

**GETTING ELECTRICITY  
EODB HANDBOOK 2018**

**PART 1 – Reliability of electricity supply (service interruptions) in Jakarta**

**1.1. Power outages**

**Note: If you do not represent the Utility or a Regulatory body, please skip Part 1 of the questionnaire and go directly to Part 2.**

Kindly provide information on the **SAIDI index** (i.e. average outage duration for each customer\* served per year) and the **SAIFI index** (i.e. average number of interruptions a customer\* experienced in a year) in **Jakarta** for 2016 calendar year, including load shedding and planned outages (e.g. maintenance), but excluding force majeure cases (natural disasters).

\* We consider a customer as 1 connection point

► **What is the ownership status of the utility in Jakarta?**

Private  Public  Other (comment: )

► **Does the utility in Jakarta calculate SAIDI and SAIFI indexes? Yes**

If **Yes**, please fill in the table below. Data should include load shedding and planned outages (e.g. maintenance).

	2015		2016		Comments Explain if significant change from 2015
	SAIDI <i>hours of power outages</i>	SAIFI <i>frequency of power outages</i>	SAIDI <i>hours of power outages</i>	SAIFI <i>frequency of power outages</i>	
<b>Average per customer</b>	2.61 <i>hours per year</i>	1.72 <i>n° outages</i>	4.17 <i>hours per year</i>	2.78 <i>n° outages</i>	<p>PLN Distribusi Jakarta Raya made several action to reduce the occurrence of outage, among other are assesment on the cable distractions, manuevering network without outage, creating a moving medium voltage cell innovation for maintenance, transformator mobile, total solution 63 feeder go to excellence, provide fast response unit, technical service borderless, etc.</p> <p>Although the number of SAIDI SAIFI in 2016 is higher than the previous year, does not mean that the power supply performance deteriorated, but because in the year 2016 PLN Jakarta has implemented a new application (named: APKT) for calculating SAIFI SAIDI. This application has an impact on the calculation more accurately than ever before, where in the previous calculation, the number of affected customers was still an assumption</p>

► **Are both planned outages and load shedding included in the SAIDI and SAIFI? Yes**

► **What is the minimum outage time (in minutes) that the utility considers for the calculation of SAIDI/SAIFI?**  
5 minutes

► **If major events are excluded in the estimates of SAIFI/SAIFI, please specify:** none

## 1.2. Regulation of outages

	Last year	Update	Comments Explain any change in past 3 years
1.2.1 Does the distribution utility use an automated Outage/Incident Management System (OMS/IMS) and/or Energy Management Systems/ Supervisory Control and Data Acquisition (EMS/SCADA) to record and measure power outages on the network in Jakarta?	Yes	<p>Yes</p> <p>✓ Please provide information on the automated system used (installation year, developer, latest update): Scada: instalation year 2007, Spectrum version 4.5 by Siemens, latest update in 2014 to version 4.6</p> <p>✓ Please provide a computer screenshot of the system or a most recent report extract (email it to <a href="mailto:DBElectricity@worldbank.org">DBElectricity@worldbank.org</a>)</p>	
1.2.2 Does the distribution utility use automated OMS/IMS and/or EMS/SCADA, to manage restoration of service in Jakarta?	Yes	<p>Yes</p> <p>✓ Please provide information on the automated system used: Scada: instalation year 2007, Spectrum version 4.5 by Siemens, latest update in 2014 to version 4.6</p> <p>✓ Please provide a computer screenshot of the system or a most recent report extract (email it to <a href="mailto:DBElectricity@worldbank.org">DBElectricity@worldbank.org</a>)</p>	
1.2.3 Does any state body/agency independent from the utility (e.g. Regulatory body) monitor outages on a regular basis (e.g. through annual reports)?	Yes	<p>Yes</p> <p>✓ Please provide the name of the agency Ministry of Energy Mineral Resources Director General of Electricity, as well as a link/ attachment to a report: through quarterly report (printed document)</p>	

## PART 2 – Transparency of supply reliability in Jakarta

2.1 Approximately, how many outages (including load shedding) did you experience between January and December of 2016? **Note: If you are from the utility or regulator, please skip this question and go directly to question 2.2 below.**

-Click to Select-

	Information on record	Update	Comments Explain <u>any</u> change in past 3 years
2.2 Does the utility in Jakarta report SAIDI and SAIFI data publicly?	<i>New question</i>	Yes <i>If yes, please, provide a link to the report:</i> through quarterly report (printed document)	The report of SAIDI/SAIFI always reported on the Information Board in Office Area
2.3 Are customers notified of planned outages (maintenance, load shedding, etc.) in advance?	<i>New question</i>	Yes <i>What is the notice time given to customers:</i> 1 month before outages time <i>Notification method:</i> <input checked="" type="checkbox"/> Online <input type="checkbox"/> Newspaper <input type="checkbox"/> TV and/or radio <input checked="" type="checkbox"/> Utility letter <input type="checkbox"/> Other (please comment)	
2.4 Are there any financial deterrents mechanisms aimed at limiting outages in Jakarta (e.g. customer compensation or fines for utility)?	Yes	Yes <i>Select all that are applicable:</i> <input checked="" type="checkbox"/> Utility compensates customers <input type="checkbox"/> Utility is fined <input type="checkbox"/> Other (please comment)	Government has increased the compensation by 35% of minimum payment for non-subsidized customers, and 20 % of minimum payment for subsidized customer.
➤ 2.4.1 What is the legal basis for imposing financial deterrents on the utility?	<i>New question</i>	<i>Please select:</i> <input type="checkbox"/> License conditions <input type="checkbox"/> Electricity supply contract <input checked="" type="checkbox"/> Regulation (please provide reference if available) Ministry of energy and mineral resources decree no 8 year 2016 <input type="checkbox"/> Other (please comment)	
➤ 2.4.2 In what cases is the utility fined or are customers compensated?	<i>New question</i>	<input type="checkbox"/> Damage equipment on customer side due to outage <input checked="" type="checkbox"/> Outage over certain cap (hours or frequency). Please specify: <input checked="" type="checkbox"/> Other (please comment) the customer received compensation if PLN could not meet the service level declaration as below: 1. Outage (frequency or duration of interruption) 2. Speed of new connection service-low voltage 3. Speed of additional capacity connection-low voltage 4. Misread the kWh meter 5. The time required to correct billing errors	

## PART 3 – Tariff for electricity in Jakarta

### 3.1 Breakdown of tariff for electricity

For the following questions, please assume that:

- 1) The case study warehouse in **Jakarta** is **locally owned** by an entrepreneur and is used for commercial purposes with the following conditions:
  - Operates **30 days a month** from 9:00am to 5:00pm (**8 hours/day**), with equipment utilized at **80% of capacity** on average without electricity cuts (assumed for simplicity reasons). Although March has 31 days, for calculation purposes, only 30 days are accounted for.
  - Has a subscribed **capacity of 140 kVA**, a power factor of 1 (**1 kVA = 1 kW**).
  - Monthly energy consumption of **26,880 kWh/month**, and hourly consumption of 112 kWh.
- 2) If multiple electricity suppliers exist, assume that the **cheapest** supplier is used.

Please fill in the table below. Alternatively, please send the relevant tariff schedule or your monthly bill for **March 2017** to [DBelectricity@worldbank.org](mailto:DBelectricity@worldbank.org) - or provide a link to the utility's page with tariffs

	March 2017 local currency	Comments Explain <u>any change</u> from March 2016
Energy/usage charge for 26,880 kWh	Rp.1467,28/kWh x 26880 kWh= Rp.39.440.486.	PLN adopts tariff adjustment mechanism, related to exchange rate, oil price, and inflation. Energy rate March 2016: Rp.1355/kWh, while March 2017: Rp1.467,28/kWh
Capacity/demand charge for 26,880 kWh	No capacity charge	
Administrative/processing costs	None	
Taxes (excluding VAT)	2,4% x Rp 39.440.486	
Other (please describe)	duty stamp: Rp 6.000	
<b>TOTAL</b>	Rp 40.393.058	

► Please indicate how the consumption bill is calculated and the formula that is used (e.g. if and how electricity prices vary by time of the day, if additional fees are charged for subscribed capacity, etc.) Bill= {(1+%Tax rate)x(kWh usage x tariff)} + duty stamp.

### 3.2 Transparency of tariffs

3.2.1 How are tariffs made available to customers?	<input type="checkbox"/> Not available <input checked="" type="checkbox"/> Online/publicly displayed (please provide an attachment or a link in the box below) <a href="http://www.pln.co.id">www.pln.co.id</a>
3.2.2 Are customers notified at least 1 full billing cycle ahead of upcoming change in the tariff for electricity?	Yes <i>If yes, please select how tariff changes are communicated to customers:</i> <input checked="" type="checkbox"/> Online <input type="checkbox"/> Letter from Utility <input type="checkbox"/> Radio <input type="checkbox"/> TV <input type="checkbox"/> Newspaper <input checked="" type="checkbox"/> Other (please comment) For regular tariff changing, PLN notify customers by email. For tariff adjustment changing, PLN inform customers using web-site.
3.2.3 How long in advance is the tariff change communicated to customers in practice?	Less than 1 month

► Since 2016, has there been a change in how tariffs and tariffs changes are communicated to customers? PLN communicate the changes of tariff to customers 12 times in 2016, since the tariff adjustment changing monthly.

## PART 4 – Obtaining an electricity connection in Jakarta

### 4.1. Case Study Assumptions

The Getting Electricity indicators record all procedures required for a business to obtain a permanent electricity connection and supply for a standardized warehouse. These procedures include completing applications and contracts with electricity utilities, obtaining all necessary clearances from other agencies and installing the external final connection works between the utility's network and the warehouse entry.

Please provide responses to the questions about procedures and reforms based on the assumptions below:

<b>The warehouse:</b>	<ul style="list-style-type: none"> <li>• Is owned by a local entrepreneur.</li> <li>• Is located in <b>Jakarta</b>.</li> <li>• Is located in an area where similar warehouses are typically located. In this area a new electricity connection is not subject to a special investment promotion regime (special subsidization or a faster service).</li> <li>• Is in an area where there are no physical constraints. For example, the warehouse is not near a railway.</li> <li>• Is a <b>new construction</b> and is being <b>connected to electricity for the first time</b>.</li> <li>• Has 2 stories, both above ground, with a total surface of approximately 1,300.6 square meters (14,000 square feet). The plot of land on which it is built is 929 square meters (10,000 square feet).</li> </ul>
<b>The electricity connection:</b>	<ul style="list-style-type: none"> <li>• Is a <b>permanent</b> connection.</li> <li>• Is a 3-phase, 4-wire Y connection with a subscribed capacity of <b>140 kVA with a power factor of 1 (1 kVA = 1 kW)</b>. (Where the voltage is 120/208 V, this means that the current would be around 400 amperes. Where it is 230/400 V, the current would be almost 200 amperes.)</li> <li>• Connection length is <b>150 meters</b>. The connection is to either the <b>low- or medium-voltage</b> distribution network and is either <b>overhead or underground</b>, whichever is more common in the area where the warehouse is located. (Please see figure 1 below.)</li> <li>• Requires works that involve the <b>crossing of a 10-meter wide road</b> (by excavation, overhead lines, etc.) but are all carried out <b>on public land</b>. There is no crossing of other owners' private property because the warehouse has access to a road.</li> <li>• Takes up a negligible length in the customer's private domain.</li> <li>• The <b>internal wiring of the warehouse has already been completed</b>, up to and including the customer's service panel or switchboard and the meter base.</li> <li>• Monthly energy consumption of <b>26,880 kWh/month</b>, and hourly consumption of 112 kWh.</li> </ul>

4.1.1 Taking into account the assumptions described above, please review the following information and provide updates where necessary:

	Last year's information	Updated information if applicable
Most likely location of the warehouse in <b>Jakarta</b>	Tegal Alur	Kawasan Industri Pulo Gadung
Distribution utility that serves the majority of customers in Tegal Alur	PT PLN	PT PLN Area Cempaka Putih

## 4.2. Reform Update

### 4.2.1 Are you aware of any reform (in practice, laws or regulations) taking place between June 1, 2016, and May 31, 2017 for obtaining an electricity connection for the type of warehouse specified in the case study?

A reform would be any change in the process to obtain a new electricity connection that affected the procedures, time or cost, either by law or in practice. Examples include the regulatory agency updating the fee schedules or the distribution utility implementing a more efficient process that has reduced the time to obtain a connection.

Response	If yes, please provide details on the reform (dates, specific procedures affected, etc.)
Yes	<ol style="list-style-type: none"> <li>1. Customers do not need to pay connection fees when applying the new connection. Customers pay for the connection later on with the installment method, at maximum of 12 times (according to PLN Decree No. 0011.P/DIR/2017).</li> <li>2. Installation of kWh meter on the building of consumers, connecting it to the grid, and supplying electricity to the consumer installation, carried out by the same PLN's personnel, serially at the same time. So, it only takes once interaction between personnel and customers PLN.</li> <li>3. Geographical information system application in Jakarta has been modified to become like GIS in Surabaya, so that PLN officer no longer need to inspect the field situation.</li> <li>4. PLN Jakarta and Surabaya, utilizing the application "online warehouse" to ensure the availability of materials for the connection to speed up the new connection.</li> </ol>

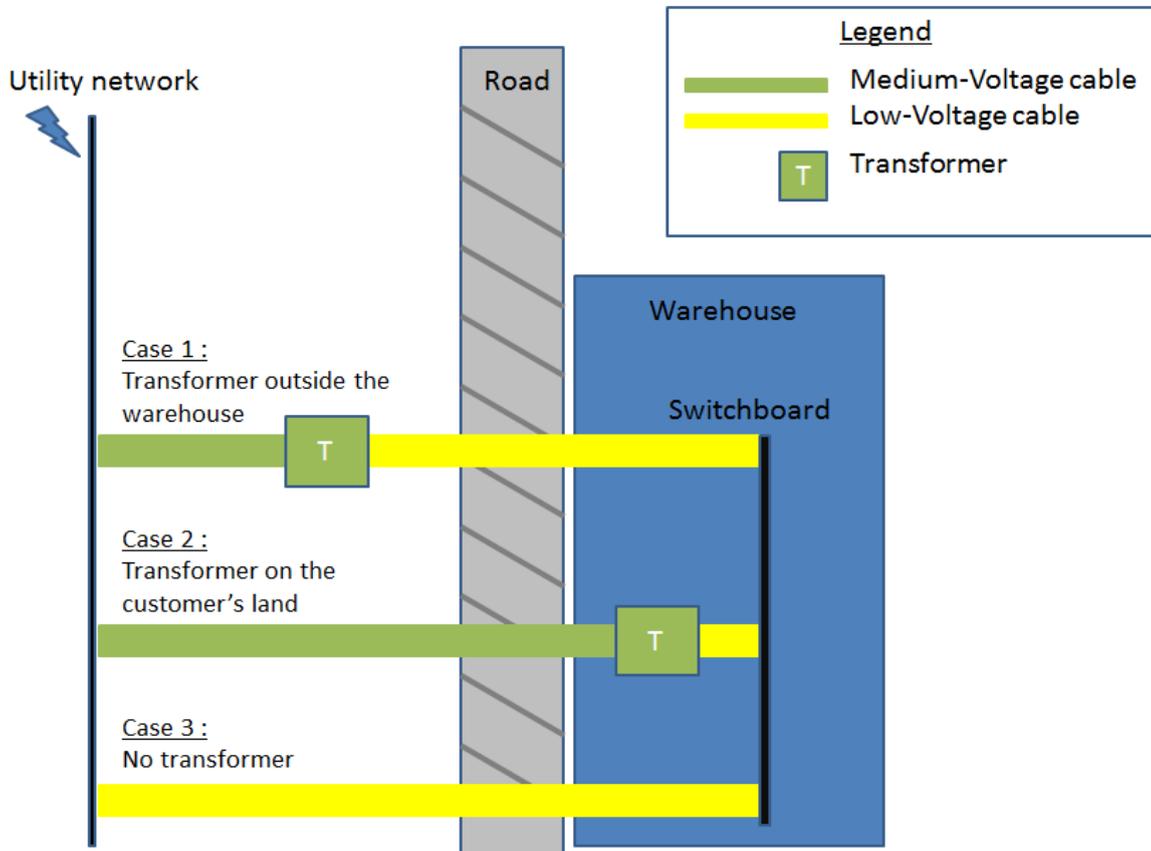
### 4.2.2 Are you aware of any such reform expected after June 1, 2017?

Response	If yes, please provide details on the reform (dates, specific procedures affected, etc.)
Yes	<p>PLN is providing an integrated service system for new connection, together with internal wiring contractor association, technical inspection agencies (KONSUIL, PPILN, Jaserindo). We have been having discussion to build the system. We call the system as: Integrated One-Stop Service System. By having this integrated system, so the customer will only need to contact PLN for having the complete system for electricity connection including certified internal wiring.</p>

### 4.3. Data Update: Connection Works

The answers to the questions in this questionnaire depend on the type of works most likely to be carried out to connect the case study warehouse to electricity in the area indicated in the table in question 3.1.1. Keeping in mind the case study assumptions, please review the options shown in figure 1 and decide which is most likely in that area.

**Figure 1. Options for the type of works needed to connect the case study warehouse to electricity**



**4.3.1 Please confirm or update the most likely type of works by selecting the correct choice below.**

Last year	Response	Please explain
Overhead connection to medium-voltage network	Overhead connection to medium-volta	PLN connects customer to medium voltage if it is needed to construct new distribution transformer. In case the existing distribution transformer is still capable, the customer will be connected directly to the low voltage network without need to construct such a new distribution transformer

**4.3.2 Is it likely that installation of a distribution transformer is needed?**

*To visualize the different options, please refer to the figure 1 above.*

Yes

**4.3.3 Is it likely that the transformer is installed on the customer's land?** Yes

**4.3.4 For the connection works from the customer's low-voltage switchboard or meter to the point of connection on the utility's network, please describe what part is the responsibility of the utility and what part is handled by the customer's electrical contractor:** All materials and works to connect the utility's networks to customer point until the meter is the responsibility of the utility. Those materials are: twisted cables from the utility's network to the distribution transformer, poles, distribution transformer set, cables from the distribution transformer to low-voltage switchboard and meter-set. While the customer's responsibility is to connect the customer's low voltage switchboard to the utility's switchboard and meter set.

**Research questions:** this year, *Doing Business* is collecting information on the quality of the internal wiring and the entity carrying out its installation for a standardized warehouse as described in the case study assumptions.

**4.3.5 Who conducts the installation of internal wiring in the new warehouse? Please check all that apply:**

- In-house electrical engineer
- External electrical engineer/engineering company\
- Utility
- Other (please specify)      certified electrical contractor

**4.3.6 Are there any requirements imposed on the electrical engineer or engineering company installing the internal wiring of the warehouse? Please check all that apply:**

- Professional license/ certification
- Degree in engineering
- Certain years of professional experience
- Other (please specify)

Legal Basis (if applicable)

1. Law No 30 years 2009 on Electricity
2. Government Regulation No 14 years 2012 on electricity supply business activity
3. Government Regulation No 62 years 2012 on electricity supporting business
4. Ministry of Energy Mineral Resources Number 10 year 2016 on revision of Regulation of Ministry of Energy Mineral Resources Number 05 years 2014 concerning Accreditation and Electricity Certification Procedures

**4.3.7 Is there a mandatory internal wiring inspection in your country? Yes**

Legal Basis (if applicable) internal wiring standard: Ministry of Energy and Mineral Resources Decree number 36 year 2014, General Requirements for Electricity Installation 2011

internal wiring inspection: Ministry of Energy Mineral Resources Number 10 year 2016 on revision of Regulation of Ministry of Energy Mineral Resources Number 05 years 2014 concerning Accreditation and Electricity Certification Procedures

**4.3.8 Who conducts the mandatory internal wiring inspection?**

- Licensed electrical engineer/company - same as the one doing the internal wiring installation
- Licensed electrical engineer/company - different from the one doing the internal wiring installation
- Utility
- State energy agency (or similar)
- Nobody
- Other (please specify)      Technical inspection agencies appointed by Government

Legal Basis (if applicable) Ministry of Energy Mineral Resources Number 10 year 2016 on revision of Regulation of Ministry of Energy Mineral Resources Number 05 years 2014 concerning Accreditation and Electricity Certification Procedures

**4.3.9 By law, who is primarily held liable in case of an incident (e.g. fire, equipment failure, workspace accident, etc.) related to faulty internal wiring?**

Please, check all that apply and *provide further details if applicable:*

- Entity that installed the internal wiring in the warehouse
- Entity that conducted inspection of the internal wiring in the warehouse
- Nobody is held liable
- Other (please specify)

Legal basis (if applicable)

1. Law No 30 years 2009 on Electricity
2. Government Regulation No 14 years 2012 on electricity supply business activity
3. Government Regulation No 62 years 2012 on electricity supporting business

4. Ministry of Energy Mineral Resources Number 10 year 2016 on revision of Regulation of Ministry of Energy Mineral Resources Number 05 years 2014 concerning Accreditation and Electricity Certification Procedures. Technical agency is the entity that is liable in cases of an accident, as long as there is not any change in the installation from installation stated in the certification and the certificate is still valid.

## 4.4 Data Update: Procedures

In responding to the questions below, please keep in mind the following definitions:

- **Time** is measured in **calendar days**, and the minimum time for each procedure is 1 day. Time estimates should reflect the duration of wait times when no bribes are paid.
- A **procedure** is an interaction of the customer or the customer's representative (e.g., electrician or hired electrical contractor or firm) with external parties, including the utility, government agencies, inspectors and notaries. **Procedures sometimes take place simultaneously; when this is the case, it will be indicated in the list of procedures below.**
- **Costs** are those for the **external connection works only** and exclude value added tax (VAT). Costs such as for the internal wiring of the warehouse (up to and including the panel or switchboard) are not recorded. In all cases costs exclude bribes.

For your convenience, last year's answers are included in the procedure list below. They represent a **unified response** based on the input of various contributors. Last year's answers may, therefore, not match the specific estimates that you and your colleagues provided. If you feel that a unified answer reported does not reflect the reality, kindly provide your own answer and indicate whether the change is due to a correction (because last year's information was erroneous) or a reform (because there has been a change in practice or by law since June 1, 2016).

### 4.4.1 Connections to electric network

Please indicate the number of new connection cases you were involved with last year (confidential)

	Number of new connections
Below 50 kVA:	202.028
Between 50 kVA and 100 kVA:	99
Between 100 kVA and 200 kVA:	136
Above 200 kVA:	76

4.4.2 Based on your experience and the same case study assumptions, what is **the fastest and slowest time (calendar days)** in practice to obtain a new electricity connection?

Fastest time: 6 days

Slowest time: 16 days

4.4.3 Please explain the reason for the difference between the **fastest and the slowest time** needed to obtain a new electricity connection. The fastest time is 6 days, it means new electricity connection does not need to construct such a new transformer and LV networks. Meanwhile, for the slowest time, since it needs external works expansion such as construct new transformer and LV networks.

### 4.4.4 List of procedures

Kindly review and update where needed the following list of procedures for obtaining a new electricity connection:

<b>Procedure 1:</b>	<b>Obtain inspection and compliance certificate for internal wiring installation</b>
<b>Simultaneity with previous procedure:</b>	Simultaneity (last year): No <b>Simultaneity update:</b> Simultaneous with previous procedure
<b>Time</b>	Time last year: 7 calendar days <b>Time update:</b> 3 days maximum (this is in accordance Regulation of Ministry of Energy Mineral Resources Number 05 year 2014)
<b>Cost</b>	Cost last year: IDR 2,572,500. Comments: KONSUIL's legal rate: IDR 17.5/VA (capacity assumed is 147 kVA according to PLN's tariff classes) <b>Cost update:</b> IDR 2.205.000 (IDR 15/VA, this is in accordance Regulation of Ministry of Energy Mineral Resources Number 08 year 2016 on revision of Regulation of Ministry of Energy Mineral Resources Number 33 years 2014) + stamp duty IDR 6.000.
<b>Agency</b>	Agency last year: KONSUIL/ PPILN/ JASERINDO <b>Agency update:</b> KONSUIL / PPILN / JASERINDO / SERKOLINAS
<b>Procedure details:</b>	<p>Details: The client needs to obtain a certificate that guarantees the proper operation of the internal installation from the Komite Nasional Keselamatan Untuk Instalasi Listrik (KONSUIL), Perkumpulan Perlindungan Instalasi Listrik Nasional (PPILN) or Jasa Sertifikasi Indonesia.</p> <p>KONSUIL, PPILN and JASERINDO act as independent bodies in charge of inspecting and verifying the conformity of the installation works vis-a-vis the norms in place. This is in accordance with articles 21 paragraph (7) and 22 paragraph (2) of the Government Regulation number 3 Year 2005, amending Government Regulation number 10 Year 1989 on the Supply and Electricity Connections.</p> <p>The following documents need to be submitted:</p> <ul style="list-style-type: none"> <li>• Installation drawings</li> <li>• List of materials used: brand, size / specs</li> </ul> <p>After Konsuil/PPILN/Jaserindo certify the installation, then Konsuil/PPILN/Jaserindo will produce an SLO. PLN recommends its client to apply once the installation has already been certified and there is an SLO.</p> <p><b>Your comments:</b> The client needs to obtain a certificate that guarantees the proper operation of the internal installation from the Komite Nasional Keselamatan Untuk Instalasi Listrik (KONSUIL), Perkumpulan Perlindungan Instalasi Listrik Nasional (PPILN), Jasa Sertifikasi Indonesia or Serkolinas. Documents needed for certification process (based on Regulation of Ministry of Energy Mineral Resources Number 10 year 2016 article 22) :</p> <ul style="list-style-type: none"> <li>- owner identify</li> <li>- installation location</li> <li>- installation type and capacity</li> <li>- installation drawing</li> <li>- list of materials used</li> </ul> <p>During 2016 until now, the Government (Directorate General of Electricity) still facilitating meetings between PLN, Konsuil, PPILN, Jaserindo and association of electrical contractors to perform a commitment that when an electricity installation done by a certified electrical contractor, so at the end, the installation should be checked and certified by either Konsuil, PPILN, Jaserindo or Serkolinas. After Konsuil/PPILN/Jaserindo certify the installation, then Konsuil/PPILN/Jaserindo will produce SLO. PLN can check on-line the registration number of the SLO thru a web-site provided by Directorate General Of Electricity. So, we can say that the work to certify an installation is an automatic process after a certified electrical contractor construct the electrical installation completely.</p>
If you made changes to last year's information, are they due to? Reform	
Please explain the changes and provide the legal basis where applicable: The legal basis has been issued by Directorate General of Electricity. The changing is: before, the SLO is provided after PLN ask the customer whether the installation is already certified or not by KONSUIL/PPILN/Jaserindo. Now: the SLO will be produced by KONSUIL/PPILN/Jaserindo soon after the installation done by the electric contractor and checked by KONSUIL/PPILN/Jaserindo. Certification rate reduced from IDR 17,5/VA to IDR 15/VA.	

<b>Procedure 2:</b>	<b>Submit connection application to PLN and await approval and estimate</b>
<b>Simultaneity with previous procedure:</b>	Simultaneity (last year): No
	<b>Simultaneity update:</b> Not simultaneous with previous procedure
<b>Time</b>	Time last year: 9 calendar days
	<b>Time update:</b> 1 day
<b>Cost</b>	Cost last year: IDR 152,017,987.99. Comments: Connection fee: IDR 960/VA (capacity assumed is 147 kVA according to PLN's tariff classes) + Stamp Duty: IDR 6000 + Interest lost on security deposit (IDR 165/VA)
	Since May 31rd, 2013 PLN Board Directors' issued an Official memo (PLN board of Director decree no.424.K/DIR/2013) to All PLN branches enforcing again the security deposit
	<b>Cost update:</b> IDR 138.186.000 (connection fee IDR 775/VA + security deposit IDR 165/VA + stamp duty IDR 6.000)
<b>Agency</b>	Agency last year: PT Perusahaan Listrik Negara (PLN)
	<b>Agency update:</b> PT Perusahaan Listrik Negara (PLN)
<b>Procedure details:</b>	Details: The client can apply for a new connection through PLN's web-site www.pln.co.id - or through its call center.
	The client needs to input the following information with the application: - Identity Card number - Capacity of electricity connection - Address of warehouse - SLO number: PLN recommends its customers to apply once they have already obtained a certificate from KONSUIL/PPILN/Jaserindo
	As part of the application process, PLN may carry-out an external site inspection in Jakarta. This is the case for most locations in West Jakarta like the Tegal Alur area where PLN has to ensure that the existing network can take an additional load and if a new transformer needs to be installed.
	Upon his application, the client receives a registration number. The registration number is a code with which the client can pay the connection fee and the security deposit charge. The payment can be done through most local banks and their delivery channels (e.g. ATM, e-banking). As the payment is then processed, one of the vendors of PLN will be informed that the external works can commence.
	<b>Your comments:</b> External inspection is no longer needed in Jakarta and Surabaya, as data on the needs of the transformer, cable length to connect can be informed by the GIS. Measured from the customer's location coordinates.
If you made changes to last year's information, are they due to? Reform	
Please explain the changes and provide the legal basis where applicable: The legal basis is PLN Decree No. 0011.P/DIR/2017 dated March, 14 2017. Regarding the Time, the client will get an approval from PLN at the same day when the client apply the new connection. If the client apply using Contact Center PLN 123, so the Customer Service Operator (CSO) of Contact Center will collect the client's data and give a registration number. If the client apply using the web-site application, the system will produce a registration number automatically after the client fulfill the client's data. The registration number is a code that the client can pay the security deposit charge. The client can pay the costs using Bank's delivery channels, such as ATM or e-banking, and other on-line bank's payment point. Regarding the Procedure, the clients does not need to submit a copy of ID Card during application process, since the client can apply a new connection using Contact Center 123 or using an application at PLN's website www.pln.co.id. The client just inform the ID number. Regarding the lay-out of the location, the client can tag the exact location at the map provided in the web-site of PLN. If the client apply using the Contact Center 123, so the client just supply the address, or if available, the client can supply the coordinates of the location. Regarding the SLO, PLN recommends the client to apply the new connection after the installation already certified by KONSUIL/PPILN/Jaserindo. So, PLN expect the client also show or fill in the SLO number. The other alternative is customer can apply new connection by using One Stop Service system via PLN's application (to obtain SLO and new connection).	

Regarding the costs, PLN provides options that the client can pay connection charge in advance or by instalment later after the client get electricity. The legal basis is PLN Decree No.011.P/DIR/2017 dated March 14, 2017. Therefore, now the client may pay only Rp.26,466,000 in advance to get a new connection, instead of Rp.154,590,487 before.

<b>Procedure 3:</b>		<b>Receive external inspection by PLN</b>
<b>Simultaneity with previous procedure:</b>	Simultaneity (last year): Yes	
	<b>Simultaneity update:</b> Not simultaneous with previous procedure	
<b>Time</b>	Time last year: 1 calendar day	
	<b>Time update:</b> 0	
<b>Cost</b>	Cost last year: IDR 0. Comments:	
	<b>Cost update:</b> IDR 0	
<b>Agency</b>	Agency last year: PT Perusahaan Listrik Negara (PLN)	
	<b>Agency update:</b> PT Perusahaan Listrik Negara (PLN)	
<b>Procedure details:</b>	Details: An inspection of the site is needed to carry out a technical study of the connection works.	
	<b>Your comments:</b> The inspection of the site is no more needed since PLN has already have application so that the officer can determine the material requirements for the connection.	
If you made changes to last year's information, are they due to? Reform		
Please explain the changes and provide the legal basis where applicable: The legal basis: PLN Decree No. 0011.P/DIR/2017 Tentang: Pedoman Pelayan Penyambungan Baru Konsumen Bisnis dan Industri Daya 100 - 200 kVA Tegangan Rendah Dengan Daya 100 s.d 200 kVA. In this regulation, the inspection of the site is no more needed, since the Distribution Unit has a network mapping application so that the officer can determine the location of the new customer and the length of the new customer to the near distribution transformer substations. Using this information, the officer can determine the amount of materials needed to connect the new customer.		
<b>Procedure 4:</b>		<b>Obtain external works from PLN's contractor</b>
<b>Simultaneity with previous procedure:</b>	Simultaneity (last year): No	
	<b>Simultaneity update:</b> Not simultaneous with previous procedure	
<b>Time</b>	Time last year: 40 calendar days	
	<b>Time update:</b> 20 days	
<b>Cost</b>	Cost last year: IDR 0. Comments:	
	<b>Cost update:</b> IDR 0	
<b>Agency</b>	Agency last year: PT Perusahaan Listrik Negara (PLN)'s contractor	
	<b>Agency update:</b> PT Perusahaan Listrik Negara (PLN)' contractor	
<b>Procedure details:</b>	Details: The external works consist of expanding the distribution network by installing an overhead transformer and connecting the warehouse to the network. PLN will typically contract-out the external works to approved vendors, but it provides the main materials needed (e.g. transformer, cables).	
	<b>Your comments:</b> This procedure is now combined with procedur #5	
If you made changes to last year's information, are they due to? Reform		
Please explain the changes and provide the legal basis where applicable: Legal basis: Edaran Direksi No. 001.E/DIR/2016. One of the most obstacle in connecting new customer is the readiness of the material and the readiness of the contractor. Therefore, to accelerate external works from PLN's contractor, PLN ensures the readiness of the materials in PLN's warehouse an the readiness of the contractor. If there will be a potential obstacle occure in providing materials for connection, PLN's CEO gives an authority to the General Manager to buy materials needed to complete the new connection. To overcome the readiness of the contractor, PLN is implementing a longterm construction contract. Regarding combining procedures # 4 and # 5, PLN Decree No. 0011.P/DIR/2017 has changed the procedure, so that the procedure # 4 and # 5 performed serially by the same people and the same time. Thus the interaction between the customers PLN personnel only happens once.		

<b>Procedure 5:</b>	<b>Obtain final connection from PLN</b>
<b>Simultaneity with previous procedure:</b>	Simultaneity (last year): No <b>Simultaneity update:</b> Simultaneous with previous procedure
<b>Time</b>	Time last year: 3 calendar days <b>Time update:</b> 0
<b>Cost</b>	Cost last year: IDR 0. Comments: <b>Cost update:</b> IDR 0
<b>Agency</b>	Agency last year: PT Perusahaan Listrik Negara (PLN) <b>Agency update:</b> PT Perusahaan Listrik Negara (PLN)
<b>Procedure details:</b>	Details: Once the works are finished, the PLN officer who monitored the external works informs PLN's inspection body. The inspection body then comes to check the technical readiness of the installation until the connection (meter) point, after which the electricity can be turned on. The client needs to be present when the installation gets energized. <b>Your comments:</b> This procedure is included in procedur #4
If you made changes to last year's information, are they due to? Reform	
Please explain the changes and provide the legal basis where applicable: The legal basis: PLN Decree 0011.P/DIR/2017.  PLN Decree No. 0011.P/DIR/2017 has changed the procedure, so the procedure # 4 and # 5 performed serially by the same people and the same time. Thus the interaction between the customers PLN personnel only happens once.	

#### **Additional procedures**

If you would like to add one or more procedures, please fill out the box below.

<b>Name of the additional procedure:</b>	None
<b>Time:</b>	
<b>Cost:</b>	
<b>Agency:</b>	
<b>Procedure details:</b>	
If you made changes to last year's information, is it due to? Reform Please explain the changes and provide the legal basis where applicable: Please indicate which procedure this new procedure follows in the sequence:	

#### **4.4.5 Online procedures: can any procedure to obtain a new electricity connection be completed online?**

If possible, please provide an explanation, the date on which this came into effect, and a link to the website used to file the procedures electronically. Yes possible.

To obtain a new electricity connection, the client can apply a new connection using online application, i.e www.pln.co.id.

The client can pay the cost for a new connection using online payment of banks.

The client can check or monitor the progress of his application using online application at www.pln.co.id.

This application already available since August 2011 and improved in 2015 by providing geo-tagging.

## 4.5 Further Details on the Security Deposit and Excavation Permit

### 4.5.1 Security deposit

Kindly review and update where needed the following details on the security deposit charged for the case study connection (subscribed capacity, 140 kVA; monthly consumption, **26.880** kWh):

	Last year's information	Updated information (if applicable)
1) What is the amount of the security deposit?	IDR 24255000 -- It is calculated as LCU 165 * 147 000	IDR 24.255.000 -- It is calculated as LCU IDR 165 * 147.000
2) After how many years is the security deposit returned (for a 5-year contract)?	5	after the customer quit
3) At what interest does the utility give back the security deposit (percentage)?	0.00%	0%
4) Can the client settle the security deposit with a bank guarantee?	no	no

### 4.5.2 Excavation permit or right-of-way clearance for road crossing in the public domain

	Last year's information	Updated information (if applicable)
1) Is an authorization needed for a road crossing (by excavation, overhead lines or other works involved in obtaining an electricity connection) in the public domain?	Right of way	Right of way
2) Who obtains the permit?	Utility	Utility
3) Where is the permit obtained?	Local authority	Local Authority
4) How long does it take to obtain the permit (in calendar days)?		3 days, simultaneously with other works
5) How much does the permit cost? (Please indicate the currency)		IDR 10.000/meters