation of requirements on new connections; (ii) Consider lessons learnt from other countries which have gone through similar upgrading of technical standards; and (iv) Report progress on a monthly basis.

- **Complaint Handling Procedures**: Draft procedures for making a complaint to EAC and resolving this based on the principle of subsidiarity in order to resolve potential conflicts as close as possible to the affected stakeholders and wherever possible resolution at the lowest legal level.

- **Procedures for Tariff Application and Setting**: Draft procedures to: (i) obtain additional information from the applicant as necessary to evaluate tariff applications; (ii) allow consumers and other interested parties to comment on the tariff application; and (iii) define time frames for decisions.

- **Rural Electrification Fund (REF) Coordination**: (i) Participate actively in piloting the REF through the process of licensing of prospective operators; and (ii) Actively promote coordination of various technical assistance programs to the electricity sector. (footnote: At the close of the Project in 2004, REF has not yet started operations.)
C. PROJECT MILESTONES

7. LICENSING

7.1 Licenses for Providing Electric Power Services

EAC issues and regulates the following types of licenses below:

- **Generation License** grants the right to generate electricity power from specifically fixed identified generation facilities.
- **The Transmission License** grants the right to provide the transmission service of which there are two types: National Transmission License and Special Purpose Transmission License. The **National Transmission License** can be issued only to a state power transmission company, under Government control, to have the right to provide the transmission service for delivering the electric power to the distribution companies and bulk power consumers throughout the Kingdom. The **Special Purpose Transmission License** grants the right to construct own and operate the specifically fixed identified transmission facilities in the Kingdom.
- **The Distribution License** grants the right to provide the electricity distribution services in a determined contiguous territory.
- **The Consolidated License** is a license, which may be the combination of some or all types of licenses. The Consolidated License can be issued to EDC and to the isolated systems to grant the right to generate, transmit, dispatch, distribute and sale the electric power to the consumers.
- **The Dispatch License** grants the right to control manage and operate the dispatch facilities for facilitating the delivery and receiving the electricity from the generation, transmission and distribution systems.
- **The Bulk Sale License** grants the right to buy electricity from any Generation Licensee or from the power systems of a neighboring country for sale to Distribution Licensees or to the large customers in one connected power system.
- **The Retail License** grants the right to engage in the sale of electric power to consumers in a contiguous service territory.
- **The Subcontract License** grants the right to supply the electric power services according to the subcontract agreement with existing licensee.

In accordance with the Law, each license has two main parts: (i) a Decision to grant the right to provide the electric power service; and (ii) the conditions of license.

7.2 Critical Mass of Licensed Operators

The Terms of Reference (TOR) for the Project required achieving a “critical mass” of licensed operators such that more than 100 operators will be licensed by the end of the assignment. The number of licenses issued by EAC increased from 42 at the start of the assignment (June 2003) to 101 at the end of the assignment (September 2004). The type and number of licenses issued up to September 2004 is given in the following table.
Table 2.1: Number of licenses issued  
(September 2004)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Type of License</th>
<th>No. Issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Generation License</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Distribution License</td>
<td>8</td>
</tr>
<tr>
<td>3</td>
<td>Consolidated License consisting of Generation, National Transmission and Distribution</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Consolidated License consisting of Generation, and Distribution</td>
<td>82</td>
</tr>
<tr>
<td>5</td>
<td>Total</td>
<td>101</td>
</tr>
</tbody>
</table>

Of the 10 Generation Licenses, two Licenses expired on expiry of the period of license and hence only eight Generation Licenses are valid. Table 2.2 and Table 2.3 show the licensed generation capacity by type of license and by type of generation respectively.

Table 2.2: Licensed Generation Capacity

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Type of License</th>
<th>Licensed Generation Capacity in kW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Generation License</td>
<td>85,272</td>
</tr>
<tr>
<td>2</td>
<td>Consolidated License consisting of Generation, National Transmission and Distribution</td>
<td>82,732</td>
</tr>
<tr>
<td>3</td>
<td>Consolidated License consisting of Generation, and Distribution</td>
<td>16,615</td>
</tr>
<tr>
<td>4</td>
<td>Total</td>
<td>184,619</td>
</tr>
</tbody>
</table>

Table 2.3: Generation capacity by Type of Generation

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Type of Generation</th>
<th>Capacity in KW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hydro</td>
<td>12,000</td>
</tr>
<tr>
<td>2</td>
<td>Steam (Burn HFO)</td>
<td>18,000</td>
</tr>
<tr>
<td>3</td>
<td>Diesel/HFO</td>
<td>154,619</td>
</tr>
<tr>
<td>4</td>
<td>Total</td>
<td>184,619</td>
</tr>
</tbody>
</table>

Four distribution licensees import power from Thailand, two licensees purchase power from generation licensees (IPP), one licensee purchases power from EDC and one licensee purchases power from another distribution licensee, who imports power from Thailand.

Table 2.4 gives the number of licensees (having Consolidated License consisting of Generation and Distribution License) for different generating capacity bands and shows that most of these licensees, who mostly operate in small towns and villages, have small business.

Table 2.4: Number of licensees in generating capacity bands

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Generation Capacity Band in kW</th>
<th>No. of Licensees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20 kW to 50 kW</td>
<td>8</td>
</tr>
<tr>
<td>2</td>
<td>51 kW to 100 kW</td>
<td>44</td>
</tr>
</tbody>
</table>
Even though the license issued to EDC includes areas of Banteay Meanchey, Kampot, Kep, Prey Veng, Ratanakiri, Steung Treng, Svay Rieng and Kampong Speu, EDC has not yet started operation in these areas. It is constructing facilities and is expected to start operation in 2005.

The details of licenses valid in September 2004 are given in Appendix 2.1 and a map showing the location of the licensees is given in Appendix 2.2. The locations are marked by the License Number.

7.3 Issues in Licensing

Simplification of Procedure for Issuing License

EAC has approved the “Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses”6/. These Procedures contain the format of application for license. There are two formats for application: for existing service providers, and for new service providers. The Procedures also contain separate bulletins detailing the information/documents to be furnished with the application for each type of license. The Procedures were examined under the Project for any possible simplification particularly the formats for use by small operators and was also discussed with EAC. It was concluded that the Procedures are working well and the applicants for licenses have been applying for grant of license using these formats. In view of this, EAC decided that no modification is required to the formats. The formats are simple, easy to fill up and cover only the essential information.

However, EAC felt that there was a need to simplify the part relating to “Procedure for Revision of Licenses” so that license application fee need not be paid for revision of license and public consultation need not be required for changing generation capacity up to 200 kW. Accordingly, a draft to replace the relevant part of the Procedures relating to revision of license was prepared under the Project and submitted to EAC. The draft was processed for approval through internal discussion, public consultation and approval in a session of EAC. The amendment was approved in the 35th Session of EAC held on March 16, 2004. Appendix 2.3 gives the decision of the EAC on the amendment.

Term of the Licenses

Many of the Consolidated Licenses issued during the first half of 2003 were for a term of up to two years which could be renewed further. Concerns were raised about its effect on the business of the licensee. The issue also came up during discussions held by the consultants for “Private Power Policy for Cambodia”7/. The facilities of the applicants in most cases are not of desired standard leading to poor levels of safety, inefficient operation and higher tariffs. The term of the license was determined by EAC on the basis of the reports on the condition of the facilities, submitted by the staff of EAC after its field visit and the commitment of the applicant to improve the facilities and services. To induce the licensee to improve the condition of facilities and give a better service to the consumers, EAC was faced with the option to: (i) grant the license for a longer duration with a threat that the license will be revoked if the licensee failed to improve; or (ii) to grant the license for a shorter duration and to reward the licensee with longer extensions if the licensee improves. EAC opted for the latter as suitable for Cambodian conditions. Currently, a number of licensees are making additions to their generation capacity and

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>101 kW to 500 kW</td>
<td>23</td>
</tr>
<tr>
<td>4</td>
<td>501 kW to 1000 kW</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>More than 1000 kW</td>
<td>2</td>
</tr>
</tbody>
</table>

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7 Cambodia PPIAF: Private Power Policy Framework (P077529).
improving facilities. Until September 2004, 12 licensees have increased their generation capacity while two licensees have improved their facilities and applied for extension of the term of their License. Nevertheless, the coming years will show how successful this strategy had been and how many licensees would have been able to improve their facilities in spite of the difficulties in arranging financing for these investments in Cambodia.

Table 2.5 shows the number of Distribution and Consolidated licenses issued for different durations until September 2004.
Table 2.5: Duration of Licenses

<table>
<thead>
<tr>
<th>Duration in Years</th>
<th>Number of Licenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>66</td>
</tr>
<tr>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>15</td>
<td>1</td>
</tr>
<tr>
<td>Till revoked</td>
<td>2</td>
</tr>
</tbody>
</table>

8. **OVERALL PERFORMANCE STANDARDS**

8.1 **Definition of Technical Standards**

The TOR required the drafting of minimum technical performance standards covering at least: (i) voltage variation; (ii) interruptions to power supply; (iii) attending to complaints on bills, meters; and (iv) observation of requirements on new connections. In drafting the standards, lessons learnt from other countries were considered.

8.2 **Localizing Technical Standards**

The standards should be suitable to Cambodian conditions, realistic and ensure quality supply and service. To achieve this end, a field visit to three licensees and discussions with licensees and consumers elicited the following important points:

- The size of the conductor and length of LV lines is not always decided on the basis of load flowing through it and the voltage drop in the line.
- Consumers complain about the state of the LV line and accuracy of meter.
- Incorrect meter reading, incorrect billing or interruptions to supply are not main issues.
- Licensees suffer due to delayed payment of bills by consumers. In rural areas, disconnection of supply due to non-payment of bills within due date is done rarely. The licensee relies on payments by persuasion.

8.3 **Explanatory Notes**

The Chairman of EAC required an explanatory note to be circulated along with the draft of “Regulations on Overall Performance Standards” during internal discussion in EAC and public consultation so that the consumers and licensees can easily understand its provisions. The explanatory notes are given below:

8.3.1 **What is Performance Standard?**

Performance Standards for a supplier define the standard or level of service, which the licensee shall provide to its customers. The standard or level of service is defined to maintain transparency and fix the responsibility of the supplier to its customers in accordance with the Electricity Law, Regulations and Technical Standards.
Performance Standard for providing electric power service, as implemented in many countries in the world, are of two types:

1. Guaranteed Performance Standard is the standard or level of service, which is fixed by regulators and is guaranteed by the licensee to be provided to each customer. It means that for this type of standard the licensee is responsible directly to each customer. In case a licensee fails to fulfill an obligation to any customer in accordance with the standard or level fixed in the Guaranteed Performance Standard, the licensee must make a specified payment to the affected customer. Therefore this standard is called Guaranteed Performance Standard.

2. Overall Performance Standard is the standard or level of service, which is fixed by regulators for a licensee to implement for overall customers but not give individual guarantees. For this type of Standard, the customers in general have a right to expect service providers to deliver predetermined, minimum levels of service.

Currently, the provision of electric power service in Cambodia by EDC and the private service providers does not call for fixing Guaranteed Performance Standards by EAC, because: (i) most of the Distribution infrastructure (facilities) and management is not yet fully developed; (ii) data for evaluation of performance is not maintained and hence, not available; and (iii) Licensees are not aware of their level of performance and scope of improvement. EAC will need more time to collect the required data to be able to issue the Guaranteed Performance Standard in line with developed countries. Initially, the aim of issuing Overall Performance Standard is to ensure that suppliers are aware of the importance of these service areas and to maintain records and data of performance in these areas. When the Overall Performance Standard is properly and widely implemented, EAC will review the performance data to issue the Guaranteed Performance Standard.

8.3.2 Provisions Related to Performance Standards in the Electricity Law and Regulations

"Electricity Law"

Article 5 of the Electricity Law provides that the Electricity Authority of Cambodia (EAC) shall ensure that the licensees shall use the standards relating to technical operation, safety and environment, which is issued and published by the Ministry of Industry, Mines and Energy.

As per Article 7(e) of the Electricity Law, one of the duties of EAC is to approve and enforce the performance standards for licensees.

"Regulations on General Conditions of Supply of Electricity"

98. The Supplier shall maintain the quality of supply as per standards issued by MIME or norms fixed by EAC in respect of the following:

a. Variation in the voltage of supply
b. Variation in the supply frequency
c. Limitation on the duration of scheduled outage
d. Time limit within which to restore supply in case of interruption

102. The supplier is required to maintain minimum Standard of Performance for all consumers as fixed by EAC. EAC may fix Standards of Performance from time to time and may fix different Standards of Performance for different suppliers and different areas. The Standards of Performance fixed by EAC shall at least include standards on the following key service areas.
a. Attending to complaints on supply voltage.
b. Restoration of power supply after interruptions due to fault.
c. Attending to complaints on meters and meter reading.
d. Attending to complaints on bills.
e. Attending to complaints on disconnection and reconnection of the supply.
f. Giving new connections for small and medium consumers.

103. The supplier shall keep proper records about its performance in the service areas for which Standards of Performance have been fixed. The supplier shall submit the information on its performance during a year with reference to the Standards of Performance within 31st March of the following year.

8.3.3 Services to be Covered by Overall Performance Standards

The services covered by the Performance Standards for the service providers are dependent on the need and concern of the consumers for that service, and the availability of the data and information for evaluating performance. Unlike in developing countries, some services exist in developed countries which consumers consider necessary and important and for which they require standards to be fixed. Therefore, there are some services which are common in the standards of many countries, but not in others. For example, many developed countries have considered fixing Performance Standards on services such as “to be on time for appointments”, “Responding to all customer letters” and “Reliability Ratings of Electricity Supply”, etc. But for some developing countries, these are not important and necessary. What matters to these electricity users include “supplier’s obligation to supply”, “quality of supply”, “resolution of consumer’s complaint on quality of supply, billing and payment”, etc.

Considering the provisions in the Electricity Law and Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia, Performance Standards for the supplier is proposed to be fixed for the following:

1. Maximum duration and Notice for Scheduled Outage
2. Restoration of Supply in case of interruption
3. Investigation into Complaints on Voltage
4. Investigation into Complaints on incorrect Meter Reading
5. Replacement of Defective Meter
6. Meter Testing
7. Response to Consumers’ Complaint on Bills
8. New Connections
9. Refund of Deposit
10. Reconnection after Temporary Disconnection

8.3.4 Should There Be Different Standards for Urban and Rural Areas in the Kingdom of Cambodia?

It is said that Standards developed for urban areas, if followed blindly for rural areas, can be an excessive burden—increasing costs but with little benefit. Even so, ensuring safe and quality power supply to rural consumers cannot be neglected. Cambodia has a large number of service providers in the rural areas, each covering a small geographical area with the management at site, as is the case in urban areas. This enables the utilities to take speedy decisions and implementation. Hence, if initially the coverage of Performance Standards as proposed above become the Overall Performance Standards for the Kingdom and not Guaranteed Performance Standards, it may not be necessary to fix different standards for rural and urban areas. In fixing the common Overall Performance Standards for urban and rural areas, all
issues involved were carefully considered in order that the Standards are achievable for both urban and rural areas.

8.4 International Experience and Proposed Overall Performance Standards for the Kingdom of Cambodia

8.4.1 Standard for Planned Outage

Definition

Electrical Equipments and lines are prone to failure without proper maintenance. Therefore Regular and periodic maintenance has to be carried out to preserve the fitness of the facilities to an acknowledged level to maintain quality supply to consumers. The maintenance work to be carried out is planned in advance. In general, in order to carry out any maintenance work, the electric power facilities are required to be disconnected from power source. If adequate reserve/alternate capacity is not available, the maintenance work may cause a discontinuity of electricity supply to consumers. The outage of supply due to a planned maintenance is called Planned Outage. Normally, the regulator should fix the conditions to avail the planned outage in such a way that minimum inconvenience is caused to consumers. The standard so fixed is called Standard for Planned Outage.

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8 “Standards in Different Countries” as of 2002. The performance standard for Hongkong was specifically for 2002. Other countries’ standards were current and valid in first part of 2003 when the report was prepared.
Standards in Different Countries

**Thailand**
The supplier shall notify the consumers at least 2 days in advance by printed matter, radio, loudspeaker, or poster. (Guaranteed Performance Standard). The number and duration of interruption are fixed on Average Supply Reliability Indices as follows:

<table>
<thead>
<tr>
<th>Metropolitan Electricity Authority (MEA)</th>
<th>Provincial Electricity Authority (PEA)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Average Interruption Frequency Index (SAIFI)</strong></td>
<td><strong>System Average Interruption Frequency Index (SAIFI)</strong></td>
</tr>
<tr>
<td>Urban areas - 4.71 Times/Year/User</td>
<td>Urban areas (municipalities) - 13.70 Times/Year/User</td>
</tr>
<tr>
<td>Industrial areas - 5.60 Times/Year/User</td>
<td>Industrial areas - 4.95 Times/Year/User</td>
</tr>
<tr>
<td>Rural areas - 8.47 Times/Year/User</td>
<td>Rural areas - 21.28 Times/Year/User</td>
</tr>
<tr>
<td><strong>System Average Interruption Duration Index (SAIDI)</strong></td>
<td><strong>Average Interruption Duration Index (AIDI)</strong></td>
</tr>
<tr>
<td>Urban areas - 113.89 Minutes/Year/User</td>
<td>Urban areas (municipalities) - 884 Minutes/Year/User</td>
</tr>
<tr>
<td>Industrial areas - 153.94 Minutes/Year/User</td>
<td>Industrial areas - 324 Minutes/Year/User</td>
</tr>
<tr>
<td>Rural areas - 240.84 Minutes/Year/User</td>
<td>Rural areas - 1,615 Minutes/Year/User</td>
</tr>
</tbody>
</table>

(Vietnam)
Notify Planned Outage to the electricity buyers at least 5 days before the time of Planned Outage in the following forms:

a) Sending written notices to organizations and individuals that use electricity for production activities and electricity users being organizations and individuals that have exclusive transformer stations;
b) Publishing announcements on the mass media for organizations and individuals using electricity for daily life.

(Decree on Electricity activities and use)

**Hong Kong - The Hong Kong Electric Co. Ltd**
Notify to customer at least 7 days in advance.
Reliability rating of Electricity Supply – Better than 99.998%. It means that in the case of maintenance they do not need to interrupt the supply of electricity to the consumers. (Service Standard)

**Orissa, India**
The licensee shall provide not less than 24 four hours notice prior to a scheduled outage exceeding 30 minutes. Period of interruption due to scheduled outage shall be specified in the notice and shall not exceed 12 hours on any day. In each event the licensee shall ensure that supply is normally restore by 6.00 PM during summer and by 5.00 PM during winter. (Overall Performance Standards)

**Victoria, Australia**
Licensee shall give at least 2 business days' notice of planned interruptions (this guarantee does not apply in emergency situations, where equipment or people are in danger and immediate action is required). (Guaranteed Performance Standard)

**United Kingdom**

- **Northern Electric** - we will give a period of 2 working days notice and will ensure supplies are not interrupted to consumer for more than 3 hours on 4 occasions in a year (Guaranteed Performance Standard)
- **East Midlands Electricity** – we will give a period of 5 working days notice and will ensure no more than 3 interruptions of 3 hours in a year. (Guaranteed Performance Standard)
- **Office of Gas and Electricity Markets (Ofgem)** – The distributor shall give to the customer prior notice of not less than 2 days. The supply to a customer’s premises shall not be interrupted for more than three periods. (Guaranteed Performance Standard)

**Proposed Standard for Cambodia**

The scheduled outage shall not be for a continuous period of more than 12 hours. In cases where the supply is not round the clock, the period of scheduled outage together with the period of non-supply in continuity with the scheduled outage, if any, shall not exceed 12 hours.

In each case of scheduled outage of duration one hour or more, the supplier shall notify the consumers at least two days in advance by radio, TV, newspaper, loudspeaker, poster, pamphlets or any other suitable process.

The supplier shall keep record of all scheduled outage. The record should show: (i) date and period of the scheduled outage; (ii) the details of the facility maintained; (iii) maintenance work carried out; and (iv) the date and method of notifying the consumers.
8.4.2 Standards for Restoration of Supply in case of Interruption

Definition

The discontinuity of supply to consumers due to the failure of a facility or due to a facility taken out of service in an emergency to prevent damage to the facility or life or property is called an interruption to power supply. Such interruptions are un-planned, un-expected and un-anticipated. In cases of interruption to supply, the supplier shall restore the supply and the standard that supplier shall implement in this case is called Standards for Restoration of Supply in case of Interruption.

Standards in Different Countries

**Thailand**
- MEA – (i) Restoration of Supply after Unscheduled Interruptions - must be able to restore 60% of supply within 3 hours. (Overall Standards); (ii) must be restored within 24 hours after being notified of the incidents, except in the cases of accidents, force majeures, natural disasters or generators’ failures. (Guaranteed Performance Standard)
- PEA – (i) Restoration of Supply after Unscheduled Interruptions - must be able to restore 60% of supply within 4 hours. (Overall Standards); (ii) must be restored within 24 hours after being notified of the incidents, except in the cases of accidents, force majeures, natural disasters or generators’ failures. (Guaranteed Performance Standard)

**Vietnam**
To handle and solve the incident within 2 hours after receiving the electricity buyers report on power failure. When the incident cannot be overcome within the above-said time limit, the electricity sellers shall have to promptly inform the electricity buyers thereof. (Decree on Electricity activities and use)

**Hong Kong**
Average Time for Supply Restoration after Interruption of Supply is within 2 hours. (Service Standard)

**Orissa, India**
The licensee shall restore the power supply to the consumer within 24 hours of receipt of the complaint except in case of transformer failures and failures of 11kV feeder or terminal equipment, in which case it shall be within a maximum of 7 days. The Licensee shall restore supply within 3 hours of fault in 50% of the cases. This shall not apply to scheduled outages or outages under Force Majeure Conditions. The Licensee shall restore supply within 3 hours of fault in 80% of the cases. This shall not apply to scheduled outage and outages under Force Majeure Conditions. (Overall Performance Standards)

**United Kingdom**
Northern Electric, East Midlands Electricity and Ofgem – The distributor shall restore supplies within 18 hours of being notified or of becoming aware of loss of supply. (Guaranteed Performance Standard)

Proposed Standard for Cambodia

1. In the event of interruption to supply, the supplier shall restore the supply in 60% of the case within six hours after being notified of the incidents. The supplier shall restore the supply in all cases within 24 hours after being notified of the incidents; and

2. In cases where the normal supply is not round the clock, and the limiting period stated above ends in a period of no supply, and the consumer gets the next normal supply, it will be considered that the supply has been restored within the allowed time limit. The supplier shall keep a record to show the date and time when the interruption to supply was reported, the name of the consumer, the date and time of restoration of supply and work done to restore the supply.
8.4.3 Standards for Response of Suppliers in Case of Complaints on Voltage

<table>
<thead>
<tr>
<th>Utility/Country</th>
<th>Nominal, Volts</th>
<th>Minimum % variation</th>
<th>Maximum % variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEA, Thailand</td>
<td>230</td>
<td>-7.0 %</td>
<td>+3.0 %</td>
</tr>
<tr>
<td></td>
<td>400</td>
<td>-7.3 %</td>
<td>+2.5 %</td>
</tr>
<tr>
<td>Emergency Condition</td>
<td>230</td>
<td>-9.1 %</td>
<td>+4.3 %</td>
</tr>
<tr>
<td></td>
<td>400</td>
<td>-9.5 %</td>
<td>+4.0 %</td>
</tr>
<tr>
<td>PEA, Thailand</td>
<td>220</td>
<td>-9.1 %</td>
<td>+9.1 %</td>
</tr>
<tr>
<td></td>
<td>380</td>
<td>-10.0 %</td>
<td>+10.0 %</td>
</tr>
<tr>
<td>Vietnam</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normal condition</td>
<td></td>
<td>-5.0 %</td>
<td>+5.0 %</td>
</tr>
<tr>
<td>Unstable grid</td>
<td></td>
<td>-10.0 %</td>
<td>+5.0 %</td>
</tr>
<tr>
<td>Victoria, Australia</td>
<td>240</td>
<td>-6.0 %</td>
<td>+6.0 %</td>
</tr>
<tr>
<td></td>
<td>415</td>
<td>-6.0 %</td>
<td>+6.0 %</td>
</tr>
<tr>
<td>India</td>
<td>230</td>
<td>-6.0 %</td>
<td>+6.0 %</td>
</tr>
<tr>
<td></td>
<td>400</td>
<td>-6.0 %</td>
<td>+6.0 %</td>
</tr>
</tbody>
</table>

Determination of Variation in the Voltage of Supply in the Kingdom of Cambodia

The voltage at the point of supply should not vary beyond the limits allowed in the Standards issued by MIME. Until the Standards are issued, the voltage at the point of supply should not vary beyond +10% or -10% of the declared voltage.

Thailand

MEA - To be able to resolve 60 percent of complaints within 6 months. (Overall Performance Standard)
Investigation into complaints on voltage within 10 working days. (Guaranteed Performance Standard)

PEA - To be able to resolve 60 percent of complaints within 6 months. (Overall Performance Standard)
Investigation into complaints on voltage within 15 working days. (Guaranteed Performance Standard)

Orissa, India

(1) Within 4 (four) working hours the licensee shall respond to consumer’s complaint regarding variations of voltage and frequency of supply at the point of commencement of supply.
(2) Within 15 (fifteen) days of original complaint, the licensee shall either improve the quality of power supply or furnish a written reply to the consumer intimating him the causes of poor quality of power supply, if the same is beyond licensee’s control; provided that complaint regarding low voltages arising due to inadequacy in the distribution system requiring upgradation of distribution lines, transformers or installation of capacitors shall be resolved within six months. The Licensee shall bring Voltage variations within limits of declared voltage within 15 (Fifteen) working days of complaint in 60% of the case. (Overall Performance Standard)

Victoria, Australia

We will investigate and respond to your quality of supply problems within 10 business days. If there is a risk to public or your safety we will respond immediately. (Guaranteed Performance Standard)

United Kingdom

Northern Electric - We will provide information within 5 working days. If a visit is required then we must offer and make an appointment within 7 working days. (Guaranteed Performance Standard)

East Midlands Electricity - Explanation within 5 working days or visit within 7 working days. (Guaranteed Performance Standard)
Percentage of cases corrected within 6 months – 100% (Overall Performance Standard)

Ofgem – The distributor shall within 7 working days offer to the customer to visit the customer’s premises to investigate the matter during a specified time. (Guaranteed Performance Standard)
**Proposed Standard for Cambodia**

In case of complaints relating to voltage at the point of supply the supplier shall contact the consumer and investigate into the complaint in all cases within 10 working days of receipt or the complaint.

The supplier shall resolve 60% of complaints on voltage within six months of receipt of the complaint.

The complaint on voltage is considered resolved if the voltage at the point of supply is within the limits given in the Technical Standards issued by MIME.

The supplier shall keep a record to show the date of receiving complaint on voltage, name of the consumer, nature of complaint, dates of investigating and resolving the complaint and work done.

**8.4.4 Standards for Response of Suppliers to Complaints on Incorrect Meter Reading**

<table>
<thead>
<tr>
<th>Standards Implemented in Different Countries</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thailand</strong></td>
</tr>
<tr>
<td>MEA – Investigate or contact customers into complaints on meter reading and billing within 10 working days. (Guaranteed Performance Standard)</td>
</tr>
<tr>
<td>PEA – Investigate and contact customers into complaints on meter reading and billing within 10 working days. (Guaranteed Performance Standard)</td>
</tr>
</tbody>
</table>

**Proposed Standard for Cambodia**

In case of complaints on incorrect meter reading the supplier shall investigate into the complaint and inform the consumer the correct meter reading in all cases within 10 working days of receipt of the complaint.

The supplier shall keep a record to show the date of receiving the complaint about incorrect meter reading, name of the consumer, nature of complaint and date of intimating the correct meter reading to the consumer.

**8.4.5 Standards for Suppliers to Replace Defective Meter**

**Determination of a Meter as Defective in Cambodia (Regulations on General Conditions of Supply)**

Unless an exemption is granted by EAC, the Supplier shall not give supply without a proper meter. A meter is considered as defective, if on testing, the error of the meter is found to be beyond the permissible limit as given in the Technical Standards issued by MIME. Until the Technical Standards are issued by MIME, for small and medium consumers, the permissible limit shall be (+/-) 3% at all loads in excess of one-tenth of full load and up to full load. Provided that for big and bulk consumers, the permissible limit shall be (+/-) 1% or as agreed and stated in the supply agreement.
### Proposed Standard for Cambodia

If a meter provided by the supplier is found to be defective, the supplier shall replace it within 30 days. The supplier shall keep a record to show the date when the meter was found to be defective, the name of the consumer and the date of replacing with a good meter.

#### 8.4.6 Standards for Testing of Meters when Requested by Consumer

*Provision for Testing of Meters when Requested by Consumer (Regulations on General Conditions of Supply)*

Regulation 69 of the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia provides that the supplier shall, upon request of the consumer and on payment of prescribed fees, test the meter serving the consumer. If the meter is to be removed for testing, a temporary meter shall be installed. The supplier shall serve due notice to the consumer of the time and place of test and permit the consumer or his authorized representative to witness the test. The supplier shall inform the consumer of the test results in writing. Upon testing, if the error of the meter is found to be beyond the permissible limits, the meter shall be replaced and the fees paid by the consumer for testing the meter shall be refunded. The bills for the period the meter was defective shall be revised as per regulations in the General Conditions of Supply.

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**Standard Implemented in Different Countries**

**Vietnam**

For meters placed outside the electricity buyers’ property management areas, which are lost or damaged not due to the electricity buyers’ faults, the electricity sellers shall have to install other meters and re-supply electricity to the buyers within no more than 7 days as from the date of making records confirming that the meters are lost or damaged.  
*(Decree on Electricity activities and use)*

**Victoria, Australia**

If the test demonstrates that any metering equipment is defective, a distributor or a responsible person (as the case may be) must as soon as possible but no later than 6 business days after the test:

(a) repair the metering equipment so that it meets the minimum standards of accuracy required under the applicable provisions of the NEC, the Metrology Procedure and this Code; or
(b) replace the metering equipment by installing new metering equipment.  
*(Electricity customer Metering Code)*
**Proposed Standard for Cambodia**

The supplier shall get the meter tested and inform the consumer of the test results in writing within 30 days of application by the consumer and payment of meter testing fees, if any.

The supplier shall keep a record to show: (i) the date when the consumer requested to test the meter and made payment of the meter testing fees; (ii) the name of the consumer; (iii) the date of meter testing; and (iv) the date informing the test results in writing to the consumer.

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**8.4.7 Standards for response of Suppliers to Consumer’s Complaints on Bills**

**Standard Implemented in Different Countries**

**Vietnam**
When there is any doubt about the inaccuracy of meters, electricity buyers may request the electricity sellers to check it. Within 3 days at most after receiving the request from the electricity buyers, the electricity sellers shall have to inspect and fix it. The electricity sellers must pay all expenses for inspection and repair of meters. *(Decree on Electricity activities and use)*

**United Kingdom**
Ofgem – The Supplier shall, within 7 working days, offer to visit the domestic consumer’s premises to investigate the matter during a specified time. *(Guaranteed Performance Standard)*

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**Proposed Standard for Cambodia**

In case of consumers’ complaints on non-receipt of bill or incorrect bill the suppliers shall convey its decision on these complaints in 40% of all cases within 15 days and in 90% of all cases within 30 days.

The supplier shall keep a record to show: (i) the date when the consumer requested to test the meter and made payment of the meter testing fees; (ii) the name of the consumer; (iii) the date of meter testing; and (iv) the date informing the test results in writing to the consumer.

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**Standard Implemented in Different Countries**

**Thailand**
Supplier shall investigate or contact customers into complaints on billing within 10 working days. *(Guaranteed Performance Standard)*

**Orissa, India**
(a) The licensee shall reply to the consumer’s complaint within 7 (seven) working days of the receipt of the complaint.
(b) The licensee shall resolve consumer's complaint regarding Electricity Bills due to him or served to him, within two months of receipt of complaint. *(Overall Performance Standard)*

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### Standards for Response of Suppliers to Customers’ Application for New Connections

#### Standards Implemented in Different Countries

**Thailand**
MEA – Time to Connect New Customers after payment is made, in the case where a distribution system exists, not requiring new service connection - Low Voltage System as follows:

1. Consumption less than 15 (45) Ampere, both 1 phase 2 lines and 3 phase 4 lines: Connected within 5 working days
2. Consumption 30 (100)-50 (150) Ampere, both 1 phase, 2 lines and 3 phase, 4 lines: Connected within 10 working days
3. Consumption from 200-400 Ampere, 3 phase, 4 lines: Connected within 23 working days (Guaranteed Performance Standard)

PEA – Time to Connect New Customers after payment is made, in the case where a distribution system exists, not requiring new service connection - Low Voltage System as follows:

1. Consumption less than 30 Ampere, 3 phases – Municipal areas: Connected within 2 working days, outside municipal areas: Connected within 5 working days
2. Consumption more than 30 Ampere, 3 phases – Municipal areas: Connected within 2 working days, outside municipal areas: Connected within 5 working days (Guaranteed Performance Standard)

**Hong Kong**
Connection of Supply not requiring inspection or after satisfactory inspection - within the next working day.
Inspection Appointment time for Customer installation: Within 2 hour time band. (Service Standard)

**Orissa, India**
For 230V/400V supplies: The licensee shall deal with consumer's application for new connection as follows:

- (a) Within three days of receipt of application, the licensee shall send three notices to the applicant for the purpose of inspection of premises, the position of circuit breakers and meters.
- (b) Charges for providing connection and security deposit required paid by applicant and premises to be installed above equipment shall be intimated within one week.
- (c) Within 3 (three) days of receipt of completion report and the test report of the licensed contractor, the licensee will give 3 (three) clear days notice to the applicant of the time and the date to inspect and test the installation. The licensee shall complete the inspection of the installation within a period of ten days from the date of receipt of test report of the licensed contractor. The licensee shall notify the applicant in writing of any defect noticed within seven days of inspection, if any.
- (d) After completion of all other formalities within 7 (seven) days of approval of applicant's installation, the licensee shall commence supply of power to the applicant. The Licensee shall process and provide new connections to Domestic consumers with in 40 working days of date of application in 85% of the feasible cases. (Overall Performance Standard)

**Victoria, Australia**
Where electricity has been previously supplied to your home or business and you contact us before 1pm on a working day, we will reconnect your electricity within four hours, or as agreed. A visual safety inspection is required if electricity supply at the property is disconnected at the time of application. An after-hours fee is required to reconnect electricity on a weekend or public holiday.
Where the electricity network already exists outside your home or business and a low voltage connection only is required, we will connect electricity within three working days of the approved forms being completed and lodged, or as agreed.
Where there are no electricity mains outside your property or additional reinforcement works are required, the licensee shall contact you within 10 business days of the date of your application to advise you on what is required to make supply available. (Guaranteed Performance Standard)

**United Kingdom**
**Northern Electric** - We will provide an estimate tariff within 5 working days and connecting of supply within 30 working days for domestic, 40 working days for other. (Guaranteed Performance Standard)
**East Midlands Electricity** - We will provide an estimate tariff within 5 working days if no extension to system required and 15 working days if extension to system required. (Guaranteed Performance Standard)
We will connect of supply within 30 working days for domestic 100% and 40 working days 100% for other. (Overall Performance Standard)
**Ofgem** – The Distributor will provide an estimate tariff within 5 working days if no extension to system required and 15 working days if extension to system required. (Guaranteed Performance Standard)

### Proposed Standard for Cambodia

The supplier shall inform, in 80% of the cases within the time limit provided in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia, to the applicants in case of small or medium consumers the amount of connection fee and deposit to be paid by applicants.
The supplier shall give the connection to a small or medium consumer within the time limit provided in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia in 80% of the cases, provided the consumer’s installation is found satisfactory.

The supplier shall keep a record to show: (i) the new connection to small and medium consumers; (ii) the name of the applicant; (iii) the date of application; (iv) the date informing the consumers of the amount of connection fee and deposit; (v) the date of payment; and (vi) the date of supply.

### 8.4.9 Standards for Refund of Deposit to Consumers

<table>
<thead>
<tr>
<th>Standards Implemented in Different Countries</th>
<th>Proposed Standard for Cambodia</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thailand</strong></td>
<td>The security deposit shall be returned by the supplier to the consumer within 15 (fifteen) days after the termination of the supply agreement and after adjustment of outstanding dues, if any in 90 (ninety) percent of the cases. In other 10 (ten) percent of the cases, the deposit shall be returned within next 15 (fifteen) days.</td>
</tr>
<tr>
<td>The payment guarantee deposit shall be refunded by the supplier to the consumer within 20 working days. (Guaranteed Performance Standard)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hong Kong</strong></th>
<th>The supplier shall keep record to show the name of consumer, date of termination of supply agreement, date of return of the security deposit to the consumer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The security deposit shall be returned by the supplier to the consumer within 5 working days after Closure of Account. (Service Standard)</td>
<td></td>
</tr>
</tbody>
</table>

### 8.4.10 Standard of Reconnection after Temporary Disconnection

**Determination of the Right for Temporary Disconnection of the Supplier (Regulations on General Conditions of Supply)**

Regulation 99 of the Regulations on General Conditions of Supply has permitted the supplier to make the temporary disconnection to the consumer by prior notice for reasons given below:

1. When the consumer refuses to allow entry to the premises or refuses to allow the supplier or his authorized representative to perform any act authorized under these regulations and The Electricity Law;
2. When the insulation resistance at the consumer's installation is so low as to prevent safe use of energy;
3. When the consumer fails to make payment of the amount in the electricity bill;
4. When the consumer neglects to pay the additional security deposit as per regulation 52 or any sum other than a charge for energy due from him to the supplier in respect of supply of energy;
5. When the supplier had inspected that the meter or metering equipment is tampered by the consumer or when the replacement of obsolete or defective meter by the supplier is resisted by the consumer;
6. When the consumer adopts any electrical appliances or uses energy supplied to him unduly or improperly which interferes with the system or efficient working of the supplier's system or to the supply of energy to any other person;
7. When a consumer assigns the supply agreement to any other person without the written permission of the supplier.
Regulation 100 of the Regulations on General Conditions of Supply has permitted the supplier to make the temporary disconnection to the consumer without notice, where the consumer's installation poses a danger to the health or safety of the consumer’s or supplier's employees or the public.

Regulation 101 of the Regulations on General Conditions of Supply defined that Supply disconnected for any of the above reasons shall not be restored until the cause of disconnection has been removed or remedied.

Standards that supplier shall apply for restoration of supply when the reasons of temporary disconnection has been removed or remedied is called the Standard of Reconnection after Temporary Disconnection.

### Standards Implemented in Different Countries

**Thailand**

MEA – The Supply shall be reconnected after the payment is made as given below:

1. Disconnection less than 6 months - 1 phase: connection within 1 working day, 3 phase: connection within 3 working days
2. Disconnection more than 6 months - connection within 20 working days
   (Guaranteed Performance Standard)

PEA – The Supply shall be reconnected after the payment is made as given below:

1. Small Customers (consumption less than 30 kW)
   - Municipal areas: connection within 2 working day,
   - Outside municipal areas: connection within 2 working day.
2. Large Customers (with consumption of 30 kW and over) - connection within 5 working days
   (Guaranteed Performance Standard)

**Hong Kong**

Reconnection of Supply after payment of Outstanding Charges: Same day as payment is received. (Service Standard)

**Orissa, India**

The Licensee shall reconnect supply if disconnected for non-payment of Electricity charges as billed, in 80% of cases within 24 (Twenty four) hours of production of proof of payment where period of disconnection of supply does not exceed two months. (Overall Performance Standard)

**Victoria, Australia**

Where electricity has been previously supplied to your home or business and you contact us before 1pm on a business day, we will reconnect your electricity within four hours, or as agreed. A visual safety inspection is required if electricity supply at the property is disconnected at the time of application. An after-hours fee is required to reconnect electricity on a weekend or public holiday. (Guaranteed Performance Standard)

### Proposed Standard for Cambodia

The temporary disconnection could be due to reasons stated in Regulation 99 of the Regulations on General Conditions of supply of electricity in the Kingdom of Cambodia.

In cases of temporary disconnection due to non-payment of charges – When the consumer gives proof of payment during working hours before 12 noon on a working day, the supplier shall reconnect the supply within six hours in 90% of the case. When the consumer gives proof of payment at any other time, the supplier shall reconnect the supply within 24 hours in 90% of the case.

In cases of temporary disconnection due to other reasons - the supplier, in 90% of all cases shall reconnect the supply within 24 hours after verification of the removal of the cause of disconnection.

The supplier shall keep a record to show: (i) the name of consumer; (ii) the date and time of receipt of information about removal of cause of disconnection, and (iii) the date and time of restoration of supply.
8.5 Approved Overall Performance Standards for the Kingdom of Cambodia

The draft of the “Regulations on Overall Performance Standards for the Kingdom of Cambodia” was discussed in the internal meeting of EAC, put to public consultation and modified as required on the basis of comments received. Finally it was approved by EAC in its Session No. 36 dated April 2, 2004. The Decision of EAC and the approved document is given in Appendix 3.1.

9. **COMPLAINT HANDLING PROCEDURES**

9.1 Provisions in the Electricity Law

As per the Electricity Law of the Kingdom of Cambodia, the EAC has the following duties/ function:

1. Evaluation and resolution of consumer complaints and contract disputes involving licensees
2. Investigation and determination whether any person has violated or is about to violate any provision of this law or any implementing Sub-Decree, regulation, order, or judgment of EAC.
3. The Electricity Law also provides that the sessions of the EAC for hearing of any complaint shall be public, the person against whom the complaint has been lodged has an opportunity to give evidence and opinion and that the affected party has the right of appeal to the courts of Cambodia.

9.2 Procedure Followed in the Courts of Cambodia

No Law has been promulgated on Civil Procedures in recent times under the present constitution. The Kram dated February 8, 1993 on the organization of the courts deals with some aspects of judicial procedures like jurisdiction of different courts. The Courts in Cambodia normally follow the guidelines of the Ministry of Justice and common practice that still prevails. Part of the Code of Civil Procedure of 1963 is still used by the courts. The steps being followed by the Provincial and Municipal courts in a civil case are:

1. Lodging a complaint
2. Reconciliation by the Reconciling Judge
3. Registration of complaint and Court fee
4. Investigation by Inquiring Judge
5. Civil Trial by the Trial Judge and the judgment
6. Filing of Appeal against the Judgment

9.3 Procedures for Filing Complaint to EAC and for Resolution of the Complaint by EAC

The draft of Complaint Handling Procedure has been based on the present practice being followed in the Provincial and Municipal courts of Cambodia with the provision of deliberations before judgment as EAC have three members.

The Procedures have provision that complaints by a consumer about voltage, interruption in supply, meter, meter reading, bills, disconnection, reconnection or delay in giving new connection shall be first made to the supplier. If the consumer is not satisfied with the final response of the supplier or if the supplier is delayed in addressing the grievance beyond the time specified in the Regulations on Overall Performance Standards, the consumer can make complaint to EAC. However a complaint against a licensee for violation of any provisions of the Electricity Law, License conditions or Regulations issued by EAC, can be filed to EAC directly by any interested person.
The draft was put to public consultation and modified as per the comments received from respondents including Ministry of Justice. The Procedures were approved in the session No. 36 of EAC on April 2, 2004 and adopted by EAC. The decision of EAC and the “Procedures for filing complaint to EAC and for resolution of the complaint by EAC” are given in Appendix 4.1.

10. **PROCEDURE FOR APPLICATION AND DETERMINATION OF TARIFF**

An initial draft of Procedure for Application and Determination of Tariff was submitted on November 28, 2003 for discussion. Subsequently the consultant under ADB funding started its work on Tariff related matters including a Draft Sub-Decree and Draft Regulations. The Draft Regulations provided for different levels of annual data submission by Larger Licensees and Smaller Licensees and setting the tariff of smaller Licensees through a Tariff Table. This called for related changes in the Procedures. As the Annual Data submission was made a part of the tariff process in the draft Regulations, it was required that the formats for submission of the data along with the formats for tariff application be included in the procedures. These formats are included with the Procedures as Appendices 1, 2, 3, 4. EAC wants that the approval of the Sub-Decree by Government and approval of the Regulations by EAC should precede the approval of the Procedures. If the approved Sub-Decree and Regulations are different than the draft, then corresponding changes may have to be incorporated in the Tariff Procedures. The final draft of the “Procedures for Application and Determination of Tariff” is given in Appendix 5.1.

### D. CONCLUSION

The autonomy of EAC is a key requirement to attract private capital and ensure an efficient development and operation of the power sector. The Electricity Law ensures achievement of this objective when it appointed a well-respected and capable power sector professional to act as regulator whose decisions could not be revoked by the executive branch, who will operate with budgetary autonomy, and whose office could attract qualified technical staff. Experience in other countries have shown that, even under the protection of the law, regulatory bodies have suffered arbitrary political pressures which undermined their autonomy because of lack of commitment to respect regulatory authority and a strong office to support its daily operation. The Project contributed to the success of regulatory reform by providing the necessary technical assistance and support that ensured that EAC remain a technically competent and independent organization able to attract and retain qualified staff.

To sustain the benefits of this ESMAP assistance through the Project, it is of utmost importance that the Technical Advisor actively promote coordination with a myriad of technical assistance programs in support of regulatory reform, rural electrification, power sector reform, among others, to ensure that EAC continues to play a central regulatory role in the development of the electricity sector in Cambodia.

The implementation of this Project has been successfully undertaken by EAC. The Technical Advisor, in particular, performed the task as defined in the TOR very satisfactorily.
### Appendix 1.1: Province wise Households and Population

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Province/ Municipality</th>
<th>Regular Households</th>
<th>Total No. of Households</th>
<th>Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Number</td>
<td>Population</td>
<td>Urban</td>
</tr>
<tr>
<td>1</td>
<td>Banteay Mean Chey</td>
<td>110,994</td>
<td>569,361</td>
<td>18,374</td>
</tr>
<tr>
<td>2</td>
<td>Bat Dambang</td>
<td>146,661</td>
<td>773,048</td>
<td>25,584</td>
</tr>
<tr>
<td>3</td>
<td>Kampong Cham</td>
<td>311,151</td>
<td>1,591,973</td>
<td>8,236</td>
</tr>
<tr>
<td>4</td>
<td>Kampong Chhnang</td>
<td>81,201</td>
<td>407,583</td>
<td>7,692</td>
</tr>
<tr>
<td>5</td>
<td>Kampong Speu</td>
<td>114,959</td>
<td>589,480</td>
<td>7,552</td>
</tr>
<tr>
<td>6</td>
<td>Kampong Thum</td>
<td>105,583</td>
<td>558,790</td>
<td>12,295</td>
</tr>
<tr>
<td>7</td>
<td>Kampot</td>
<td>104,498</td>
<td>523,215</td>
<td>6,060</td>
</tr>
<tr>
<td>8</td>
<td>Kandal</td>
<td>203,357</td>
<td>1,053,716</td>
<td>10,266</td>
</tr>
<tr>
<td>9</td>
<td>Kaoh Kong</td>
<td>24,125</td>
<td>124,575</td>
<td>5,400</td>
</tr>
<tr>
<td>10</td>
<td>Krachheh</td>
<td>48,761</td>
<td>258,990</td>
<td>14,791</td>
</tr>
<tr>
<td>11</td>
<td>Mandol Kiri</td>
<td>5,615</td>
<td>31,825</td>
<td>1,276</td>
</tr>
<tr>
<td>12</td>
<td>Phnom Penh</td>
<td>167,758</td>
<td>950,542</td>
<td>97,296</td>
</tr>
<tr>
<td>13</td>
<td>Preah Vihear</td>
<td>21,007</td>
<td>115,748</td>
<td>4,133</td>
</tr>
<tr>
<td>14</td>
<td>Prey Veaeng</td>
<td>192,735</td>
<td>934,782</td>
<td>10,918</td>
</tr>
<tr>
<td>15</td>
<td>Pousat</td>
<td>67,022</td>
<td>350,655</td>
<td>10,856</td>
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<tr>
<td>16</td>
<td>Rotanak Kiri</td>
<td>16,646</td>
<td>93,507</td>
<td>3,193</td>
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<tr>
<td>17</td>
<td>Siem Reap</td>
<td>125,387</td>
<td>677,436</td>
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<tr>
<td>18</td>
<td>Krong Preah Sihanouk</td>
<td>27,351</td>
<td>149,921</td>
<td>28,015</td>
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<tr>
<td>19</td>
<td>Stueng Traeng</td>
<td>14,126</td>
<td>79,747</td>
<td>4,426</td>
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<tr>
<td>20</td>
<td>Svay Rieng</td>
<td>97,795</td>
<td>474,052</td>
<td>4,112</td>
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<tr>
<td>21</td>
<td>Takaev</td>
<td>153,863</td>
<td>781,614</td>
<td>7,257</td>
</tr>
<tr>
<td>22</td>
<td>Otdar Mean Chey</td>
<td>12,208</td>
<td>64,653</td>
<td>4,027</td>
</tr>
<tr>
<td>23</td>
<td>Krong Kaeb</td>
<td>5,282</td>
<td>28,028</td>
<td>5,369</td>
</tr>
<tr>
<td>24</td>
<td>Krong Pailin</td>
<td>4,000</td>
<td>20,749</td>
<td>4,133</td>
</tr>
<tr>
<td>----</td>
<td>--------------</td>
<td>-------</td>
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<tr>
<td></td>
<td>Total</td>
<td>2,162,085</td>
<td>11,203,990</td>
<td>322,246</td>
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</tbody>
</table>
### Appendix 2.1: Details of Generation Licenses

<table>
<thead>
<tr>
<th>License No. and Date</th>
<th>Name of Licensee</th>
<th>Validity period</th>
<th>Location of Generation facility</th>
<th>Fuel / Licensed capacity</th>
<th>PPA with &amp; date of PPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>002 LD 1-2-02</td>
<td>Cambodia Utilities Pte Ltd</td>
<td>Term of PPA</td>
<td>EDC C2 Phnom Penh</td>
<td>HFO / LDO 37.1 MW</td>
<td>EDC Dt.15-9-94</td>
</tr>
<tr>
<td>003 LD 29-3-02</td>
<td>Jupiter Power (Cambodia) Co. Ltd</td>
<td>Term of respective PPAs</td>
<td>EDC C1 Phnom Penh</td>
<td>LDO 24.95 MW</td>
<td>EDC Dt.21-3-00 &amp; 7-5-02 &amp; 21-5-2003</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Kampong Chhnang’s PP</td>
<td>LDO 0.75 MW</td>
<td>Sovanny Electricity Development Co. Ltd</td>
</tr>
<tr>
<td>004 LD 29-3-02</td>
<td>Global Technological Support SDN BHD</td>
<td>Term of interim PPA</td>
<td>Kampong Cham Power Plant</td>
<td>LDO 4100 KVA</td>
<td>EDC Dt.6-5-98</td>
</tr>
<tr>
<td>005 LD 1-4-02</td>
<td>Mr. Chea Sopha</td>
<td>Term of Gen. lease Agreement</td>
<td>Battambong’s Power Plant</td>
<td>LDO 4000 KVA</td>
<td>EDC 27-09-02</td>
</tr>
<tr>
<td>007 LD 5-4-02</td>
<td>Cetic International Hydropower Development Co. Ltd</td>
<td>Term of PPA</td>
<td>Kirirom Plateau, Koh Kong Province</td>
<td>Hydro 12 MW</td>
<td>EDC Dt.28-7-00</td>
</tr>
<tr>
<td>024 LD 11-2-03</td>
<td>Global Power System PTE. LTD</td>
<td>Term of PPA</td>
<td>Prey Veng’s Power Plant</td>
<td>Diesel 1230KVA</td>
<td>MIME Dt 17-1-01</td>
</tr>
<tr>
<td>094LD 06-5-04</td>
<td>Edward Energy Supply Co., LTD</td>
<td>Term of PPA</td>
<td>Road No.1, Phum Pea Nheak 1, Pursat Province</td>
<td>HFO/LDO, 2350 kVA</td>
<td>Nareth Electricity Development Ltd, 5 April 2004</td>
</tr>
<tr>
<td>100LD 15-9-04</td>
<td>J.P.N. Cambodia International Co. Ltd</td>
<td>Term of PPA</td>
<td>Power plant in Phum 2, Takeo Province</td>
<td>1410 KVA</td>
<td>EDC Dt 28-8-04</td>
</tr>
</tbody>
</table>
## Details of Distribution Licenses

<table>
<thead>
<tr>
<th>License No. and Date</th>
<th>Name of Licensee</th>
<th>Validity period</th>
<th>PPA with &amp; date of PPA</th>
<th>Area of Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>008LD 10-4-02</td>
<td>Franasie Import Export Co., Ltd</td>
<td>10 yrs</td>
<td>Power Purchase from Thailand</td>
<td>District centre of (i) Kamrieng, (ii) Phnom Proeuk and (iii) Sampeou Loun in Battambang Province</td>
</tr>
<tr>
<td>009 LD 27-5-02</td>
<td>M.S.P.Development Co. Ltd</td>
<td>5 yrs</td>
<td>Power Purchase from Thailand</td>
<td>Areas along Road No.10 from Phum Phsar Prum to Sangkat Tuol Lavear, Pailin City, and to provide bulk sale service to surrounding Distribution Network at 22 KV</td>
</tr>
<tr>
<td>011 LD 09-8-02</td>
<td>Anco Brothers co., Ltd.</td>
<td>5 yrs</td>
<td>Power Purchase from Thailand</td>
<td>Ochraov District, Bantea Meachey Province and to provide bulk sale service to surrounding Distribution networks through 22 KV line</td>
</tr>
<tr>
<td>014 LD 22-11-02</td>
<td>Duty Free shop Co. LTD</td>
<td>5 yrs</td>
<td>Power Purchase from Thailand</td>
<td>(1) Koh Kong provincial town, Koh Kong Province and (2) Osmarch town, Khum Osmarch, Samrong District, Oddor Meanchey Province</td>
</tr>
<tr>
<td>050LD 09-9-03</td>
<td>Reeco Company</td>
<td>15 yrs</td>
<td>EDC, 27-06-03</td>
<td>Area in Khum Prekthmey and Khum Chheu Teal, Keansvay District, Kandal Province</td>
</tr>
<tr>
<td>051LD 09-9-03</td>
<td>Sovanny Electricity Development Co. Ltd.</td>
<td>10 yrs</td>
<td>Jupiter-Provincial MIME, 02-06-97</td>
<td>Kampongchnang Provincial Town</td>
</tr>
<tr>
<td>052LD 09-9-03</td>
<td>Nareth Electricity Development Co. Ltd.</td>
<td>5 yrs</td>
<td>Jupiter-Provincial MIME, 08-05-96</td>
<td>Pursat Provincial Town</td>
</tr>
<tr>
<td>089LD 09-2-04</td>
<td>Vanakpheap Development Co., Ltd</td>
<td>5yrs</td>
<td>MSP Development Co., Ltd 29-09-03</td>
<td>Pailin City</td>
</tr>
</tbody>
</table>
## Details of Consolidated License consisting of Generation, National Transmission and Distribution Licenses

<table>
<thead>
<tr>
<th>License No. and Date</th>
<th>Name of Licensee</th>
<th>Validity period</th>
<th>Area of Distribution</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>001 LD 1-2-02</td>
<td>Electricite Du Cambodge</td>
<td>un till terminated</td>
<td>Phnom Penh</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sihanoukville</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Siem Reap</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Battambang</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Takeo</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Kampong Cham</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Ponhea Krek and Memot district, Kampong Cham Province</td>
<td>Power pur from Vietnam Power No. 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Bavit District, Svay Rieng Province</td>
<td>Power pur from Vietnam Power No. 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Kompong Trach district Town, Khum Oeuseysrok Khanglech and Khum Kompong Trach Khangkeut, Kompong Trach District, Kampot Province</td>
<td>Power pur from Vietnam Power No. 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Banteay Meanchey</td>
<td>Not yet operational</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Kampot and Kep</td>
<td>Not yet operational</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Prey Veng</td>
<td>Not yet operational</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Ratanakiri</td>
<td>Not yet operational</td>
</tr>
<tr>
<td>Province</td>
<td>Status</td>
<td></td>
<td></td>
<td></td>
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<tr>
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<td>---------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steung Treng</td>
<td>Not yet operational</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Svay Rieng</td>
<td>Not yet operational</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kampong Speu</td>
<td>Not yet operational</td>
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</table>
## Details of Consolidated License consisting of Generation, and Distribution Licenses

<table>
<thead>
<tr>
<th>License No. and Date</th>
<th>Name of Licensee</th>
<th>Validity period</th>
<th>Fuel / Licensed capacity</th>
<th>Area of Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>006 LD 1-4-02</td>
<td>Mr. Huor Peng</td>
<td>5 yrs</td>
<td>diesel 600 KVA</td>
<td>Kampong Thmar town consisting of Khum Balang Baray District and Khum Kampong Thmar, Sontuk District, Kampong Thom Province</td>
</tr>
<tr>
<td>012 LD 09-8-02</td>
<td>Chilbo Industrial (Cambodia) Co., Ltd.</td>
<td>5 yrs</td>
<td>Diesel 1.6MW</td>
<td>Capitol of Kampong Thom</td>
</tr>
<tr>
<td>013 LD 06-9-02</td>
<td>Mr. Mak Thorn</td>
<td>3 yrs</td>
<td>Diesel 635 KVA</td>
<td>Phsar Tonlap town, Khum Preah Bاثchanchum, Kirivong District, Takeo Province</td>
</tr>
<tr>
<td>015 LD 22-11-02</td>
<td>Mr. Srey Sokhom</td>
<td>2 yrs</td>
<td>Diesel 100 KVA</td>
<td>Phsar Samrongyorrng Town, Khum Trapainsab, Buty District, Takeo Province</td>
</tr>
<tr>
<td>016 LD 22-11-02</td>
<td>Mr. Ke Kuyhuoy</td>
<td>2 yrs</td>
<td>Diesel 100 KVA</td>
<td>Phsar Kompongchrey Town, Districts of Trang and Koh Andet, Takeo Province</td>
</tr>
<tr>
<td>017 LD 29-11-02</td>
<td>Mrs. Bun Liv</td>
<td>5 yrs</td>
<td>Diesel 2590 KVA</td>
<td>Neak Loeung Town (east of Mekong River) Peam Ro District, Prey Veng Province</td>
</tr>
<tr>
<td>018 LD 29-11-02</td>
<td>Mr. Ky Sophear</td>
<td>2 yrs</td>
<td>Diesel 345KVA</td>
<td>Phsar Snaypul Town, Khum Roka, Pearang District, Prey Veng Province</td>
</tr>
<tr>
<td>019 LD 12-12-02</td>
<td>Mr. Te Kok Eng</td>
<td>2 yrs</td>
<td>Diesel 275 KVA</td>
<td>Khum Treal Town, Baray District, Kampong Thom Province</td>
</tr>
<tr>
<td>020 LD 30-12-02</td>
<td>Mr. Chhou Lay</td>
<td>2 yrs</td>
<td>Diesel 107KVA</td>
<td>Phsar Preylvear Town, Khum Preylvear, Preykabas District, Takeo Province</td>
</tr>
<tr>
<td>021 LD 30-12-02</td>
<td>Mr. Nov Sokha</td>
<td>2 yrs</td>
<td>Diesel 560KVA</td>
<td>Neak Loeung Town (West of Mekong River), Leukdek District, Kandal Province</td>
</tr>
<tr>
<td>022 LD 11-02-03</td>
<td>Mr. Kong Phat</td>
<td>2 yrs</td>
<td>Diesel 52.5KW</td>
<td>Phum Thmar sor, Khum Korkpor, Boreyeholsar District, Takeo Province</td>
</tr>
<tr>
<td>023 LD 11-02-03</td>
<td>Mr. Khun Sambo</td>
<td>3 yrs</td>
<td>Diesel 464KVA</td>
<td>Phsar Preytoteung Town, Preychhor District, Kompong Cham Province</td>
</tr>
<tr>
<td>026 LD 12-03-03</td>
<td>Mr. Chang Bunnaret</td>
<td>2 yrs</td>
<td>Diesel 120 KVA</td>
<td>Phsar Phaav Town, Khum Phaav, Batheay District, Kampong Cham Province</td>
</tr>
<tr>
<td>027 LD 12-03-03</td>
<td>Mr. Kuy Suor</td>
<td>2 yrs</td>
<td>Diesel 740KVA</td>
<td>Phsar Suong Town, Khum Suong, Tbongkhhum District, Kampong Cham Province</td>
</tr>
<tr>
<td>028 LD 12-03-03</td>
<td>Mr. Samreth Sothy</td>
<td>2 yrs</td>
<td>Diesel 850 KVA</td>
<td>Sre Ambel District Town, Koh Kong Province</td>
</tr>
<tr>
<td>029 LD 12-03-03</td>
<td>Mr. Sok Thy</td>
<td>2 yrs</td>
<td>Diesel 860 KVA</td>
<td>Phsar Vealrinh Town, Khan Preynob Sihanoukville</td>
</tr>
<tr>
<td>030 LD 13-03-03</td>
<td>Mr. Ly Bunthy</td>
<td>2 yrs</td>
<td>Diesel 470KVA</td>
<td>Sangkat Tumnub Rolok and Sangkat Kampenh, Khan Stoeung Hav,Sihanoukville</td>
</tr>
<tr>
<td>License No. and Date</td>
<td>Name of Licensee</td>
<td>Validity period</td>
<td>Fuel / Licensed capacity</td>
<td>Area of Distribution</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------------</td>
<td>-----------------</td>
<td>--------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>031 LD 13-03-03</td>
<td>Mr. Chan Thun</td>
<td>5 yrs</td>
<td>Diesel 575 KVA</td>
<td>Provincial Town of Preah Vihear.</td>
</tr>
<tr>
<td>032 LD 13-03-03</td>
<td>Mr. Nhen Kong</td>
<td>2 yrs</td>
<td>Diesel 237.5KVA</td>
<td>Phsar Tangkok Town, Khum Soyong, Baray District, Kampong Thom Province.</td>
</tr>
<tr>
<td>033 LD 09-04-03</td>
<td>Mr. Chhuor Nguon</td>
<td>2 yrs</td>
<td>Diesel 90 KW</td>
<td>Phsar Boeng Khna Town, Khum Boeng Khna, Bakan District, Pursat Province</td>
</tr>
<tr>
<td>034 LD 09-04-03</td>
<td>Mr. Toem Touch</td>
<td>2 yrs</td>
<td>Diesel 115 kVA</td>
<td>Khum Tra EPAing Chong, Bakan District, Pursat Province</td>
</tr>
<tr>
<td>035 LD 09-04-03</td>
<td>Mrs. Chhuoy Phoeut</td>
<td>2 yrs</td>
<td>Diesel 368 kVA</td>
<td>Pourk District Town, Siem Reap Province.</td>
</tr>
<tr>
<td>036 LD 09-04-03</td>
<td>Mrs. Pauch Kim</td>
<td>5 yrs</td>
<td>Diesel 215 kVA</td>
<td>Kar-Andoeuk town, Khum Brasat, Kompong Trabek District, Prey Veng Province.</td>
</tr>
<tr>
<td>037 LD 20-05-03</td>
<td>Mr. Kry Bunthong</td>
<td>2 yrs</td>
<td>Diesel 120 kVA</td>
<td>Phsar Rokakang Town, Muk Kompul District, Kandal Province</td>
</tr>
<tr>
<td>038 LD 20-05-03</td>
<td>Mr. Khut Bunpech</td>
<td>2 yrs</td>
<td>Diesel 295 kVA</td>
<td>Phum Thnalbek, Khum Svayteab, Chamkaleu District, Kampong Cham Province</td>
</tr>
<tr>
<td>039 LD 20-05-03</td>
<td>Mr. Kim Chantara</td>
<td>2 yrs</td>
<td>Diesel 145 kVA</td>
<td>Phsar Baray Town, Khum Baray, Baray District, Kampong Thom Province</td>
</tr>
<tr>
<td>040 LD 26-05-03</td>
<td>Mr. Mak Heat</td>
<td>2 yrs</td>
<td>Diesel 117.5 kVA</td>
<td>Phsar Punley Town, Khum Punley, Boribo District, Kampong Chnang Province</td>
</tr>
<tr>
<td>041 LD 26-05-03</td>
<td>Mr. Ty Sokorn</td>
<td>2 yrs</td>
<td>Diesel 509 KW</td>
<td>Kampong Tralach District Town, Kampong Chnang Province</td>
</tr>
<tr>
<td>042 LD 26-05-03</td>
<td>Mrs. Muy Kuan</td>
<td>2 yrs</td>
<td>Diesel 240 kVA</td>
<td>Phsar Trapaing Ropao, Khum Prekthnot, Kampot District, Kampot Province</td>
</tr>
<tr>
<td>043 LD 01-07-03</td>
<td>Mr. Lay Se</td>
<td>2 yrs</td>
<td>Diesel 440 kVA</td>
<td>Thmor Kol Town, Thmor Kol District, Battambang Province</td>
</tr>
<tr>
<td>044 LD 01-07-03</td>
<td>Mr. Kong Puthy</td>
<td>2 yrs</td>
<td>Diesel 320 kVA</td>
<td>Phsar Chhouk Town, Chhouk District, Kampot Province</td>
</tr>
<tr>
<td>045 LD 18-08-03</td>
<td>Mr. Keo Dara</td>
<td>2 yrs</td>
<td>Diesel 85 kVA</td>
<td>Phsar Kampong Popel, Khum Kampong Popel, Pearlung District, Prey Veng Province</td>
</tr>
<tr>
<td>046 LD 18-08-03</td>
<td>Mr. Seng Sokun</td>
<td>2 yrs</td>
<td>Diesel 137.5 kVA</td>
<td>Phsar Svay Antor Town, Khum Svay Antor, Prey Veng District, Prey Veng Province</td>
</tr>
<tr>
<td>047 LD 18-08-03</td>
<td>Mr. Mom Dara</td>
<td>2 yrs</td>
<td>Diesel 100 kVA</td>
<td>Phsar Skun Town, Khum Soteb, Cheung Prey District, Kampong Cham Province</td>
</tr>
<tr>
<td>048 LD 18-08-03</td>
<td>Mr. Chhom Sophay</td>
<td>2 yrs</td>
<td>Diesel 200 kVA</td>
<td>Phsar Domdek Town, Sot Nikum District, Siem Reap Province</td>
</tr>
<tr>
<td>License No. and Date</td>
<td>Name of Licensee</td>
<td>Validity period</td>
<td>Fuel / Licensed capacity</td>
<td>Area of Distribution</td>
</tr>
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<td>---------------------</td>
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<td>---------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>049 LD 18-08-03</td>
<td>Mrs. Khiev Nareth</td>
<td>2 yrs</td>
<td>Diesel 415 KVA</td>
<td>Tambon Treuy Sla, Sa Ang District, Kandal Province</td>
</tr>
<tr>
<td>053 LD 09-09-03</td>
<td>Mr. Long Nget</td>
<td>2 yrs</td>
<td>Diesel 115 KVA</td>
<td>Phsar Thnal Tatoeung Town, Khum Damnak Ampil, Angsnaoul District, Kandal Province and Khm Traapaing Krong, Somrong Trong District, Kampong Speu Province</td>
</tr>
<tr>
<td>054 LD 09-09-03</td>
<td>Mrs. Ouch Por</td>
<td>2 yrs</td>
<td>Diesel 70 KVA</td>
<td>Phsar Sayva Town, Prey Kabas district, Takeo Province</td>
</tr>
<tr>
<td>055 LD 07-10-03</td>
<td>Mr. Pak Hien</td>
<td>2 yrs</td>
<td>35 kVA</td>
<td>Psar Prey Sandek Town, Khum Pry Sleuk, Trang District, Takeo Province</td>
</tr>
<tr>
<td>056 LD 07-10-03</td>
<td>Sieng Khun</td>
<td>2 yrs</td>
<td>115 kVA</td>
<td>Phsar Bos Knor Town, Khum Bos Knor, ChamKar Leu District, Kg Cham Province</td>
</tr>
<tr>
<td>057 LD 07-10-03</td>
<td>Mrs. Heng Phirun</td>
<td>2 yrs</td>
<td>50 kVA</td>
<td>Phsar Stung Trang Town, Khum Prek Kok, Stung Trang District, Kg Cham Province</td>
</tr>
<tr>
<td>058 LD 07-10-03</td>
<td>Mr. Lor Nguon</td>
<td>2 yrs</td>
<td>50 kVA</td>
<td>Phsar Kampong Kantuot Town, Khum Bakour, Kandal Stung District, Kandal Province</td>
</tr>
<tr>
<td>059 LD 07-10-03</td>
<td>Electricity of Kratie</td>
<td>till revoked</td>
<td>200 kVA</td>
<td>Kratie Provincial Town</td>
</tr>
<tr>
<td>060 LD 20-11-03</td>
<td>Mr. Lim Sokhon</td>
<td>2 yrs</td>
<td>90 kVA</td>
<td>Khum Mesorchrey, Stung Trang District, Kg Cham Province</td>
</tr>
<tr>
<td>061 LD 20-11-03</td>
<td>Mr. Khoeun Sambath</td>
<td>2 yrs</td>
<td>95 kVA</td>
<td>Phsar Ang Snoul Town, Khum Peuk, Ang Snoul District, Kandal Province</td>
</tr>
<tr>
<td>062 LD 20-11-03</td>
<td>Mr. Keb Borey</td>
<td>2 yrs</td>
<td>120 kVA</td>
<td>Eastern Phsar Prek Kdam Town, Khum Kohchen, Ponhealeu District, Kandal Province</td>
</tr>
<tr>
<td>063 LD 20-11-03</td>
<td>Mr. Ong Hok Sin</td>
<td>7 yrs</td>
<td>375 kVA</td>
<td>Stong District Town, Kg Thom Province</td>
</tr>
<tr>
<td>064 LD 20-11-03</td>
<td>Mr. Ut Thy</td>
<td>2 yrs</td>
<td>100 kVA</td>
<td>Phsar Tram Khnar Town, Khum Chung rouk, Komg Pisey District, Kg Speu Province and Khum Sophy, Baty District, Takeo Province</td>
</tr>
<tr>
<td>065 LD 20-11-03</td>
<td>Mr. Chou Sroan</td>
<td>2 yrs</td>
<td>95 kVA</td>
<td>Phsar Mean Town, Khum Mean and Khm Traapaing Preah, Prey Chhor District, Kg Cham Province</td>
</tr>
<tr>
<td>066 LD 20-11-03</td>
<td>Mr. Pean Sokhalay</td>
<td>2 yrs</td>
<td>112.5 kVA</td>
<td>Phsar Prek Anh Chanh Town, Khum Prek Anh Chanh, Muk Kampoul District, Kandal Province</td>
</tr>
<tr>
<td>067 LD 20-11-03</td>
<td>Mr. Sok Hoy</td>
<td>2 yrs</td>
<td>75 kVA</td>
<td>Phsar Traapaing kraloeung Town, Khum Kirivoan, Phnom Srouch District, Kg Speu Province</td>
</tr>
<tr>
<td>License No. and Date</td>
<td>Name of Licensee</td>
<td>Validity period</td>
<td>Fuel / Licensed capacity</td>
<td>Area of Distribution</td>
</tr>
<tr>
<td>---------------------</td>
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</tr>
<tr>
<td>068LD 16-12-03</td>
<td>Mrs. Touch Mantha</td>
<td>2yrs</td>
<td>112.5 kVA</td>
<td>Khum Phnom Sampov, Banoan District, Battambang Province</td>
</tr>
<tr>
<td>069LD 16-12-03</td>
<td>Mr. Nop Bin</td>
<td>3yrs</td>
<td>120 kVA</td>
<td>Rattanak Mondol District Town, Battambang Province</td>
</tr>
<tr>
<td>070LD 16-12-03</td>
<td>Mr. Bou Boeun</td>
<td>2yrs</td>
<td>37.5 kVA</td>
<td>Phum Poy Samrong, Khum Tapoung, Thom Kol District, Battambang Province</td>
</tr>
<tr>
<td>071LD 16-12-03</td>
<td>Mr. Heng Tray</td>
<td>2yrs</td>
<td>120 kVA</td>
<td>Southern Phsar Saang Town, Khum Prek Koy, Saang District, Kandal Province</td>
</tr>
<tr>
<td>072LD 16-12-03</td>
<td>Mr. Ya Sambat</td>
<td>2yrs</td>
<td>110 kVA</td>
<td>Phsar Sva Daun Keo Town, Khum Sva Daun Keo, Bakan District, Pursat Province</td>
</tr>
<tr>
<td>073LD 16-12-03</td>
<td>Mr. Treung San</td>
<td>3yrs</td>
<td>80 kVA</td>
<td>Phsar Taing krasaiing Town, Khum Taing Krasaiing, Santuk District, Kg Thom Province</td>
</tr>
<tr>
<td>074LD 16-12-03</td>
<td>Mr. Mean Vanna</td>
<td>2yrs</td>
<td>105 kVA</td>
<td>Phsar Sva Teab Town, Khum Sva Teab, Chamkar Leu District, Kg Cham Province</td>
</tr>
<tr>
<td>075LD 16-12-03</td>
<td>Mr. Chhay Kim Huor</td>
<td>2yrs</td>
<td>100 kVA</td>
<td>Phsar Speu Town, Khum Speu and Khum Chayo, Charnkar Leu District, Kg Cham Province</td>
</tr>
<tr>
<td>076LD 17-12-03</td>
<td>Mr. Quach Edward</td>
<td>2yrs</td>
<td>970 kVA</td>
<td>Phsar Oudong Town, Khum Vaing Chas, O'Dong District, Kg Speu Province and Khum Phnom Phnom Samroeng, Battambang Province</td>
</tr>
<tr>
<td>077LD 17-12-03</td>
<td>Mrs Chao Nuy</td>
<td>2yrs</td>
<td>95 kVA</td>
<td>Phsar O-Snguot Town, Khum O-Prasat, Mongkul borei District, Banteay MeanChey Province</td>
</tr>
<tr>
<td>078LD 17-12-03</td>
<td>Mr. Vorn Yeang</td>
<td>2yrs</td>
<td>50 kVA</td>
<td>Phsar Kotsat Town, Khum Nimit and Khum Kob, O-chrov District, Banteay MeanChey Province</td>
</tr>
<tr>
<td>079LD 17-12-03</td>
<td>Thon Thoeurn</td>
<td>2yrs</td>
<td>112 kVA</td>
<td>Phsar Phnom Toch Town, Khum Phnom Toch, Mongkul Borey District, Banteay MeanChey Province</td>
</tr>
<tr>
<td>080LD 17-12-03</td>
<td>Mr. Sok Vithith</td>
<td>2yrs</td>
<td>70 kVA</td>
<td>Phsar Banteay Neang Town, Khum Banteay Neang, Mongkul Borei District, Banteay MeanChey Province</td>
</tr>
<tr>
<td>081LD 17-12-03</td>
<td>Mr. Muon Han</td>
<td>2yrs</td>
<td>112 kVA</td>
<td>Phsar Phnom Srok Town, Khum Sras Chik, Phnom Srok District, Banteay MeanChey Province</td>
</tr>
<tr>
<td>License No. and Date</td>
<td>Name of Licensee</td>
<td>Validity period</td>
<td>Fuel / Licensed capacity</td>
<td>Area of Distribution</td>
</tr>
<tr>
<td>---------------------</td>
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<td>----------------------</td>
</tr>
<tr>
<td>082LD 29-12-03</td>
<td>Mr. Ly Sok Kry</td>
<td>2yrs</td>
<td>212.5 kVA</td>
<td>Phsar Treng Trayeng Town, Khum Treng Trayeng, Phnom Srouch District, Kg Speu Province</td>
</tr>
<tr>
<td>083LD 29-12-03</td>
<td>Mr. Tun Yoeun</td>
<td>2yrs</td>
<td>35 kVA</td>
<td>Phsar Thnal Chek Town, Khum Kien Sangke and Khum Dam Dek, Sotnikom District, Siem Reap Province</td>
</tr>
<tr>
<td>084LD 29-12-03</td>
<td>Mr. Mok Chin</td>
<td>2yrs</td>
<td>30 kVA</td>
<td>Phsar Pangkasey Town, Khum Khvao, Samrong District, Takeo Province, and Khum Tuol Ampil, Borseth District, Kampong Speu Province</td>
</tr>
<tr>
<td>085LD 29-12-03</td>
<td>Mr. Soem Sokha</td>
<td>2yrs</td>
<td>90 kVA</td>
<td>Phsar Thnalto teung Town, Khum Chob, Tbongkmom District, Kg Cham Province.</td>
</tr>
<tr>
<td>086LD 09-02-04</td>
<td>Mr. Koeung Rithy</td>
<td>2 yrs</td>
<td>400 kVA</td>
<td>Northern Phsar Saang Town, Saang District, Kandal Province</td>
</tr>
<tr>
<td>087LD 09-02-04</td>
<td>Mr Haing Sovat Sothea</td>
<td>2yrs</td>
<td>93 kVA</td>
<td>Thmor Puok District Town, Banteay Meanchey Province</td>
</tr>
<tr>
<td>088LD 09-02-04</td>
<td>Mr. Khun Sophal</td>
<td>10yrs</td>
<td>113kVA</td>
<td>Oreang Ov District Town, Kampong Cham Province</td>
</tr>
<tr>
<td>090LD 16-03-04</td>
<td>Mr. Ven Veasna</td>
<td>5yrs</td>
<td>100 kVA</td>
<td>Phum Bak Kheng and Phum Ktor, Sangkat Prek Lep, Khan Rusey Keo, Phnom Penh</td>
</tr>
<tr>
<td>091LD 16-03-04</td>
<td>Mr. Sun Pov</td>
<td>2yrs</td>
<td>100 kVA</td>
<td>Khum Prek Khpob and Khum Prek Luong, Ek Phnom District, Battambang Province</td>
</tr>
<tr>
<td>092LD 16-03-04</td>
<td>Mr. Som Visal</td>
<td>2yrs</td>
<td>115kVA</td>
<td>Phsar Samrong and Phsar Chouk town, Khum Samrong, Samrong District, Otdormeancheay Province</td>
</tr>
<tr>
<td>093LD 16-03-04</td>
<td>Mr. Khut Chenda</td>
<td>7yrs</td>
<td>70 kVA</td>
<td>Bantay Meas District Town, Kampong Province</td>
</tr>
<tr>
<td>095LD 30-07-04</td>
<td>Mrs Chan Simoly</td>
<td>2yrs</td>
<td>85 kVA</td>
<td>Phsar Prey Khmer Town, Khum Andong Snay, and Khum Rolea Phear, Rolea Phear District, Kampong Chnang Province</td>
</tr>
<tr>
<td>096LD 30-07-04</td>
<td>Mr. Chea Sareth</td>
<td>2yrs</td>
<td>40 kVA</td>
<td>Phsar Pong Ro Town, Khum Pong Ro and Svay Chrum, Rolea Phear District, Kampong Chnang Province</td>
</tr>
<tr>
<td>097LD 30-07-04</td>
<td>Mr. Yin Ech</td>
<td>2yrs</td>
<td>75 KW</td>
<td>Angkor Chey District town, Kampot Province</td>
</tr>
<tr>
<td>098LD 15-09-04</td>
<td>Mrs Kun Sivanny</td>
<td>3 yrs</td>
<td>85 KVA</td>
<td>Phsar Smachdeng Town, Sangkat Ream, Khan Preynop, Sihanoukville</td>
</tr>
<tr>
<td>099LD 15-09-04</td>
<td>Mr. Leng Mov</td>
<td>4 yrs</td>
<td>100 KW</td>
<td>Phar Bat Doeun, Udong District, Kampong Speu Province and Ponhea Leu District, Kandal Province</td>
</tr>
<tr>
<td>101LD 15-09-04</td>
<td>Mrs. So Rinda</td>
<td>2yrs</td>
<td>75 KVA</td>
<td>Phsar Thnalbort Town, Khum Por Ankran, Bor Seth District, Kampong Speu Province and Khum Beungtran, Samrong District, Takeo Province</td>
</tr>
</tbody>
</table>
Appendix 2.2: Map showing locations of Licenses
Appendix 2.3: Decision on Revision of Procedures for Revising Licenses

Decision on Revision of Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses for Providing Electric Power Services (Revision 2)

ELECTRICITY AUTHORITY OF CAMBODIA

Having seen the Electricity law of the Kingdom of Cambodia, which was promulgated by the Royal KRAM No. NS/RKM/0201/03 of February 2, 2001

Having seen the Royal Decree of Preahbath Samdech Preah NORODOM SIHANOUK, the king of the Kingdom of Cambodia No. NS/RKT/0201/039 of February 17, 2001 on the appointment of Excellency TY NORIN as a Chairman of Electricity Authority of Cambodia

Having seen the Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses for Providing Electric Power Services (Revision 1), which approved by EAC’ Session No. 12 dated 12 December 2002 and promulgated by Prokas No. 048SR-02-EAC dated 25 December 2002

Having seen the necessity for revision of the procedures for issuing, revising, suspending, revoking or denying licenses for Providing Electric Power Services (revision 1), for making the process more simple and transparent.

in accordance with the decision of EAC’s session No. 35 dated 16 March 2004 on the revision of “Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses for Providing Electric Power Services”, which was approved by EAC’s Session No. 12 dated 12 December 2002.

DECIDES

Article 1 –
To revise the Procedure for Revising the License, in Clause 13 and 14, of the Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses for Providing Electric Power Services

Article 2 –
Decision in Article 1 above has 2 main purposes, 1- to replace the earlier decision No. 062 SR-03-EAC dated 30th September 2003 for not putting into public consultation of the application for changing or adding of the generating facility of small electric power service providers where the capacity does not increase by more than 200kW, and 2- An application for revision of license shall not require payment of license application fee.

Article 3 –
Contents of Procedures for Issuing, Revising, Suspending, Revoking or Denying Licenses for Providing Electric Power Services (revision 1) in Clause 13 and 14 as follows:

13. Initiating the Process of Revision of License
14. Procedure for Revision of License
are replaced by the contents attached herewith.

Article 4 –
The decision shall come into force for implementation from the signing date until the new decision.

Article 7 –
Secretariat of EAC shall publicize the decision to the public.

Chairman of EAC

16th March 2004
13. Initiating the Process of Revision of License
The process of revision of a license issued by EAC can be started either:
by an application submitted by the licensee, or
sue moto by EAC, if in the opinion of EAC revision of license is required in public interest.
The application for the revision of license by the licensee shall be made stating the
amendments required in the license, the terms and condition or the schedules to the license
and the reasons for seeking the amendments. The application shall be accompanied with
such documents as necessary and shall be submitted to EAC directly.
In case EAC initiates the process of revision, EAC shall send a notice to the licensee stating
the amendments proposed in the license, the terms and condition or the schedules to the license
and the reasons for seeking the amendments. The licensee can give his comments
on the proposed amendments during the process of public consultation and /or consultation
with the licensee.

14. Procedure for Revision of License
The procedure prescribed for issuance of the license at numbers 6 to 12 of this procedure, in
so far as it can be applied, shall be followed for dealing with the application or notice for
revision of license. Provided that for change or addition of the generation facility, where
the capacity does not increase by more than 200kW, the application may be examined and
decided by EAC without going through the process of public consultation.
Appendix 3.1: REGULATIONS ON OVERALL PERFORMANCE STANDARDS FOR DISTRIBUTION LICENSEES AND RETAIL LICENSEES IN THE KINGDOM OF CAMBODIA

ELECTRICITY AUTHORITY OF CAMBODIA

- Seen the Electricity law of the Kingdom of Cambodia, which was promulgated by the Royal KRAM No. NS/RKM/0201/03 of February 2, 2001

- Seen the Royal Decree of Preahbath Samdech Preah NORODOM SIHANOUK, the king of the Kingdom of Cambodia No. NS/RKT/0201/039 of February 17, 2001 on the appointment of Excellency TY NORIN as a Chairman of Electricity Authority of Cambodia

- In accordance with the consultation with concerned Ministries and institutions, licensees and public, made from 25 December 2003 to 25 February 2004

- In accordance with the decision of Session No. 36 of EAC dated 2 April 2004

DECIDES

Article 1 – To issue Regulations called “Overall Performance Standards for Electricity Suppliers in the Kingdom of Cambodia” under Electricity Law of the Kingdom of Cambodia for fixing the Overall Standards of Performance of licensees relating to the quality of supply and services.

Article 2 – These Regulations have the whole contents as attached document.

Article 3 – These Regulations shall apply to Distribution Licensees, Retail Licensees and Consolidated Licensees having Distribution license or Retail license in the Kingdom of Cambodia.

Article 4 – These Regulations shall come into force from the date of signing and shall remain in force until revised as per a new decision.

CHAIRMAN OF EAC

CHAPTER 1
PURPOSE, TITLE, JURISDICTION AND DEFINITIONS

PURPOSE

In exercise of powers conferred by Article 7(e) and 7(k) of the Electricity Law promulgated by the Royal Decree No. NS/RKM/0201/03 dated February 02, 2001, the Electricity Authority of Cambodia hereby make the following Regulations to fix the Standards of Performance of Licensees relating to the quality of supply and services.

1.2 TITLE

These Regulations shall be called “Overall Performance Standards for Electricity Suppliers in the Kingdom of Cambodia”.

1.3 JURISDICTION

These Regulations shall apply to Distribution Licensees, Retail Licensees and those Consolidated Licensees whose licenses include Distribution or Retail license in the Kingdom of Cambodia. The licensee is required to maintain minimum standards of performance for all consumers in the manner prescribed hereafter in these Regulations.
Provided that the Electricity Authority of Cambodia, by specific orders, may exempt a licensee or an area from such provisions of these regulations and for such periods as stated therein.

1.4 DEFINITIONS
In these Regulations, unless the context otherwise requires, the following terms shall have the following meanings:

Electricity Law: The Electricity Law of the Kingdom of Cambodia promulgated by the Royal Decree No. NS/RKM/0201/03 dated 2 February 2001.

Performance Standard for a supplier: Standard or level of service which a supplier is expected to provide to its customers.

Guaranteed Performance Standard: Standard or level of service, which is fixed by Regulators and is guaranteed by the Supplier to be provided to each customer.

Overall Performance Standard: Standard or level of service, which is fixed by Regulators for a Supplier to implement for overall customers but not give individual guarantees.

Supplier: A licensee authorized to supply electricity by a distribution or retail license issued by EAC.

Unless the context otherwise requires, words or expressions occurring in these regulations and not defined above shall bear the same meaning as in the Electricity Law and Regulations on General Conditions of supply of electricity in the Kingdom of Cambodia or in absence thereof, the meaning as commonly understood in the electricity supply industry.

CHAPTER 2
OVERALL PERFORMANCE STANDARDS

2.1 STANDARDS FOR SCHEDULED OUTAGE

Electrical Equipments and lines are prone to failure without maintenance. Regular and periodic maintenance has to be carried out to preserve the fitness of the facilities to an acknowledged level to maintain quality supply to consumers. The work to be carried out and the time when the work is to be carried out are planned in advance. In order to carry out maintenance work, in majority of instances the facilities are required to be taken out of service. Depending on the availability of spare capacity, such maintenance work may or may not cause a discontinuity of electricity supply. As the maintenance is planned in advance, it is possible to fix the timing of work in such a way that minimum inconvenience is caused to the consumers. The outage of supply due to the planned maintenance is called Scheduled Outage.

The scheduled outage shall not be for a continuous period of more than twelve hours. In cases where the normal supply is not round the clock, the period of scheduled outage together with the period of non-supply in continuity with the scheduled outage, if any, shall not exceed twelve hours.

In each case of scheduled outage of duration one hour or more, the supplier shall notify the consumers at least two days in advance by radio, TV, news paper, loudspeaker, poster, pamphlets or any other suitable process.
The supplier shall keep record of all scheduled outage. The record should show date and period of the scheduled outage, the details of the facility maintained, maintenance work carried out, date and method of notifying the consumers.

2.2  **STANDARDS FOR RESTORATION OF SUPPLY IN CASE OF INTERRUPTION**

The discontinuity of supply to consumers due to a failure of a facility or due to a facility taken out of service in an emergency to prevent damage to the facility or life or property is called an interruption to power supply. Such interruptions are un-planned, un-expected and un-anticipated.

In case of interruption to supply, the supplier shall restore the supply in sixty per cent cases within six hours after being notified of the incidents.

The supplier shall restore the supply in all cases within twenty-four hours after being notified of the incidents. However, in case of MV cable fault, the supplier shall restore the supply within 3 days.

In cases where the normal supply is not round the clock, and the limiting period stated above ends in a period of no supply, and the consumer gets supply immediately on start of the next period of supply, it will be considered that the supply has been restored within the allowed time limit.

The supplier shall keep record to show the date and time when the interruption to supply was reported, name of the consumer, date and time of restoration of supply and work done to restore the supply.

2.3 **STANDARDS FOR RESPONSE OF SUPPLIERS IN CASE OF COMPLAINTS ON VOLTAGE**

The voltage at the point of supply should not vary beyond the limits allowed in the Technical Standards issued by Ministry of Industry, Mines and Energy. Till the Technical Standards are issued by Ministry of Industry, Mines and Energy, the voltage at the point of supply should not vary beyond +10% or -10% of the declared voltage.

In case of complaints relating to voltage at the point of supply, the supplier shall contact the consumer and investigate into the complaint in all cases within ten working days of receipt of the complaint.

The supplier shall resolve sixty per cent of complaints on voltage within six months of receipt of the complaint.

The complaint on voltage is considered resolved if the voltage at the point of supply is within the limits given in the Technical Standards issued by Ministry of Industry, Mines and Energy.

The supplier shall keep record to show the date of receiving complaint on voltage, name of the consumer, nature of complaint, dates of investigating and resolving the complaint and work done.

2.4 **STANDARDS FOR RESPONSE OF SUPPLIERS IN CASE OF COMPLAINTS ON INCORRECT METER READING**

In case of complaints on incorrect meter reading, the supplier shall investigate into the complaint and intimate the consumer the correct meter reading in all cases within ten working days of receipt of the complaint.

The supplier shall keep record to show the date of receiving the complaint about incorrect meter reading, name of the consumer, nature of complaint and date of intimating the results of investigation to the consumer.
2.5 **STANDARDS FOR SUPPLIERS TO REPLACE DEFECTIVE METER**

Unless an exemption is granted by EAC, the Supplier shall not give supply without a proper meter. A meter is considered as defective, if on testing, the error of the meter is found to be beyond the permissible limit as given in the Technical Standards issued by Ministry of Industry, Mines and Energy. Till the Technical Standards are issued by Ministry of Industry, Mines and Energy, for small and medium consumers, the permissible limit shall be (+/-) 3% at all loads in excess of one-tenth of full load and up to full load. Provided that for Big and Bulk consumers, the permissible limit shall be (+/-) 1% or as agreed and stated in the supply agreement.

If a meter provided by the supplier is found to be defective, the supplier shall replace it within 30 days. The supplier shall keep record to show the date when the meter was found to be defective, name of the consumer and date of replacing the meter with a good meter.

2.6 **STANDARD FOR TESTING OF METERS WHEN REQUESTED BY CONSUMER**

Regulation 69 of the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia provides that the supplier shall, upon request of the consumer and on payment of prescribed fees, test the meter serving the consumer. If the meter is to be removed for testing, a temporary meter shall be installed. The supplier shall serve due notice on the consumer of the time and place of test and permit the consumer or his authorized representative to witness the test. The supplier shall intimate the test results in writing to the consumer. On test if the error of the meter is found to be beyond the permissible limits, the meter shall be replaced and the fees paid by the consumer for test of the meter shall be refunded. The bills for the period the meter was defective shall be revised as per regulations in General Conditions of Supply.

The supplier shall get the meter tested and intimate the test results in writing within thirty days of application by the consumer and payment of meter testing fees, if any. The supplier shall keep record to show the date when the consumer requested to test the meter and made payment of the meter testing fees, name of the consumer, and date of meter testing and date of intimating the test results in writing to the consumer.

2.7 **STANDARDS FOR RESPONSE OF SUPPLIERS TO CONSUMERS’ COMPLAINT ON BILLS**

In case of consumers’ complaint on non-receipt of bill or incorrect bill the supplier shall convey its decision on these complaints in forty percent of all cases within fifteen days and in ninety percent of all cases within thirty days. The supplier shall keep record to show the date of complaint about incorrect billing, name of the consumer, nature of complaint and date of intimating the decision of the supplier to the consumer.

2.8 **STANDARDS FOR RESPONSE OF SUPPLIERS TO CUSTOMERS’ APPLICATION FOR NEW CONNECTIONS**

The supplier shall intimate, in eighty per cent of the cases within the time limit provided in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia, to the applicants in case of small or medium consumers the amount of connection fee and deposit to be paid by applicants.

The supplier shall give the connection to a small or medium consumer within the time limit provided in the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia in eighty per cent of the cases provided the consumer’s installation is found satisfactory.
The supplier shall keep record to show for new connections to small and medium consumers the name of the applicant, date of application, date of intimation of amount of connection fee and deposit, date of payment and date of giving supply.

2.9 STANDARD FOR REFUND OF DEPOSIT TO CONSUMER

The security deposit shall be returned by the supplier to the consumer within fifteen days after the termination of the supply agreement and after adjustment of outstanding dues, if any in ninety percent of the cases. In other ten percent of the cases, the deposit shall be returned within next fifteen days. The supplier shall keep record to show the name of consumer, date of termination of supply agreement and date of return of the security deposit to the consumer.

2.10 STANDARD FOR RECONNECTION AFTER TEMPORARY DISCONNECTION

The temporary disconnection could be due to reasons stated in Regulation 99 of the Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia. In cases of temporary disconnection due to non-payment of charges – When the consumer gives proof of payment during working hours before twelve noon on a working day, the supplier shall reconnect the supply within six hours in ninety percent cases. When the consumer gives proof of payment at any other time, the supplier shall reconnect the supply within twenty four hours in ninety percent cases.

In cases of temporary disconnection due to other reasons - The supplier, in ninety percent of cases shall reconnect the supply within twenty four hours after verification of the removal of the cause of disconnection. The supplier shall keep record to show the name of consumer, date and time of receipt of information about removal of cause of disconnection and date and time of restoration of supply.

SUBMISSION OF PERFORMANCE REPORT TO EAC

The supplier shall submit the information on its performance during a year with reference to each Standards of Performance to EAC as provided in Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia. The information shall indicate, for each standard, the total number of cases, number of cases in which the performance of the licensee was within the limits given in the standards and number of cases in which the licensee failed to perform within the limit.

CHAPTER 3
MISCELLANEOUS

EXEMPTION

The Overall Performance Standards shall remain suspended during Force Majeure condition such as war, mutiny, riot, strike, lockout, fire, flood, lightning, earthquake or accident or cause beyond the control of the supplier.

POWER TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these Regulations, EAC may, by general or special order, direct the supplier to do anything not being inconsistent with the provisions of the Electricity Law which appears to it to be necessary or expedient for the purpose of removing the difficulties.
Appendix 4.1: Procedures for Filing Complaint to EAC and for Resolution of Complaint by EAC

A. Provisions in the Electricity Law of the Kingdom of Cambodia

Under Electricity Law of the Kingdom of Cambodia, the duties of Electricity Authority of Cambodia (EAC) include evaluation and resolution of consumer complaints and contract disputes involving licensees to the extent the complaints and contract disputes relate to violation of the conditions of license.

2. The Electricity Law provides that any licensee or consumer, who is party to a dispute regarding the provision of electric power services, under an EAC approved tariff or under a contract, may refer the dispute to EAC for resolution; provided that the related License requires such dispute to be referred to EAC.

Any interested person may file to EAC a written complaint against a licensee alleging a violation of any provision of the Electricity Law. EAC shall investigate this complaint and determine whether there may have been a breach of the Electricity Law.

4. The Electricity Law also provides that EAC may investigate any facts, natures, actions or matters which it may find necessary or proper to determine whether any person has violated or is about to violate any provision of the Electricity Law or any Sub-Decree, regulation, order, or judgment of EAC.

B. Phases in the resolution of complaints by EAC

The procedure of resolution of a complaint filed with EAC may have the following phases:
Filing of complaint and notice to Defendant
Reconciliation, if decided
Investigation
Session of EAC and judgment
Forwarding the case to appropriate court in case an appeal is made

C. Procedure for filing of Complaint and Notice to Defendant

C.1-Subjects on which Complaint can be lodged to EAC

Complaints by a consumer about voltage, interruption in supply, meter, meter reading, bills, disconnection, reconnection or delay in giving new connection shall be first made to the supplier as per the procedure given in the General Conditions of Supply approved by EAC. If the consumer is not satisfied with the final response of the Supplier or if the consumer feels that the Supplier has delayed in addressing the consumer’s grievance beyond the time specified in the Regulations on Overall Performance Standards, approved by EAC, the consumer can make a complaint to EAC giving copies of all complaints made to the Supplier, action taken by the supplier and other details.

The supplier has obligation to give power supply to consumers in its authorized area of supply and can refuse to give power supply to a consumer only under certain conditions stated in the General Conditions of Supply. If the Supplier refuses to serve an applicant, he/she must inform the applicant the reason of its refusal. If the applicant is dissatisfied with the decision of the supplier, he/she may file a complaint with the EAC, giving copies of the decision of the supplier, other correspondence related to this complaint and the reason of considering the decision of the supplier incorrect.
For giving a new connection to a Medium Consumer, if extension/ up gradation of network is required, the supplier intimates the participation amount in network extension/ up gradation cost to be paid by the consumer. If any difference or dispute arises as to the participation amount, the consumer can file a complaint to EAC for resolution of the dispute, giving copies of the letters in the matter and the reason of disputing the amount.

The General Conditions of Supply provide that if the supplier finds out that any person is taking supply unauthorizedly or dishonestly, the supplier shall issue bill for the electricity used unauthorizedly. If the consumer disputes the bill, he may file a complaint with the EAC giving full reasons of disputing the bill.

Apart from raising the bill as stated above, the supplier may also file a complaint to EAC for imposing monetary penalty on the consumer under Article 68 of the Electricity Law of the Kingdom of Cambodia, giving full justification for the same.

Any interested person may file to EAC a complaint against a licensee alleging a violation of any provision of (i) the Electricity Law of the Kingdom of Cambodia, Rules and Regulations issued under the Electricity Law (ii) the license issued by EAC or (iii) regulations made by EAC. The person in its complaint should clearly state the provisions of the Law, Rules or Regulation which have been violated.

When a reference is made to EAC by the Ministry of Industry, Mines and Energy or the Local Authority about violations by a licensee, or when EAC decides to start proceedings against a licensee or consumer for violations that came to its notice from information derived from any other source, EAC shall designate an officer of EAC not bellow the rank of Office Manager to act as Complainant.

Complaints relating to Contract disputes can be filed by a party to the dispute provided the related license requires such dispute to be referred to EAC. The party in its complaint shall state the provisions of the license which require the dispute to be referred to EAC and details of the dispute.

C.2-Procedure for filing the Complaint to EAC

The complaints on quality of electricity supply service like those listed at Clauses 6 to 9 above can be filed with EAC by the affected consumer only.

The complaint for imposing monetary penalty for unauthorized use of electricity under Article 68 of the Electricity Law of the Kingdom of Cambodia can be filed by the affected Supplier only.

16. The complaint relating to contract dispute can be filed by the party/ parties to the contract only.

The complaint on violation of Law, Rules and Regulations can be filed by any interested person.

The complaint on behalf of a legal person can be filed by a person duly authorized for the purpose.

The person filing the complaint should be adult and shall not be of unsound mental health.

The complaint to the EAC shall be filed in writing. All attachments, if any, should be indicated. Apart from the details stated in Clause C.1 above, the complaint should also contain the following information:

Information about the complainant – Surname, Given name, Age, Business or Occupation, Nationality, Sex, telephone number, Present address and consumer number, if any. If the complaint is on behalf of a legal person, the name and address of the legal person and the name and position held by the complainant.
Information about the defendant – Name, Present address.
Details of the complaint. The subject matter of the complaint should be specific, clear and
definite – not vague or general in nature.
If known, specific references to any law, license condition, Regulation, Code, or Standard in
support of the complaint.
The prayer of the complainant with justification explaining why the prayer should be conceded.
Copies of the documents the complainant thinks are required for resolving the dispute/complaint.
The complaint shall be with the signature or thumb print of the complainant at the bottom.

The complaint should be sent to the office of EAC by post or courier or delivered in person.

C.3- Procedure for acceptance of complaint and notice to Defendant

On receipt of the complaint at EAC office, it shall be recorded in the Complaint Register and a number
shall be allotted.

Complaints not confirming to the provisions of clauses 14 to 20 are liable to be not accepted. The
Chairman, EAC shall make a preliminary examination and decide if the complaint is eligible to be
accepted for consideration. Within 15 days of receipt of the complaint, the complainant shall be intimated
by EAC if the complaint has been accepted or not and if not accepted, the reasons for the same.

If the complaint is accepted for consideration, EAC shall send the copy of the complaint to the defendant
to give his parawise reply within a period specified by EAC. If no reply is received within the specified
period, it will be deemed that the Defendant has no comments to offer and a decision on the complaint
shall be taken by the EAC as deemed fit and proper unless the time for receiving the reply is extended in
writing by the EAC.

D. Reconciliation

25. The first stage of processing the complaint can be the process of Reconciliation. Cases of violation
of Laws, Rules and Regulation shall not require reconciliation. Chairman EAC shall decide if
reconciliation shall be taken up or not. If the chairman EAC decides that reconciliation shall be taken up,
he shall appoint a Reconciliation Officer and officers to assist the Reconciliation Officer to take up the
reconciliation. A Vice-Chairman of EAC or an officer not bellow the rank of Director can be appointed
as a Reconciliation Officer.

The Reconciliation Officer shall send intimations to the Complainant and Defendant to attend the
Reconciliation; intimating the time, date and place for reconciliation. The intimation shall be sent by
registered letter or delivered in person and receipt acknowledged. In case any party to the dispute refuses
to receive the intimation to attend the reconciliation session from EAC’s messenger, EAC’s messenger
shall take that notice to the local authority to certify the refusal.

The complainant and defendant may get a lawyer to represent him/her in the reconciliation session. For
this a written authorization shall be given to EAC.

If the complainant is unable to attend the reconciliation on the date fixed, he shall intimate EAC, before
the date of the reconciliation, the reason for the same and seek another date for the session. If after
receipt of the intimation to attend the session, the complainant fails to attend the session of EAC and fails
to submit an application seeking another date for the session; it will be deemed that the complainant has
dropped the complaint and the complaint shall be cleared from the complaint register.
If the defendant fails to attend the session of EAC and fails to submit an application seeking another date for the session; EAC will consider him /her to be unwilling to reconcile and that the reconciliation has failed.

In case any party is unwilling to reconcile he/she may confirm in writing to EAC.

During the session, the Reconciliation Officer shall intimate both the parties the general position of the Law, Rules, Regulation and Procedure relating to the complaint and the time it may take to investigate and resolve the complaint if reconciliation fails. The reconciliation must be based on free consent of the parties and not on the will of the Reconciliation Officer.

If the parties come to terms at the reconciliation, the minutes shall include a promise by both parties to abide by the terms of the reconciliation. EAC shall issue a decision based on the terms agreed by the parties. If the reconciliation fails, it shall be recorded in the case file.

E. Investigation

In cases where reconciliation was not taken up or reconciliation failed, Investigation shall be taken up by EAC. The Chairman, EAC shall appoint one of the officers of EAC not below the rank of Office Manager as the investigating officer who may be assisted by other officers of EAC. If considered necessary experts or consultants may be asked to assist in the investigation. The parties and witnesses, if any, may be asked to appear before the Investigating Officer on the appointed date to record their statements. If required, the investigating team may also make field visit to find out the facts in the case. The complainant and the defendant shall cooperate with the investigation and furnish the required information and records. The investigating officer shall record the questions and answers between him and each of the appearing parties. The investigating officer may ask for additional information or records from the complainant and defendant which shall be furnished within the time allowed.

The investigating officer shall compile a complete report and submit to the Chairman EAC for approval. If the report is approved as complete by the Chairman EAC, the case will be taken up for hearing in the session of EAC.

Procedure for session of EAC to resolve the Complaint

EAC will fix the date of the session for hearing the dispute and send notices in writing (summons) at least 15 days in advance to the complainant and defendant to attend the session for hearing in the case. The notice shall be sent by registered letter or delivered in person and receipt acknowledged. In case of any party to the dispute refuses to receive the notice to attend the reconciliation session from EAC’s messenger, EAC’s messenger shall take that notice to the local authority to certify the refusal.

If the complainant or defendant is not able to attend the session, he shall intimate EAC in writing at least 3 days before the date of the session, the reason for the same and seek another date for the session. The parties to the dispute have right to seek another date for the session of EAC to resolve the Complaint only once. If after receipt of the intimation, the complainant or defendant fails to attend the session of EAC; the session shall be held in absentia and EAC can render the judgment in absentia.

The sessions of the Electricity Authority of Cambodia for hearing of any complaint shall be public.

The complainant and defendant may get a lawyer to represent him/her in the session of EAC to resolve the complaint. For this a written authorization shall be given to EAC.
In the session, EAC shall hear the Complainant, Defendant and others attending the session, examine the evidence and ask questions to find out the facts of the case. All statements and facts provided by various parties shall be recorded properly and signed by the Chairman of the session. After the hearing is over, the members of the EAC shall enter the deliberation room to deliberate. The judgment, based on the majority vote shall be signed by all members of EAC present in the session. The judgment with its reasons shall be published as soon as the judgment is made unless the EAC has reasonable cause and decide to delay the publication. If the publication is not to be delayed, the Chairman of the session shall read out (pronounce) the judgment in the session. The Chairman of the session shall also announce the right to appeal for a party not satisfied with the judgment.

Copy of the judgment shall be given to the interested parties free of charge. A copy of the judgment shall be sent to the Royal Government.

**F. Preservation of records and documents**

41. EAC shall keep a record of all proceedings, orders, findings, and judgments, and shall preserve all records and documents.

42. All orders, findings, judgments, records and other documents, except those determined by EAC to be confidential, shall be open to public examination in the office of the EAC.

**H. Appeals**

43. The complainant or defendant, not satisfied with the judgment of EAC, have the right of appeal to the courts of Cambodia within 3 months from the date of the judgment.

The appeal should be made in writing formally expressing the willingness to appeal and delivered to the office of EAC. The details of the appeal shall be entered in a register. The brief on appeal, the judgment and the documents of the case shall be forwarded to the clerk’s office of the appropriate Court not later than 2 months after receipt of the appeal.

**Definitions**

In this Procedure, unless the context otherwise requires, the following terms shall have the following meanings:

**EAC:**
Means Electricity Authority of Cambodia established by the Electricity Law promulgated by Royal Decree No. CHS/RKT/0201/03, dated February 2, 2001.

**Supplier:**
Means a licensee authorized to supply electricity by a distribution or retail license issued by EAC.

**Small Consumer:**
Means a consumer supplied power at single phase and low voltage.

**Medium Consumer:**
Means a consumer supplied power at three phases and low voltage.

**Big Consumer:**
Means a consumer supplied power at medium voltage.

**Bulk Consumer:**
Means a consumer supplied power at high voltage.

**General Conditions of Supply:**
Means the ‘Regulations on General Conditions of Supply of Electricity in the Kingdom of Cambodia’ issued by EAC as applicable to the licensee.
Appendix 5.1: Procedures for application and determination of Tariff

Provisions in the Electricity Law of the Kingdom of Cambodia

The Electricity Law has the following provisions on approval of tariff:

ARTICLE 7:

The Electricity Authority of Cambodia shall have the following duties:

(b) To approve tariff rates and charges and terms and conditions of electric power services of licensees, except where the Authority consider those rates or charges and terms and conditions are established pursuant to a competitive, market-based process;

ARTICLE 46:

The Authority shall determine and review the tariff rates, charges, and service terms and conditions of the licensee. Within ninety (90) days from the receiving date of any application by licensees requesting the Authority to determine or revise their tariff, the Authority shall approve, revise, or disapprove this request.

The Authority shall determine the effective date for new tariff or the revised tariff not later than ninety (90) days as stipulated above.

ARTICLE 47:

The Authority shall establish procedures and models for submitting the tariff applications for approval in accordance with the provisions of this Law.

The Authority shall establish the rules for licensees regarding:

- Evidentiary requirements for tariff applications, including audited financial information;
- Time frames for tariff applications and decisions;
- Procedures for consumers and other interested parties to comment on tariff applications; and
- Procedures for the Authority to obtain additional information from the applicant as necessary to evaluate tariff applications.

Regulations on General Principles for Regulating Electricity Tariffs

The Regulations on General Principles for Regulating Electricity Tariff provide that:

For tariff regulating purpose, EAC shall designate a Licensee as either “Larger Licensee” or “Smaller Licensee”.

EAC will regulate the tariffs of “Larger Licensees” individually. All Larger Licensees will be required to make annual submissions to EAC of accounting and other data and the procedures and requirements for this will be laid down in the Procedures. On the basis of these submissions and other information, EAC may decide to review tariffs of one or more Larger Licensees. The Licensees themselves may make a

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9 A draft of the Regulations is available now and the contents of this paragraph are based on the draft. The contents may be modified if required after the Regulations are issued.
submission of applications to EAC for tariff review whenever they consider it is necessary to do so. (Regulation 3.3.1)

In the case of “Smaller Licensees”, EAC will set and regulate tariffs by means of a Tariff Table, in order to simplify the tariff regulation of “Smaller Licensees”. The Tariff Table will apply to all “Smaller Licensees” except where specially ordered by EAC. This Tariff Table would contain a number of tariff “ceilings” (that is the maximum tariff chargeable to consumers) that would apply for “Smaller Licensees” in different circumstances. The Tariff Table would be notified to “Smaller Licensees” and published, and the part of the Tariff Table applicable to each Smaller Licensee would also be notified to it and published. (Regulation 3.4.1)

Most Smaller Licensees who are happy to operate according to the Tariff Table would not need to make any applications to EAC for tariff revisions. They, like all other Smaller Licensees, would be required to make annual submissions of annual accounting and other data to EAC, though EAC will not act on these submissions unless it believes some change is required. (Regulation 3.4.3)

Where a Smaller Licensee believes that it is in special circumstances and therefore cannot charge the relevant tariff in the Tariff Table without damaging its financial viability, it can make an application to EAC for a different tariff. In that case, the Smaller Licensee would submit an application to EAC in accordance with the Procedures. (Regulation 3.4.4)

Smaller Licensees’ actual tariffs would be monitored on a regular basis by EAC to ensure they do not exceed the limits set by the Tariff Table. (Regulation 3.4.6)

Purpose

EAC can determine or revise the tariff of a Licensee either (i) on a review made by EAC or (ii) on an application by the Licensee. In accordance with the provisions of Article 7 (k) and 47 of the Electricity Law, the Electricity Authority of Cambodia hereby establishes the “Tariff Procedures” containing the procedures for submission of annual data by Licensees, monitoring of the data, submission of a tariff application by a Licensee for approval of EAC and review of tariff by EAC.

Power of EAC to modify these Tariff Procedures

EAC may revise and/ or reissue these “Tariff Procedures” at any time.

PROCEDURE FOR ANNUAL DATA SUBMISSION BY LICENSEES AND ITS MONITORING

Designation of Larger Licensees and Smaller Licensees for Tariff

EAC shall notify the list of Licensees designated as Larger Licensees and Smaller Licensees for the purpose of these Procedures. EAC may notify a change of designation of a Licensee or notify fresh list at any time.
Annual Data Submissions by Licensees

To enable EAC to have up to date data for tariff regulation, all Licensees shall submit within 31st March each year to EAC the data and other information related to its tariffs. The Larger Licensees shall submit the data and information that are specified in Appendix 1 and the Smaller Licensees submit the data and information that are specified in Appendix 2. The data and information shall be based on actual operations for the previous year and estimates for the current year.

On receipt of the information, EAC shall examine the data to be in accordance with the requirements of these procedures. If considered necessary EAC shall notify the Licensee about the wanting information and direct it to submit the same within a specified time period.

Monitoring of data and initiating review of Tariff of a Licensee by EAC

EAC shall monitor the annual submissions of Licensees to evaluate the reasonableness of current tariffs, and to determine whether a review of the tariffs is to be initiated.

EAC may also decide to initiate a review of the tariff based on the information provided by consumers, Local Authority or other third parties, or for other reasons.

Where EAC has determined that a review of the Licensee’s tariff is to be initiated, EAC shall notify the Licensee of the proposed review and request the Licensee to submit within 30 days of the date of the notice the information necessary to review the tariff. The required information may include the formats for tariff application given in Appendix 3 or Appendix 4, and any other information considered necessary. The Licensee shall have an obligation to furnish the information within the time specified. Where it considers it necessary, EAC may also send its officers to observe and collect the data relating to the operation of the Licensee. The Licensee shall co-operate with the officers in the observation and collection of the data.

EAC will examine the available data and decide whether to continue with the process of Tariff Review. Where EAC decides to continue with the Tariff review, the Secretariat of EAC shall draft the proposed new tariff and terms and conditions. The Licensee shall be notified about the decision of EAC to continue with the tariff review along with the draft revised tariff and terms and condition and shall be given 14 day from the date of notice to submit any further information it wishes. The end of the period of 14 days in which the Licensee is to submit further information is considered as the Date of Completion of Preliminary Review.

Initiating review of Tariffs of a group of Licensees through Tariff Table

EAC can regulate the tariffs of Smaller Licensees through Tariff Tables in accordance with the provisions in the Regulations on General Principles for Regulating Electricity Tariff. EAC shall monitor the annual

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10/ Article 42 of Electricity Law provides that the licensees shall submit information to EAC as per the Regulations issued by EAC. It will be more appropriate if the requirement of submission of information is included in a comprehensive regulation.

11/ In this process, licensees operating under similar conditions will have same tariff and hence it may not be necessary to get data from all the licensees covered by the tariff table, and it will be sufficient to get data from one or more licensees from each group having similar operating conditions.
submissions made by Licensees to evaluate the reasonableness of the existing Tariff Table, if any, or the need to set a new Tariff Table. EAC shall identify the Licensees, who shall furnish the required information to carry out the review. EAC shall notify the identified Licensees of the proposed review and request them to submit, within 30 days of the date of the notice, the information necessary to review the tariff table. The required information may include the formats for tariff application given in Appendix 4 and any other information considered necessary. The Licensee shall have an obligation to furnish the information within the time specified. Where it considers it necessary, EAC may also send its officers to observe and collect the data relating to the operation of the Licensee. The Licensee shall co-operate with the officers in the observation and collection of the data.

EAC will examine the available data and decide whether to continue with the process of Tariff Table Review. Where EAC decides to continue with the Tariff Table review, the Secretariat of EAC shall draft the proposed or revised tariff table and terms and conditions. All the Licensees covered by the Tariff Table shall be notified about the decision of EAC to continue with the tariff table review and shall be given copies of the draft revised tariff table, terms and condition and basis of calculations; giving 30 days from the date of notice to submit any information they wish to submit. The end of the period of 30 days in which the Licensee is to submit further information is considered as the Date of Completion of Preliminary Review.

Tariff review documents

All information submitted by the Licensee, the draft revised tariff/ tariff table with terms and condition and any other documents as decided by EAC are called the tariff review documents.

B. Procedure for submission of a tariff application

Submission of Tariff application

Where a Licensee wishes to modify its existing tariffs, or a new Licensee wishes to have a tariff approved, a tariff application shall be submitted by the Licensee at the office of the EAC in the appropriate forms set out in Appendix 3 (for Larger Licensees) or Appendix 4 (for smaller Licensees); together with the following information:

Existing tariff, if any, together with all applicable terms and conditions.

Proposed tariff with all proposed terms and conditions.

Audited accounts for the previous financial year. If audited account for the previous financial year is not available due to the audit being not complete, then un-audited account for the previous financial year along with the audited accounts for the year last available should be submitted. If a Licensee is not able to get its accounts audited due to reasons accepted by EAC, the Licensee should get his accounts checked by EAC in accordance with the license condition. In such a case instead of audited accounts, the Licensee can submit the accounts checked by EAC.

A statement of any subsidy received or likely to be received from the Government of Cambodia or any other organization.

An explanation of the rationale for the proposed tariff changes including justifications for the expenses and profit being proposed.
A Licensee, applying for modification of its existing tariff, should also submit the Annual Data and Information in Appendix 1 (for Larger Licensees) or Appendix 2 (for smaller Licensees), as applicable, if it has not submitted it earlier or wishes to modify the information submitted earlier.

Within 15 working days of receipt of the Tariff Application, EAC shall examine it and shall notify the Licensee whether the application is appropriate and complete or if any information is wanting and specify the date by which the wanting information is to be submitted. If the Licensee is not able to furnish any information by the specified date, the Licensee may apply to EAC for an extension of the due date or for exemption from submission of the information. EAC may allow extension of the due date or exemption as the case may be. When EAC allows an exemption, it may use the best estimates made by it in lieu of the information.

Date of receipt of Tariff Application

Where EAC has notified the Licensee that additional information is required, on receipt by EAC of all the additional information from the Licensee or on deciding to grant an exemption from the obligation to submit any additional information, within seven days, EAC shall notify the Licensee that the application is now considered as appropriate and complete. The date on which EAC notifies the Licensee that the application is determined as appropriate and complete under this Article 11 or Article 10 above shall be considered as the date of Receipt of the Tariff Application for the purposes of these Procedures.

C. Process of Public consultation and Determination of Tariff

Publicizing the Tariff Application /Tariff review

Not later than five working days after the date of receipt of the Tariff Application or Date of Completion of Preliminary Review, EAC shall publish a notice giving details of Tariff Application or Tariff Review Decision and inviting consumers and interested persons to furnish written comments on the Tariff application/ Tariff review document and to intimate if they would like to be heard in person by EAC. The notice shall include the following information:

(a) Name and address of the Licensee and area of supply for which the tariff application has been received /tariff review is taken up;
(b) List of documents available for perusal by public;
(c) Addresses where the documents can be perused by the public; and
(d) The last date by which written comments are to be submitted to EAC.

EAC shall make the notice public by the following means:

- Displaying the notice in the office of EAC, Office of the relevant local authority, offices of the Licensee and any other suitable location; and
- Posting the notice in the web site of EAC.

The Chairman EAC may decide on a case by case basis to adopt any additional methods considered appropriate including the following:

- By issuing information through radio and/or television
- By publishing the notice in news paper.

Period of Public Consultation
The period between the date of Notice of Tariff Application or Tariff Review stated in Article 12 and the last date by which written comments are to be submitted as stated in the notice is called the Period of Public Consultation. The period of public consultation shall be decided by the Chairman of EAC in each case, but shall not be less than 30 days.

Documents Made Available for Perusal by Public

The tariff application along with the enclosures including the wanting information submitted subsequently by the Licensee or the tariff review document, as the case may be, shall be available to the public for perusal during the period of public consultation. However, where a Licensee requests that certain information should be treated as confidential, and where EAC agrees that such information should be treated as confidential, it may exclude the same from the documents made available to the public. EAC and the Licensee shall make arrangements so that any interested person can peruse these documents without charge during normal working hours at:

① Office of EAC,
② Offices of the Licensee,
③ Office of the relevant local authority and
④ Any other location as decided by EAC.

Public Consultation

Any institution of the Royal Government, the local authorities, the consumer, the Licensee or any interested person can provide written comments, in response to the notice issued by EAC inviting written comments on the tariff application or documents for review. The comments may be supported with proper reasoning and copies of documents as evidences.

EAC may also consult any person, institution or government department by any one or more of the following procedures as decided by the Chairman of EAC:

a. Send a letter asking for opinion;
b. Interview; and
c. Invite persons, institutions and concerned parties for discussion and providing opinion.

In all the above cases a written statement of the comments with the signature of the person giving the comments or by the chairperson of the meeting shall be kept by EAC.

Evaluation of the public comments and obtaining additional information

EAC shall examine and evaluate the comments received in the process of public consultation. EAC may ask for more precise information, clarification and evidence in relation to the comments from the persons furnishing the comments. EAC may seek such information in writing or during a discussion and the required information may be provided in writing or during the discussion. Where the information is provided during a discussion, a written record of the discussion may be signed by the person providing the information or by the chairperson of the meeting.

EAC shall ask the Licensee to give additional information as required for evaluating the public comments and tariff application/ tariff review document within a specified period, which shall not be less than 15 days. For this purpose, EAC may provide copies of the comments received during public consultation, on which, further information/ clarifications are being sought from the Licensee. The Licensee shall furnish the information within the time allowed by EAC.
Evaluation of the tariff determination proposal

The secretariat of EAC shall evaluate the tariff application or the tariff review document, the comments received on the same and all information received and prepare a report for the consideration of EAC.

Consultative Session of EAC

EAC shall hold a public tariff review session to consult the persons who have requested to be heard in person, the Licensee, the secretariat of EAC and any other person decided by EAC. EAC shall consider all facts brought to its notice in taking its decision on the tariff proposal or tariff review.

Decision of EAC

EAC shall declare its decision on the Tariff Application/ Tariff review in a session. In the case of a Tariff Application, this session shall be held within 90 days of the Date of Tariff Application.

The decision shall be in one of the following forms:

- EAC disapproves the proposal made in the tariff application/ tariff review document, in which case the existing tariff with all applicable terms and condition will continue to be in force.
- OR
- EAC approves the proposal made in the tariff application or the tariff review document, and specifies the details of the new approved tariff with all applicable terms and conditions and the date from which the new tariff shall be effective.
- OR
- EAC decides to revise the proposal made in the tariff application or the tariff review document, and approves a revised tariff, and specifies the details of the new tariff with all applicable terms and conditions and the date from which the new tariff shall be effective.

A copy of the decision of EAC along with the tariff and applicable terms and conditions shall be made available to the Licensee and relevant Local Authority to bring it to the notice of the consumers.

Tariff fixation where EAC has approved Maximum Tariff

Where EAC has determined the maximum tariff, as in the case of Tariff Tables, the Licensee wishes to modify its tariff, while still complying with the orders of EAC on tariff determination, it need not seek further approval of EAC; but shall notify EAC of the proposed changes at least 28 days before the proposed date of change and provide any further information that EAC may require.

EAC shall send a copy of the revised tariff to the relevant Local Authority to bring it to the notice of the consumers.

Right of the consumer to the information on tariff

The Licensee shall keep a copy of all current tariffs with all applicable terms and condition in its offices for perusal by any interested person, free of charge during normal working hours.
<table>
<thead>
<tr>
<th>Form</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL 1</td>
<td>Details of Fuel Purchases by the Licensee - Actuals for the Previous Year</td>
</tr>
<tr>
<td>AL 2</td>
<td>Own Generation Data</td>
</tr>
<tr>
<td>AL 3</td>
<td>Power Purchases Details</td>
</tr>
<tr>
<td>AL 4a</td>
<td>Details of Employee related expenses - Common services - Actuals for the Previous Year</td>
</tr>
<tr>
<td>AL 4b</td>
<td>Details of Employee related expenses - Common services - Estimates for Current Year</td>
</tr>
<tr>
<td>AL 4c</td>
<td>Details of Employee related expenses - Generation only - Actuals for the Previous Year</td>
</tr>
<tr>
<td>AL 4d</td>
<td>Details of Employee related expenses - Generation only - Estimates for Current Year</td>
</tr>
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<td>AL 4e</td>
<td>Details of Employee related expenses - Distribution only - Actuals for the Previous Year</td>
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<td>AL 4f</td>
<td>Details of Employee related expenses - Distribution only - Estimates for Current Year</td>
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<td>AL 4g</td>
<td>Abstract of Employee related expenses</td>
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<td>AL 5</td>
<td>Other O&amp;M Expenses</td>
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<td>AL 6</td>
<td>Administrative &amp; General Expenses</td>
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<tr>
<td>AL 7</td>
<td>Details of Construction Work in Progress</td>
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<tr>
<td>AL 8</td>
<td>Details of Loans for the Licensee’s Licensed Businesses</td>
</tr>
<tr>
<td>AL 9</td>
<td>Details of Gross Fixed Assets</td>
</tr>
<tr>
<td>AL 10a</td>
<td>Details of Depreciation - Actuals for the Previous Year</td>
</tr>
<tr>
<td>AL 10b</td>
<td>Details of Depreciation - Estimates for the Current Year</td>
</tr>
<tr>
<td>AL 11</td>
<td>Calculation of Profit</td>
</tr>
<tr>
<td>AL 12</td>
<td>Details of Non-Tariff Income, Other Income and Other Informations</td>
</tr>
<tr>
<td>AL 13</td>
<td>Calculation of Reasonable Costs</td>
</tr>
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<td>AL 14a</td>
<td>Revenue at Current Tariff Charges - Actuals for the Previous Year</td>
</tr>
<tr>
<td>AL 14b</td>
<td>Revenue at Current Tariff Charges - Estimates for the Current Year</td>
</tr>
</tbody>
</table>
Name of the licensee -  

Form AL 1  

Annual Data for the Previous Year -  

Details of Fuel Purchases by the Licensee  

Actuals for the Previous Year  

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<thead>
<tr>
<th>Source</th>
<th>January</th>
<th>February</th>
<th>March</th>
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<th>May</th>
<th>June</th>
<th>July</th>
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<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source 1 [name]</td>
<td>Quantity (Litres)</td>
<td>Price/Lit. (Riels)</td>
<td>Fuel Cost (000 Riels)</td>
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<td>Quantity (Litres)</td>
<td>Price/Lit. (Riels)</td>
<td>Fuel Cost (000 Riels)</td>
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<tr>
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<td>Quantity (Litres)</td>
<td>Price/Lit. (Riels)</td>
<td>Fuel Cost (000 Riels)</td>
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Note: fuel cost should include other incidental charges like transportation, handling costs, etc.
Name of the licensee -
Annual Data for the Previous Year -

**Own Generation Data**

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<tr>
<th>Description</th>
<th>Unit</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
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<th>June</th>
<th>July</th>
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<th>September</th>
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<th>November</th>
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<td>2. Auxiliary consumption</td>
<td>kWh</td>
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<tr>
<td>3. Energy dispatched (1-2)</td>
<td>kWh</td>
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<td>5. Average price of fuel</td>
<td>Riels/Ltr</td>
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<td>8. Average price of lubricant</td>
<td>Riels/Ltr</td>
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<td>9. Cost of lubricant</td>
<td>(000) Riels</td>
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<tr>
<td><strong>Total fuel &amp; lubricant costs</strong></td>
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**Estimates for the Current Year**

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<th>Description</th>
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<th>February</th>
<th>March</th>
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<th>November</th>
<th>December</th>
<th>Total</th>
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<tr>
<td>1. Energy generated</td>
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<td>4. Fuel consumed</td>
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<td>5. Average price of fuel</td>
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<td>6. Cost of fuel</td>
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<td>7. Lubricant consumed</td>
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<td>8. Average price of lubricant</td>
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<td>9. Cost of lubricant</td>
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<td><strong>Total fuel &amp; lubricant costs</strong></td>
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Note: The licensee shall provide information for each of its generation plant in this format.
### Power Purchases Details

#### Actuals for Previous Year

<table>
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<tr>
<th></th>
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Name of the licensee - Form AL 4a  
Annual Data for the Previous Year -

### Details of Employee related expenses - Common services  
**Actuals for Previous Year**

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**Note:** Where the licensee has operations in more than one location, separate informations on employees common to different locations and on employees common to different businesses at each location be provided.
**Details of Employee related expenses - Common Services**

**Estimates for Current Year**

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<td>2.1 Senior Engineers, by category</td>
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**GRAND TOTAL**

**Note:** Where the licensee has operations in more than one location, separate informations on employees common to different locations and on employees common to different businesses at each location be provided.
Details of Employee related expenses - Generation Only

Actuals for Previous Year

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Annual Data for the Previous Year -

Details of Employee related expenses - Distribution only  
_Actuals for Previous Year_

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Estimates for Current Year

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Name of the licensee -
Annual Data for the Previous Year -

**Abstract of Employee related expenses**

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<td>2</td>
<td></td>
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<tr>
<td>3</td>
<td></td>
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<tr>
<td>C</td>
<td>Total</td>
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</tr>
</tbody>
</table>
Form AL 5

Name of the licensee -
Annual Data for the Previous Year -

**Other O&M Expenses (in '000 Riel)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
<th>Estimates for current year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Generation</td>
<td>Distribution</td>
</tr>
<tr>
<td>1  Spare parts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2  Materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3  Tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4  Repairs &amp; Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5  Rents</td>
<td></td>
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</tr>
<tr>
<td>6  Water, Electricity, etc Charges</td>
<td></td>
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</tr>
<tr>
<td>7  Bad Debt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8  Others, please specify</td>
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<td>Total</td>
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</table>
Name of the licensee -
Annual Data for the Previous Year -

**Administrative & General Expenses (in '000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
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<th>Estimates for current year</th>
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<td>Total</td>
<td>Apportionment to Generation</td>
<td>Apportionment to Distribution</td>
<td>Total</td>
<td>Apportionment to Generation</td>
<td>Apportionment to Distribution</td>
</tr>
<tr>
<td>1 Licence Fee</td>
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</tr>
<tr>
<td>2 Bank Charges</td>
<td></td>
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</tr>
<tr>
<td>3 Taxes (give details of taxes paid)</td>
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<tr>
<td>4 Legal charges</td>
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<tr>
<td>5 Auditor’s fee</td>
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</tr>
<tr>
<td>6 Regulatory Expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Transportation</td>
<td></td>
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</tr>
<tr>
<td>8 Mission and reception</td>
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</tr>
<tr>
<td>9 Post and telecom charges</td>
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<tr>
<td>10 Stationery and office supplies</td>
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<td>11 Insurance costs</td>
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<td>12 External labour charges</td>
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<td>13 Other costs</td>
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<td>14 Study and research</td>
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<td>15 Commission</td>
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<td>16 Advertising</td>
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<tr>
<td>17 Others, please specify</td>
<td></td>
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</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
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</tr>
</tbody>
</table>
Name of the licensee -
Annual Data for the Previous Year -

**Details of Construction Work in Progress ('000 Riel)**

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Brief description of project</th>
<th>Expenditure up to beginning of previous year</th>
<th>Expenditure during the previous year</th>
<th>Interest Cost on the loan for the project during the previous year</th>
<th>Expenditure capitalised during previous year</th>
<th>Expenditure to end of previous year incl interest (3+4+5-6)</th>
<th>Expected expenditure during current year</th>
<th>Interest Cost on the loan for the project during the current year</th>
<th>Expected Expenditure capitalisation during current year</th>
<th>Expenditure to end of current year, incl interest (7+8+9-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generation Projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Project 1</td>
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<td>Project 2</td>
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<tr>
<td>Project 3</td>
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<tr>
<td>Distribution Projects</td>
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<td>Project 1</td>
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<td>Project 2</td>
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<td>Project 3</td>
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<tr>
<td><strong>GRAND TOTAL</strong></td>
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</tr>
</tbody>
</table>

Note: Expenditure should only be capitalised when the project is commissioned or partially commissioned.
### Details of Loans for the Licensee’s Licensed Businesses (in ‘000 Riels)

<table>
<thead>
<tr>
<th>Loan Identification and Details</th>
<th>Item</th>
<th>Actuals Previous Year</th>
<th>Anticipated Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Loans for Generation Business</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Ref No:</td>
<td>Outstanding at Start of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Ref No:</td>
<td>Outstanding at Start of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Loans for Distribution Business</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Ref No:</td>
<td>Outstanding at Start of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Ref No:</td>
<td>Outstanding at Start of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**TOTAL OUTSTANDING AT YEAR END**

**TOTAL INTEREST DURING YEAR**
Details of Gross Fixed Assets ('000 Riels)

<table>
<thead>
<tr>
<th>Description of Assets</th>
<th>Reference No. of Asset Class</th>
<th>Assets at beginning of Previous Year</th>
<th>Additions during Previous Year</th>
<th>Retirements during Previous Year</th>
<th>Balance at end of the Previous Year</th>
<th>Additions during Current Year</th>
<th>Retirements during Current Year</th>
<th>Balance at end of the Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(a)</td>
<td>(b)</td>
<td>(c)</td>
<td>(d) = (a) + (b) - (c)</td>
<td>(e)</td>
<td>(f)</td>
<td>(g) = (d) + (e) - (f)</td>
</tr>
</tbody>
</table>

**Generation Assets**

- Land
- Building
- Generating Sets, by type
- Other Generation equipment
- Switchgear including Cable Connections

Please specify other classes of assets by class

**GRAND TOTAL**

**Distribution Assets**

- Land
- Building
- Switchgear including Cable Connections
- Lines

Please specify other classes of assets by class

**GRAND TOTAL**

Note: while listing assets in the above formats, licensees should exclude all consumer contribution and grants.
Name of the licensee -
Annual Data for the Previous Year -

Details of Depreciation ('000 Riels)

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value</th>
<th>Balance of Accumulated Depreciation at beginning of year</th>
<th>Rate of Depreciation</th>
<th>Depreciation provided for the year</th>
<th>Balance of Accumulated Depreciation at end of year</th>
<th>Net Fixed Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>(b)</td>
<td>(c)</td>
<td>(d)=(a)x(c)</td>
<td>(e)</td>
<td>(f)=(a)-(e)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Generation Assets**

- Land
- Building
- Generating Sets, by type
- Switchgear including Cable Connections
- Please specify other classes of assets by class

**GRAND TOTAL**

**Distribution Assets**

- Land
- Building
- Switchgear including Cable Connections
- Lines
- Please specify other classes of assets by class

**GRAND TOTAL**
<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value (a)</th>
<th>Balance of Accumulated Depreciation at beginning of year (b)</th>
<th>Rate of Depreciation (c)</th>
<th>Depreciation provided for the year (d) = (a) x (c)</th>
<th>Balance of Accumulated Depreciation at end of year (e) = (b) + (d)</th>
<th>Net Fixed Asset (f) = (a) - (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Generation Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Generating Sets, by type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switchgear including Cable Connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Distribution Assets</strong></td>
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<td></td>
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<tr>
<td></td>
<td>Building</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switchgear including Cable Connections</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>Lines</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
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<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Name of the licensee -
Annual Data for the Previous Year -

**Calculation of Profit (’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars of Asset Base</th>
<th>Actuals for Previous Year</th>
<th>Estimates for Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Generation Business</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value of fixed assets (excluding grants and consumer contribution)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‑ less: Accumulated Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount of Loan outstanding for assets in use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Distribution Business</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross book value of fixed assets (excluding grants and consumer contribution)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‑ less: Accumulated Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount of Loan outstanding for assets in use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Methodology for the calculation of working capital should be stated.
Form AL 12

Name of the licensee -
Annual Data for the Previous Year -

**Details of Non-Tariff Income (in '000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals of Previous Year</th>
<th>Estimates of Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meter Testing Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reconnection fees</td>
<td></td>
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<tr>
<td>Rents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sale of parts and materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other general receipts arising from and ancillary or incidental to business of electricity supply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subsidy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total of Non-Tariff Income</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: these Non-tariff income are revenues from sources other than tariff charges to consumers, but are derived only from the licensed business and not from any other business of the Licensee

**Details of Other Income (in '000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals of Previous Year</th>
<th>Estimates of Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges for Reactive Energy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest paid by consumers for late Payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Penalties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
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</tr>
</tbody>
</table>

**Details of Other Informations (in '000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals of Previous Year</th>
<th>Estimates of Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of Security Deposit from consumers at the end of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(i) in cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii) in Bank Guarantee</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>(iv) Total</td>
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Form AL 13

Name of the licensee -
Annual Data for the Previous Year -

**Calculation of Reasonable Costs (’000 Riels)**

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<th>Particulars</th>
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<th>Estimates for Current Year</th>
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<td>Other Operation &amp; Maintenance Expenses</td>
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Name of the licensee -
Annual Data for the Previous Year -

Revenue at Current Tariff Charges
Actuals for Previous Year

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<th>Rate of Energy Charges (specify part name and unit)</th>
<th>Part 2 (specify part name and unit)</th>
<th>Part 3 (specify part name and unit)</th>
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Note: This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories.
Name of the licensee -

Annual Data for the Previous Year -

Revenue at Current Tariff Charges

Estimates for Current Year

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<th>Full year revenue billed</th>
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Note: This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories.
### Appendix 2
**Forms for Annual Data Submission by Smaller Licensees**

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<thead>
<tr>
<th>Form</th>
<th>Contents</th>
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<tbody>
<tr>
<td>AS 1</td>
<td>Details of Fuel, Lubricants and Own Generation</td>
</tr>
<tr>
<td>AS 2</td>
<td>Power Purchases Details</td>
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<td>AS 3</td>
<td>Details of Employee related expenses</td>
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<td>AS 4</td>
<td>Other O&amp;M Expenses</td>
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<td>AS 5</td>
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<td>Details of Loans for the Licensee’s Licensed Businesses</td>
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<td>AS 9</td>
<td>Calculation of Profit</td>
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<td>AS 10</td>
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Name of the licensee -
Annual Data for the Previous Year -

**Details of Fuel, Lubricants and Own Generation**
**Actuals for Previous Year**

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<th>February</th>
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<th>April</th>
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Note: fuel cost should include other incidental charges like transportation, handling costs, etc.
Name of the licensee -  
Annual Data for the Previous Year -

### Power Purchases Details

#### Actuals for Previous Year

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</tr>
<tr>
<td>No. of Units (1000 kWh)</td>
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</tr>
<tr>
<td>Average Cost (Riels/kWh)</td>
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</tbody>
</table>
### Details of Employee related expenses

**Annual Data for the Previous Year**

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>No. of Employees at the end of the year</th>
<th>Payment Details ('000 Riels)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Deputy Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Others, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Operator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Electrician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Others, by category</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GRAND TOTAL**

### Estimates for Current Year

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>No. of Employees in the beginning of the year</th>
<th>Payment Details ('000 Riels)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Deputy Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Others, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Operator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Electrician</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Others, by category</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GRAND TOTAL**
**Form AS 4**

Name of the licensee -

Annual Data for the Previous Year -

**Other O&M Expenses (in ’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
<th>Estimates for current year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Generation</td>
<td>Distribution</td>
</tr>
<tr>
<td>1</td>
<td></td>
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<tr>
<td>Spare parts</td>
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</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Materials</td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tools</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water, Electricity, etc Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bad Debt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others, please specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
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</tr>
</tbody>
</table>

| Total                 |            |              |       |            |              |       |
### Administrative & General Expenses (in '000 Riels)

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
<th>Estimates for current year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Licence Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Bank Charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Taxes (give details of taxes paid)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Legal charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Auditor's fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Mission and reception</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Post and telecom charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Stationery and office supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Insurance costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Others</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
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<td></td>
</tr>
</tbody>
</table>

### Other Informations

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
<th>Estimates for current year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Amount of connection fee received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Does the licensee own any other business like Battery Charging, workshop etc to which supply has been given</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Is this supply metered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Is this supply considered as sale and bills furnished</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 How many family members are working whole time for the licensed business and not included in the form AS3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 How many family members are working part time for the licensed business and not included in the form AS3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Details of Loans for the Licensee’s Licensed Businesses (in ’000 Riel)

<table>
<thead>
<tr>
<th>Loan Identification and Details</th>
<th>Item</th>
<th>Actuals Previous Year</th>
<th>Anticipated Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Ref No:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
<td></td>
</tr>
<tr>
<td>2 Ref No:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
<td></td>
</tr>
<tr>
<td>3 Ref No:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
<td></td>
</tr>
<tr>
<td>4 Ref No:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
<td></td>
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</tbody>
</table>

**TOTAL OUTSTANDING AT YEAR END**

**TOTAL INTEREST DURING YEAR**
## Details of Gross Fixed Assets ('000 Ricks)

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Assets at beginning of Previous Year</th>
<th>Additions during Previous Year</th>
<th>Retirements during Previous Year</th>
<th>Balance at end of the Previous Year</th>
<th>Estimated Additions during Current Year</th>
<th>Estimated Retirements during Current Year</th>
<th>Estimated Balance at end of the Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(a)</td>
<td>(b)</td>
<td>(c)</td>
<td>(d) = (a) + (b) - (c)</td>
<td>(e)</td>
<td>(f)</td>
<td>(g) = (d) + (e) - (f)</td>
</tr>
<tr>
<td></td>
<td>Land</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Generating Sets, by type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other Generation Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switchgear including Cable Connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Note: while listing assets in the above formats, licensees should exclude all consumer contribution and grants.
### Details of Depreciation (‘000 Riel)

#### Actuals for Previous Year

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value</th>
<th>Balance of Accumulated Depreciation at beginning of year</th>
<th>Rate of Depreciation</th>
<th>Depreciation provided for the year</th>
<th>Balance of Accumulated Depreciation at end of year</th>
<th>Net Fixed Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Land</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Building</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Generating Sets, by type</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td><strong>Other Generation Equipment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Switchgear including Cable Connections</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lines</strong></td>
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<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

#### Estimates for Current Year

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value</th>
<th>Balance of Accumulated Depreciation at beginning of year</th>
<th>Rate of Depreciation</th>
<th>Depreciation provided for the year</th>
<th>Balance of Accumulated Depreciation at end of year</th>
<th>Net Fixed Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Land</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Building</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Generating Sets, by type</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Other Generation Equipment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Switchgear including Cable Connections</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lines</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
Name of the licensee -
Annual Data for the Previous Year -

**Calculation of Profit ('000 Riels)**

<table>
<thead>
<tr>
<th>Particulars of Asset Base</th>
<th>Actuals for Previous Year</th>
<th>Estimates for Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross book value of fixed assets (excluding grants and consumer contribution)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
<td></td>
</tr>
<tr>
<td>less: Accumulated Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount of Loan outstanding for assets in use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: methodology for the calculation of working capital should be stated.
Name of the licensee -
Annual Data for the Previous Year -

**Calculation of Reasonable Costs ('000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Actuals for Previous Year</th>
<th>Estimates for Current Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of fuel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of Lubricants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of Power Purchase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees' cost</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Operation &amp; Maintenance Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative &amp; General Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reasonable return</td>
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<td></td>
</tr>
<tr>
<td><strong>Total Reasonable Costs</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Revenue at Current Tariff Charges

### Actuals for Previous Year

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumers with metered supply at the end of the year</th>
<th>No of consumers without metered supply at the end of the year</th>
<th>Tariff for metered supply</th>
<th>Tariff for Unmetered supply</th>
<th>Energy supplied for metered supply</th>
<th>Revenue billed for metered supply</th>
<th>Revenue billed for Unmetered supply</th>
<th>Total Revenue billed</th>
<th>Amount of Revenue collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Consumption</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 20 KWH/Month</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More than 20 KWH/Month</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Estimates for Current Year

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumers with metered supply at the end of the year</th>
<th>No of consumers without metered supply at the end of the year</th>
<th>Tariff for metered supply</th>
<th>Tariff for Unmetered supply</th>
<th>Energy supplied for metered supply</th>
<th>Revenue billed for metered supply</th>
<th>Revenue billed for Unmetered supply</th>
<th>Total Revenue billed</th>
<th>Amount of Revenue collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Consumption</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Less than 20 KWH/Month</td>
<td></td>
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<tr>
<td>More than 20 KWH/Month</td>
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<td></td>
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<tr>
<td>TOTAL</td>
<td></td>
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<td></td>
<td></td>
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</tbody>
</table>

Note: This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories and slabs.
### Appendix 3

**Forms for Submission by Larger Licensees with Tariff Application**

<table>
<thead>
<tr>
<th>Form</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>TL 1</td>
<td>Own Generation Data</td>
</tr>
<tr>
<td>TL 2</td>
<td>Power Purchases Details</td>
</tr>
<tr>
<td>TL 3a</td>
<td>Details of Employee related expenses - Common Services</td>
</tr>
<tr>
<td>TL 3b</td>
<td>Details of Employee related expenses - Generation Only</td>
</tr>
<tr>
<td>TL 3c</td>
<td>Details of Employee related expenses - Distribution only</td>
</tr>
<tr>
<td>TL 3d</td>
<td>Abstract of Employee related expenses</td>
</tr>
<tr>
<td>TL 4</td>
<td>Other O&amp;M Expenses</td>
</tr>
<tr>
<td>TL 5</td>
<td>Administrative &amp; General Expenses</td>
</tr>
<tr>
<td>TL 6</td>
<td>Details of Construction Work in Progress</td>
</tr>
<tr>
<td>TL 7</td>
<td>Details of Loans for the Licensee’s Licensed Businesses</td>
</tr>
<tr>
<td>TL 8</td>
<td>Details of Gross Fixed Assets</td>
</tr>
<tr>
<td>TL 9</td>
<td>Details of Depreciation</td>
</tr>
<tr>
<td>TL 10</td>
<td>Calculation of Profit</td>
</tr>
<tr>
<td>TL 11</td>
<td>Details of Non-Tariff Income and Other Income</td>
</tr>
<tr>
<td>TL 12</td>
<td>Calculation of Reasonable Costs</td>
</tr>
<tr>
<td>TL 13</td>
<td>Revenue at Current Tariff Charges</td>
</tr>
<tr>
<td>TL 14</td>
<td>Revenue at Proposed Tariff Charges</td>
</tr>
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</table>
Name of the licensee -

**Own Generation Data**

<table>
<thead>
<tr>
<th>Description</th>
<th>Unit</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November/December</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Energy generated</td>
<td>kWh</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2 Auxiliary consumption</td>
<td>kWh</td>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>3 Energy dispatched (1-2)</td>
<td>kWh</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>

**Fuel related data**

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<thead>
<tr>
<th>Description</th>
<th>Unit</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November/December</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Fuel consumed</td>
<td>Litres</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 Average price of fuel</td>
<td>Riels/Ltr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6 Cost of fuel</td>
<td>(000) Riels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Lubricant consumed</td>
<td>Litres</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 Average price</td>
<td>Riels/Ltr</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Cost of lubricant</td>
<td>(000) Riels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 Total fuel &amp; lubricant costs</td>
<td>(000) Riels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
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</table>

Note: The licensee shall provide information for each of its generation plant in this format.
### Power Purchases Details

#### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>Source 1 [name]</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>Total</th>
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<tbody>
<tr>
<td>Capacity Cost (000 Riels)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy Cost (000 Riels)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Costs (000 Riels)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Units (000 kWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost (Riels/kWh)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Source 2                         |         |          |       |       |     |      |      |        |           |         |          |          |       |
| Capacity Cost (000 Riels)       |         |          |       |       |     |      |      |        |           |         |          |          |       |
| Energy Cost (000 Riels)         |         |          |       |       |     |      |      |        |           |         |          |          |       |
| Total Costs (000 Riels)         |         |          |       |       |     |      |      |        |           |         |          |          |       |
| No. of Units (000 kWh)          |         |          |       |       |     |      |      |        |           |         |          |          |       |
| Average Cost (Riels/kWh)        |         |          |       |       |     |      |      |        |           |         |          |          |       |
# Details of Employee related expenses - Common Services

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>No. of Employees in the beginning of the year</th>
<th>Payment Details (1000 Riels)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Managers &amp; Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Managing Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2 Deputy Managing Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.3 Others, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Senior Engineers, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2 Junior Engineers, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1 Administrative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1.1 Senior Admin Staff, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1.2 Junior Admin Staff, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2 Accounts &amp; Finance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.1 Senior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.2 Junior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3 Others, please specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3.1 Senior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3.2 Junior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Where the licensee has operations in more than one location, separate informations on employees common to different locations and on employees common to different businesses at each location be provided.
### Details of Employee related expenses - Generation Only

#### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>No. of Employees in the beginning of the year</th>
<th>Payment Details (‘000 Riel)</th>
</tr>
</thead>
</table>

1. **Senior Managers & Board**
   1.1 Managing Director
   1.2 Deputy Managing Director
   1.3 Others, by category

2. **Technical Staff**
   2.1 Senior Engineers, by category
   2.2 Junior Engineers, by category

3. **Non-Technical Staff**
   3.1 Administrative
      3.1.1 Senior Admin Staff, by category
      3.1.2 Junior Admin Staff, by category
   3.2 Accounts & Finance
      3.2.1 Senior, by category
      3.2.2 Junior, by category
   3.3 Others, please specify
      3.3.1 Senior, by category
      3.3.2 Junior, by category

**GRAND TOTAL**
Name of the licensee -

**Details of Employee related expenses - Distribution only**

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th>Employee Category</th>
<th>No. of Employees in the beginning of the year</th>
<th>Payment Details (000 Riel)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Senior Managers &amp; Board</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1 Managing Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2 Deputy Managing Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.3 Others, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Senior Engineers, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2 Junior Engineers, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Non-Technical Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1 Administrative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1.1 Senior Admin Staff, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1.2 Junior Admin Staff, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2 Accounts &amp; Finance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.1 Senior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.2 Junior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3 Others, please specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3.1 Senior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.3.2 Junior, by category</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL</td>
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</tbody>
</table>
### Abstract of Employee related expenses

#### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>Location</th>
<th>Expenses on Generation in '000 Riels</th>
<th>Expenses on Distribution in '000 Riels</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Share of Common Expenses</td>
<td>Expenses on Generation only</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
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<tr>
<td>4</td>
<td></td>
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</tr>
<tr>
<td>Total</td>
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</table>

#### Form TL.4

**Other O&M Expenses (in ’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates for ensuing year</th>
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<tbody>
<tr>
<td></td>
<td>Generation</td>
</tr>
<tr>
<td>1  Spare parts</td>
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</tr>
<tr>
<td>2  Materials</td>
<td></td>
</tr>
<tr>
<td>3  Tools</td>
<td></td>
</tr>
<tr>
<td>4  Repairs &amp; Maintenance</td>
<td></td>
</tr>
<tr>
<td>5  Rents</td>
<td></td>
</tr>
<tr>
<td>6  Water, Electricity, etc Charges</td>
<td></td>
</tr>
<tr>
<td>7  Bad Debt</td>
<td></td>
</tr>
<tr>
<td>8  Others, please specify</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>
## Administrative & General Expenses (in '000 Riels)

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Total</th>
<th>Apportionment to Generation</th>
<th>Apportionment to Distribution</th>
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<tbody>
<tr>
<td>1. Licence Fee</td>
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<tr>
<td>2. Bank Charges</td>
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</tr>
<tr>
<td>3. Taxes (give details of taxes paid)</td>
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</tr>
<tr>
<td>4. Legal charges</td>
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</tr>
<tr>
<td>5. Auditor's fee</td>
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<tr>
<td>6. Regulatory Expenses</td>
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<td></td>
</tr>
<tr>
<td>7. Transportation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Mission and reception</td>
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<td></td>
</tr>
<tr>
<td>9. Post and telecom charges</td>
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<td></td>
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</tr>
<tr>
<td>10. Stationery and office supplies</td>
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<td></td>
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</tr>
<tr>
<td>11. Insurance costs</td>
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</tr>
<tr>
<td>12. External labour charges</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>13. Other costs</td>
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<tr>
<td>14. Study and research</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>15. Commission</td>
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<td></td>
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<tr>
<td>16. Advertising</td>
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</tr>
<tr>
<td>17. Others, please specify</td>
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<tr>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
**Details of Construction Work in Progress (’000 Riels)**

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Brief description of project</th>
<th>Expenditure to end of previous year</th>
<th>Expenditure during the current year</th>
<th>Interest Cost on the loan for the project during current year</th>
<th>Expenditure to be capitalised during current year</th>
<th>Expenditure to end of current year, incl interest (3+4+5-6)</th>
<th>Interest Cost on the loan for the project during ensuing year</th>
<th>Expected expenditure capitalisation during ensuing year</th>
<th>Expected Expenditure capitalisation during ensuing year</th>
<th>Expenditure to end of ensuing year, incl interest (7+8+9-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**Generation Projects**
- Project 1
- Project 2
- Project 3

**Distribution Projects**
- Project 1
- Project 2
- Project 3

**GRAND TOTAL**

Note: Expenditure should only be capitalised when the project is commissioned or partially commissioned.
# Details of Loans for the Licensee’s Licensed Businesses (in ’000 Riels)

<table>
<thead>
<tr>
<th>Loan Identification and Details</th>
<th>Item</th>
<th>Anticipated Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Loans for Generation Business</strong></td>
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<td></td>
</tr>
<tr>
<td>1 Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outstanding at Start of Year</td>
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<td></td>
</tr>
<tr>
<td>Loan received during the year</td>
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<td></td>
</tr>
<tr>
<td>Repayments During the Year</td>
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<td></td>
</tr>
<tr>
<td>Outstanding at End of Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest Payments during Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Loans for Distribution Business</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Borrowed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repayment Schedule</td>
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<tr>
<td>Interest Terms</td>
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<tr>
<td>Outstanding at Start of Year</td>
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<tr>
<td>Loan received during the year</td>
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<tr>
<td>Repayments During the Year</td>
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<tr>
<td>Outstanding at End of Year</td>
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<tr>
<td>Interest Payments during Year</td>
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<td>Repayment Schedule</td>
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<td>Interest Terms</td>
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<tr>
<td>Outstanding at Start of Year</td>
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<tr>
<td>Loan received during the year</td>
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<tr>
<td>Repayments During the Year</td>
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</tr>
<tr>
<td>Outstanding at End of Year</td>
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<td></td>
</tr>
<tr>
<td>Interest Payments during Year</td>
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**TOTAL OUTSTANDING AT YEAR END**

**TOTAL INTEREST DURING YEAR**
Form TL 8

Name of the licensee -

**Details of Gross Fixed Assets ('000 Riels)**

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Assets at beginning of Current Year (a)</th>
<th>Additions during Current Year (b)</th>
<th>Retirements during Current Year (c)</th>
<th>Balance at end of the Current Year (d)</th>
<th>Additions during Ensuing Year (e)</th>
<th>Retirements during Ensuing Year (f)</th>
<th>Balance at end of the Ensuing Year (g)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Generation Assets</td>
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<td>Other Generation equipment</td>
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<td>Switchgear including Cable Connections</td>
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<tr>
<td></td>
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<td></td>
<td>Switchgear including Cable Connections</td>
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<td><strong>GRAND TOTAL</strong></td>
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</table>

Note: while listing assets in the above formats, licensees should exclude all consumer contribution and grants.
## Details of Depreciation ('000 Riels)

### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value</th>
<th>Balance of Accumulated Depreciation at beginning of year</th>
<th>Rate of Depreciation</th>
<th>Depreciation provided for the year</th>
<th>Balance of Accumulated Depreciation at end of year</th>
<th>Net Fixed Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(a)</td>
<td>(b)</td>
<td>(c)</td>
<td>(d)=(a)x(c)</td>
<td>(e)=(b)+(d)</td>
<td>(f)=(a)-(e)</td>
</tr>
</tbody>
</table>

**Generation Assets**

- Land
- Building
- Generating Sets, by type
- Switchgear including Cable Connections

Please specify other classes of assets by class

**GRAND TOTAL**

**Distribution Assets**

- Land
- Building
- Switchgear including Cable Connections
- Lines

Please specify other classes of assets by class

**GRAND TOTAL**
Name of the licensee -

### Calculation of Profit ('000 Riels)

<table>
<thead>
<tr>
<th>Particulars of Asset Base</th>
<th>Estimates for Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Generation Business</strong></td>
<td></td>
</tr>
<tr>
<td>Gross book value of fixed assets (excluding grants</td>
<td></td>
</tr>
<tr>
<td>and consumer contribution)</td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
</tr>
<tr>
<td>less: Accumulated Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
</tr>
<tr>
<td>Amount of Loan outstanding for assets in use</td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
</tr>
<tr>
<td><strong>Distribution Business</strong></td>
<td></td>
</tr>
<tr>
<td>Gross book value of fixed assets (excluding grants</td>
<td></td>
</tr>
<tr>
<td>and consumer contribution)</td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
</tr>
<tr>
<td>less: Accumulated Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
</tr>
<tr>
<td>Amount of Loan outstanding for assets in use</td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
</tr>
</tbody>
</table>

Note: methodology for the calculation of working capital should be stated.
Name of the licensee -

**Details of Non-Tariff Income (in ’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates of Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection Fees</td>
<td></td>
</tr>
<tr>
<td>Meter Testing Charges</td>
<td></td>
</tr>
<tr>
<td>Reconnexion fees</td>
<td></td>
</tr>
<tr>
<td>Rents</td>
<td></td>
</tr>
<tr>
<td>Transfer fees</td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
</tr>
<tr>
<td>Sale of parts and materials</td>
<td></td>
</tr>
<tr>
<td>Other general receipts arising from and ancillary or incidental to business of electricity supply.</td>
<td></td>
</tr>
<tr>
<td>Subsidy</td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
<tr>
<td><strong>Total of Non-Tariff Income</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: these Non-tariff income are revenues from sources other than tariff charges to consumers, but are derived only from the licensed business and not from any other business of the Licensee.

**Details of Other Income (in ’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates of Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges for Reactive Energy</td>
<td></td>
</tr>
<tr>
<td>Interest paid by consumers for late Payment</td>
<td></td>
</tr>
<tr>
<td>Penalties</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

**Details of Other Informations (in ’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates of Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of Security Deposit from consumers at the end of Year</td>
<td>(i) in cash</td>
</tr>
<tr>
<td></td>
<td>(ii) in Bank Guarantee</td>
</tr>
<tr>
<td>Amount of connection fees and consumer contributions received</td>
<td></td>
</tr>
<tr>
<td>Amount of revenue outstanding at the end of year on</td>
<td>(i) Government Consumers</td>
</tr>
<tr>
<td></td>
<td>(ii) Industrial Consumers</td>
</tr>
<tr>
<td></td>
<td>(iii) Other Consumers</td>
</tr>
<tr>
<td></td>
<td>(iv) Total</td>
</tr>
</tbody>
</table>
Name of the licensee -

**Calculation of Reasonable Costs (’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates of Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Generation Cost</strong></td>
<td></td>
</tr>
<tr>
<td>Cost of fuel</td>
<td></td>
</tr>
<tr>
<td>Cost of Lubricants</td>
<td></td>
</tr>
<tr>
<td>Employees’ cost for Generation</td>
<td></td>
</tr>
<tr>
<td>Other Operation &amp; Maintenance Expenses</td>
<td></td>
</tr>
<tr>
<td>Administrative &amp; General Expenses</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
</tr>
<tr>
<td>Reasonable return</td>
<td></td>
</tr>
<tr>
<td><strong>Total Reasonable Costs for Generation</strong></td>
<td></td>
</tr>
<tr>
<td>Energy Sent out in KWH</td>
<td></td>
</tr>
<tr>
<td>Cost of Generation per KWH</td>
<td></td>
</tr>
<tr>
<td><strong>Distribution Cost</strong></td>
<td></td>
</tr>
<tr>
<td>Cost of Power Purchase</td>
<td></td>
</tr>
<tr>
<td>Employees’ cost for Generation</td>
<td></td>
</tr>
<tr>
<td>Other Operation &amp; Maintenance Expenses</td>
<td></td>
</tr>
<tr>
<td>Administrative &amp; General Expenses</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
</tr>
<tr>
<td>Reasonable return</td>
<td></td>
</tr>
<tr>
<td><strong>Total Reasonable Costs for Distribution</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Total Cost (Generation + Distribution)</strong></td>
<td></td>
</tr>
<tr>
<td>Less Non Tariff Income</td>
<td></td>
</tr>
<tr>
<td><strong>Total revenue recoverable from tariffs</strong></td>
<td></td>
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</table>
Name of the licensee -
Annual Data for the Previous Year -

Revenue at Current Tariff Charges
Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumer(s) at the end of the year</th>
<th>Components of tariff</th>
<th>Relevant sales related data</th>
<th>Full year revenue billed</th>
<th>Amount of revenue collected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Rate of Energy Charges</td>
<td>Part 2 (specify part name and unit)</td>
<td>Part 3 (specify part name and unit)</td>
<td>Energy Sold</td>
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<td>Domestic</td>
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<td>Riel/KWH</td>
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<tr>
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<td>50&lt;100 kWh</td>
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</tr>
<tr>
<td>Government Institutions</td>
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<tr>
<td>Embassy, NGO, Foreigner's Residence</td>
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<tr>
<td>Commercial and Service Sector</td>
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</table>

Note: This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories.
### Revenue at Proposed Tariff Charges

#### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumers at the end of the year</th>
<th>Rate of Energy Charges (specify part name and unit)</th>
<th>Part 2 Energy Sold (specify)</th>
<th>Part 3 Energy Sold (specify)</th>
<th>Revenue from Energy Charges 000 Riel</th>
<th>Full year revenue billed 000 Riel</th>
<th>Amount of revenue collected 000 Riel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic</td>
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<td>Government Institutions</td>
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<tr>
<td>Embassy, NGO, Foreigner’s Residence</td>
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<td>Industrial</td>
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<tr>
<td>Medium Voltage Collective Customers</td>
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</tr>
</tbody>
</table>

**Note:** This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories.
# Appendix 4

## Forms for Submission by Smaller Licensees with Tariff Application

<table>
<thead>
<tr>
<th>Form</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>TS 1</td>
<td>Details of Fuel, Lubricants &amp; Own Generation</td>
</tr>
<tr>
<td>TS 2</td>
<td>Power Purchases Details</td>
</tr>
<tr>
<td>TS 3</td>
<td>Details of Employee related expenses</td>
</tr>
<tr>
<td>TS 4</td>
<td>Other O&amp;M Expenses</td>
</tr>
<tr>
<td>TS 5</td>
<td>Administrative &amp; General Expenses</td>
</tr>
<tr>
<td>TS 6</td>
<td>Details of Loans for the Licensee’s Licensed Businesses</td>
</tr>
<tr>
<td>TS 7</td>
<td>Details of Gross Fixed Assets</td>
</tr>
<tr>
<td>TS 8</td>
<td>Details of Depreciation</td>
</tr>
<tr>
<td>TS 9</td>
<td>Calculation of Profit</td>
</tr>
<tr>
<td>TS 10</td>
<td>Calculation of Reasonable Costs</td>
</tr>
<tr>
<td>TS 11</td>
<td>Revenue at Current Tariff Charges and Proposed Tariff Charges</td>
</tr>
</tbody>
</table>
**Form TS 1**

Name of the licensee -  

**Details of Fuel, Lubricants & Own Generation**  

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th></th>
<th>Estimates for Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fuel Data</strong></td>
<td></td>
</tr>
<tr>
<td>Source [name]</td>
<td></td>
</tr>
<tr>
<td>Quantity Purchased (Litres)</td>
<td></td>
</tr>
<tr>
<td>Price/Lit. (Riels)</td>
<td></td>
</tr>
<tr>
<td>Fuel Consumed (Litres)</td>
<td></td>
</tr>
<tr>
<td>Cost of Fuel Consumed ('000 Riels)</td>
<td></td>
</tr>
<tr>
<td><strong>Lubricants Data</strong></td>
<td></td>
</tr>
<tr>
<td>Source</td>
<td></td>
</tr>
<tr>
<td>Quantity Purchased (Litres)</td>
<td></td>
</tr>
<tr>
<td>Price/Lit. (Riels)</td>
<td></td>
</tr>
<tr>
<td>Lubricant Consumed (Litres)</td>
<td></td>
</tr>
<tr>
<td>Cost of Lubricant Consumed ('000 Riels)</td>
<td></td>
</tr>
<tr>
<td><strong>Energy Data</strong></td>
<td></td>
</tr>
<tr>
<td>Energy sent out (Metered)</td>
<td></td>
</tr>
<tr>
<td>Energy sent out (Un-metered)</td>
<td></td>
</tr>
</tbody>
</table>

Note: fuel cost should include other incidental charges like
<table>
<thead>
<tr>
<th>Month</th>
<th>Source</th>
<th>Capacity Cost ('000 Riels)</th>
<th>Energy Cost ('000 Riels)</th>
<th>Total Costs ('000 Riels)</th>
<th>No. of Units ('000 kWh)</th>
<th>Average Cost (Riels/kWh)</th>
</tr>
</thead>
</table>
## Details of Employee related expenses

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>1 Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 Deputy Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Others, by category</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Staff</td>
<td>1 Operator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 Electrician</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Others, by category</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
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</tr>
</tbody>
</table>
Form TS 4

Name of the licensee -

Other O&M Expenses (in ’000 Riels)

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates for Ensuing year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Generation</td>
</tr>
<tr>
<td>1</td>
<td>Spare parts</td>
</tr>
<tr>
<td>2</td>
<td>Materials</td>
</tr>
<tr>
<td>3</td>
<td>Tools</td>
</tr>
<tr>
<td>4</td>
<td>Repairs &amp; Maintenance</td>
</tr>
<tr>
<td>5</td>
<td>Rents</td>
</tr>
<tr>
<td>6</td>
<td>Water, Electricity, etc Charges</td>
</tr>
<tr>
<td>7</td>
<td>Bad Debt</td>
</tr>
<tr>
<td>8</td>
<td>Others, please specify</td>
</tr>
<tr>
<td>9</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>
**Administrative & General Expenses (in ’000 Riel)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates for ensuing year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Licence Fee</td>
<td></td>
</tr>
<tr>
<td>2 Bank Charges</td>
<td></td>
</tr>
<tr>
<td>3 Taxes (give details of taxes paid)</td>
<td></td>
</tr>
<tr>
<td>4 Legal charges</td>
<td></td>
</tr>
<tr>
<td>5 Auditor’s fee</td>
<td></td>
</tr>
<tr>
<td>6 Mission and reception</td>
<td></td>
</tr>
<tr>
<td>7 Post and telecom charges</td>
<td></td>
</tr>
<tr>
<td>8 Stationery and office supplies</td>
<td></td>
</tr>
<tr>
<td>9 Insurance costs</td>
<td></td>
</tr>
<tr>
<td>10 Others</td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Other Informations**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Amount of connection fee received</td>
<td></td>
</tr>
<tr>
<td>2 Does the licensee own any other business like Battery</td>
<td></td>
</tr>
<tr>
<td>3 Is this supply metered</td>
<td></td>
</tr>
<tr>
<td>4 Is this supply considered as sale and bills furnished</td>
<td></td>
</tr>
<tr>
<td>5 How many family members are working whole time for</td>
<td></td>
</tr>
<tr>
<td>6 How many family members are working part time for the</td>
<td></td>
</tr>
</tbody>
</table>
### Details of Loans for the Licensee’s Licensed Businesses (in '000 Riels)

<table>
<thead>
<tr>
<th>Ref No:</th>
<th>Loan Identification and Details</th>
<th>Item</th>
<th>Anticipated Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
</tr>
<tr>
<td></td>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
</tr>
<tr>
<td></td>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
</tr>
<tr>
<td></td>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
</tr>
<tr>
<td></td>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
</tr>
<tr>
<td></td>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
</tr>
<tr>
<td></td>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
</tr>
<tr>
<td></td>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
</tr>
<tr>
<td></td>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
</tr>
<tr>
<td></td>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ref No:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lender</td>
<td></td>
<td>Loan received during the year</td>
</tr>
<tr>
<td></td>
<td>Amount Borrowed</td>
<td></td>
<td>Repayments During the Year</td>
</tr>
<tr>
<td></td>
<td>Repayment Schedule</td>
<td></td>
<td>Outstanding at End of Year</td>
</tr>
<tr>
<td></td>
<td>Interest Terms</td>
<td></td>
<td>Interest Payments during Year</td>
</tr>
</tbody>
</table>

**TOTAL OUTSTANDING AT YEAR END**

**TOTAL INTEREST DURING YEAR**
### Details of Gross Fixed Assets ('000 Riel)

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Assets at beginning of Current Year (a)</th>
<th>Additions during Current Year (b)</th>
<th>Retirements during Current Year (c)</th>
<th>Balance at end of the Current Year (d)=(a)+(b)-(c)</th>
<th>Estimated Additions during Ensuing Year (e)</th>
<th>Estimated Retirements during Ensuing Year (f)</th>
<th>Estimated Balance at end of the Ensuing Year (g)=(d)+(e)-(f)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Land</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Generating Sets, by type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other Generation Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switchgear including Cable Connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lines</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please specify other classes of assets by class</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: while listing assets in the above formats, licensees should exclude all consumer contribution and grants.
Name of the licensee -

### Details of Depreciation ('000 Riels)

#### Estimates for Ensuing Year

<table>
<thead>
<tr>
<th>Reference No. of Asset Class</th>
<th>Description of Assets</th>
<th>Gross Value</th>
<th>Balance of Accumulated Depreciation at beginning of year</th>
<th>Rate of Depreciation</th>
<th>Depreciation provided for the year</th>
<th>Balance of Accumulated Depreciation at end of year</th>
<th>Net Fixed Asset</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>(b)</td>
<td>(c)</td>
<td>(d)=(a)x(c)</td>
<td>(e)=(b)+(d)</td>
<td>(f)=(a)-(e)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generating Sets, by type</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Generation Equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switchgear including Cable Connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please specify other classes of assets by class</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>{Blank}</strong></td>
<td><strong>{Blank}</strong></td>
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<td><strong>{Blank}</strong></td>
<td><strong>{Blank}</strong></td>
<td><strong>{Blank}</strong></td>
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</tr>
</tbody>
</table>
Name of the licensee -

**Calculation of Profit (’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars of Asset Base</th>
<th>Estimates for Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross book value of fixed assets (excluding grants and consumer contribution)</td>
<td></td>
</tr>
<tr>
<td>Provision for Working Capital</td>
<td></td>
</tr>
<tr>
<td>Gross Value of Rate Base</td>
<td></td>
</tr>
<tr>
<td><strong>Net Value of Rate Base</strong></td>
<td></td>
</tr>
<tr>
<td>less: Accumulated Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Amount of Loan outstanding for assets in use</strong></td>
<td></td>
</tr>
<tr>
<td>Net Direct Capital</td>
<td></td>
</tr>
<tr>
<td>Rate of profit on NDC</td>
<td></td>
</tr>
<tr>
<td>Profit on NDC at rate given above</td>
<td></td>
</tr>
</tbody>
</table>

Note: methodology for the calculation of working capital should be stated.
Form TS 10

Name of the licensee -

**Calculation of Reasonable Costs (’000 Riels)**

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Estimates for Ensuing Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of fuel</td>
<td></td>
</tr>
<tr>
<td>Cost of Lubricants</td>
<td></td>
</tr>
<tr>
<td>Cost of Power Purchase</td>
<td></td>
</tr>
<tr>
<td>Employees' cost</td>
<td></td>
</tr>
<tr>
<td>Other Operation &amp; Maintenance Expenses</td>
<td></td>
</tr>
<tr>
<td>Administrative &amp; General Expenses</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td>Interest</td>
<td></td>
</tr>
<tr>
<td>Reasonable return</td>
<td></td>
</tr>
<tr>
<td><strong>Total Reasonable Costs</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Name of the licensee -

### Revenue at Current Tariff Charges

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumers with metered supply at the end of the year</th>
<th>No of consumers without metered supply at the end of the year</th>
<th>Tariff for metered supply</th>
<th>Tariff for Un-metered supply</th>
<th>Energy supplied for metered supply</th>
<th>Revenue billed for metered supply</th>
<th>Revenue billed for Un-metered supply</th>
<th>Total Revenue billed</th>
<th>Amount of Revenue collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 20 KWH/Month</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More than 20 KWH/Month</td>
<td></td>
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<td></td>
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<td></td>
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</tr>
<tr>
<td>TOTAL</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Revenue at Proposed Tariff Charges

**Estimates for Ensuing Year**

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>No of consumers with metered supply at the end of the year</th>
<th>No of consumers without metered supply at the end of the year</th>
<th>Tariff for metered supply</th>
<th>Tariff for Un-metered supply</th>
<th>Energy supplied for metered supply</th>
<th>Revenue billed for metered supply</th>
<th>Revenue billed for Un-metered supply</th>
<th>Total Revenue billed</th>
<th>Amount of Revenue collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumption</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 20 KWH/Month</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More than 20 KWH/Month</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>TOTAL</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: This table shows indicative tariff categories. The licensee shall include all relevant information on categories, sub-categories and slabs.