

Press Statement

ERB Takes Enforcement Action Against Non-Compliant Energy Operators

25th April 2024

The Energy Regulation Board (ERB) has taken enforcement action against two energy operators, Taam Zambia Limited and Vivo Energy Zambia for non-compliance with the Energy Regulation Act and breach of license conditions.

Taam Zambia Limited has been fined a sum of K60,000 for operating without a valid license, contrary to Section 10 of the Energy Regulation Act Number 12 of 2019. This is a serious offense that undermines the regulatory framework, which is essential for maintaining safety, quality, and accountability within the energy sector.

Further Vivo Energy Zambia, has been reprimanded for breach of license conditions specifically Clause 7 of Zambian Standard 385 which mandates all licensees to have a well-documented Complaints Handling Procedure in place. This is a critical license requirement that ensures consumer protection by resolving disputes in a fair and transparent manner.

The ERB through these enforcement actions, continues to reaffirm its commitment to fostering a sustainable, and responsible energy sector aimed at protecting consumers and promoting fair competition.

Therefore, ERB wishes to remind all licensed companies operating in the energy sector to ensure that they adhere to their licence conditions and fully comply with regulatory requirements, as the Board will not hesitate to institute decisive enforcement action against any licensee found to be non-compliant which may include fines, suspension and/or revocation of their respective license.

Members of the public are encouraged to report any concerns relating to the provision of energy products and services by any licensee, to the ERB through the Toll-Free Line **8484**.



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