

## Press Statement

### ERB Suspends operations at Karan Meanwood Service Station

Wednesday, 1<sup>st</sup> March, 2023

The Energy Regulation Board (ERB) has instituted investigations into the suspected water contamination of petroleum products at Karan Meanwood Service Station in Chongwe District, following complaints received from customers who refueled from the retail site between 15<sup>th</sup> and 25<sup>th</sup> February 2023.

Considering that the matter under investigation relates to the quality of products being sold to the public, the ERB has directed the immediate suspension of all retailing of petroleum products at the site in question. This **DIRECTIVE** has been made pursuant to section 4 of the Energy Regulation Act No. 12 of 2019, which mandates the ERB to close any energy facility which poses safety and health concerns to the general public.

Meanwhile, the ERB is expeditiously and diligently reviewing the investigation findings to establish the exact cause of the incidents in order to take appropriate action in line with the applicable licence conditions. It should be emphasised that if the licensee is found wanting, appropriate enforcement action would be taken as per the ERB enforcement manual.

Further, the ERB wishes to reiterate its commitment to protecting consumers and ensuring that only quality energy products and services are sold to the public.

As consumers play an important role in raising alarm on product quality concerns, members of the public are encouraged to contact the ERB on the Toll-Free line No. 8484 whenever they are in doubt about the quality of petroleum products sold to them.



Namukolo Kasumpa (Ms)  
**MANAGER PUBLIC RELATIONS**  
**ENERGY REGULATION BOARD**