

FAQ

1. Burden of security deposit

Reduce the burden of the security deposit by considering a reduction in value (currently at two months' worth of consumption), returning the security deposit after 1-2 years following good standing, and allowing payment by bank guarantee to firms.

Security deposit can be made by four types including cash, state or state enterprise bond, bank guarantee, domestic financial institution or security company guarantee applicable to all categories of customer.

The security deposit is typically collected at two times of monthly electricity bill. Nevertheless, MEA has considered alleviating the financial burden of customers with good credit record by allowing customers to payless security deposit than two months' worth of electricity consumption. Specifically, it ranges from 1 to 1.5 times whichever is applicable as stipulated in MEA Order No.64/2555 B.E. (2012). This order has come into effect since 1 November 2012. Moreover, such an MEA's order also describes the way of paying back interest to customers placing security deposit with cash through reduction in electricity bill one time a year. The interest paid back to customers is calculated using yearly average saving interest rate of Krung Thai Bank, a leading state enterprise bank of Thailand.

2. Authorize contractors

Transferring the responsibility for safety compliance of the building's internal wiring to suitably trained and certified private electrical contractors.

MEA has so far had 209 authorized contractors. If internal wiring is installed by those authorized ones, the internal inspection is not needed. Certainly, MEA has also planned to increase the number of authorized contractors in the future.

3. Panalties

Introduce effective enforcement mechanisms for time limits by introducing penalties for MEA and ERC for cases of non-compliance, and including them as part of MEA staff KPIs.

MEA has publicly announced the service standard together with compensation in case of the services non-compliance with MEA's Announcement No.14/2559 B.E. (2016). The terms and conditions specified in such an announcement has been regulated and approved by the Energy Regulatory Commission (ERC). Moreover, MEA performances are also evaluated yearly by State Enterprise Policy Office (SEPO) through different KPIs. Such KPIs are reviewed every year to make sure that the topics measured and evaluation criteria are suitable to the dynamically current circumstances.