

## PRESS STATEMENT

### **ERB Committed to Consumer Complaints Resolution**

**Thursday, 24<sup>th</sup> February 2022**

**For Immediate Release**

The Energy Regulation Board (ERB) has assured energy consumers of its commitment to safeguarding the interest of energy consumers by ensuring that there are quality energy products and services on the Zambian market.

The ERB finds it regrettable that an article trending on Social Media Platforms, a consumer alleges that the ERB did not execute its mandate in a timely manner regarding the resolution of a complaint against a licensed fuel retail facility operating in Ndola as Rubis Baxget.

The regulator has, therefore, clarified that, the named complainant was duly assisted in accordance with the mandate prescribed in the Energy Regulation Act No.12 of 2019, as it pertains to complaints.

Details of the matter are that the complaint was first received by the ERB through its Copperbelt Regional Office on 30<sup>th</sup> November 2021. According to the complainant, the vehicle developed a fault after being refuelled at the named service station with fuel worth K320 and K850 on 24<sup>th</sup> and 25<sup>th</sup> November 2021 respectively. Unfortunately, no receipts were obtained by the consumer.

Prior to receiving the complaint, the ERB was in receipt of a similar complaint from another complainant, against the same service station on 25<sup>th</sup> November 2021. Based on this complaint, the ERB, on the same day, proceeded to conduct an investigation into the matter. Our investigations ascertained that indeed, the samples collected had failed to meet the specifications as outlined in the Petroleum Quality Standards. Consequently, the Board directed Rubis Baxget Service Station to resolve the complaints and compensate its affected customers.

This was communicated to both complainants in writing on 10<sup>th</sup> December 2021. The complainants were advised to submit relevant documentation in support of their claims. While the other complainant was compensated by the service station involved, the other's claim had delayed on account of a variation in the names on the documentation he submitted for the claim, but was eventually completed when compensation was made on 17<sup>th</sup> February 2022.

The ERB wishes to reiterate its commitment to protecting consumers and ensuring that they get quality energy products and services. However, it must be emphasised that consumers have an obligation to provide relevant documentation in support of their complaints or claims in order to secure efficient resolution of their complaints.



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