

**Getting Electricity** – [www.doingbusiness.org](http://www.doingbusiness.org)

Dear Contributor,

We would like to thank you for your cooperation with the Doing Business project. As an expert in the field of electricity distribution, you have been selected as a contributor to the Getting Electricity indicator.

The Getting Electricity indicator measures the procedures, time and cost required for a business to obtain a permanent electricity connection for a newly constructed warehouse in the main business city. The data collected for the indicator is compared across 183 economies to reveal good practices and bottlenecks in the process to inform those trying to improve connection processes.

Last year Moldova, for instance, simplified the process of obtaining an electricity connection by eliminating redundant inspections. Before the change, both the utility and the State Energy Inspectorate inspected the electrical installations, effectively doing the same job twice. Now only the State Energy Inspectorate inspects the installations.

Governments around the world are using the *Doing Business* data as an input for policy debate about regulatory reform. This is only possible thanks to the generous contribution of over 8,000 experts like you, in 183 economies. We count that *Doing Business* has informed over 300 reforms around the world since 2004. The last edition of the report, *Doing Business 2011: Making a Difference for Entrepreneurs* was launched on November 4, 2010 and generated a record number of 2,744 media citations within one month of publication.

For *Doing Business 2012*, we are honored to be able to count on your expertise:

- Before completing the survey, please review the assumptions of the case study. We ask that you update last year's information, included in the survey.
- Please tell us about any reform that has taken place since June 2010 and that could affect the process of obtaining an electricity connection.
- Last, we would greatly appreciate if you could take the time to respond to a few research questions that will help us better understand the regulatory aspects surrounding electricity connections in your country.

We would appreciate if you could return the completed survey by March 1, 2011 to [sszymanski@worldbank.org](mailto:sszymanski@worldbank.org). Please make sure to complete your name and address, so we can mail you a complimentary copy of the report.

We thank you again for your invaluable contribution to the World Bank's work.

Susanne Szymanski  
Phone: +1 (202) 458-5594  
E-mail: [sszymanski@worldbank.org](mailto:sszymanski@worldbank.org)

Phone: +1 (202)  
E-mail:

### Primary Contributor Information

Unless otherwise stated below, all information will be published. Please check boxes next to information you do not want us to publish. We do not publish mobile phone numbers.

Click here if you want us to update your contact information based on new information you are providing below.

Do not publish	Name		
	Title (Mr., Ms., Mrs., etc.)	[ ]	[ ]
<input type="checkbox"/>	First Name	[ ]	[ ]
	Last Name	[ ]	[ ]
<b>Not published</b>	Position (e.g. manager, associate, partner)	[ ]	[ ]
<b>Not published</b>	Profession (e.g. judge, lawyer, architect)	[ ]	[ ]

Do not publish	Contact details		
<input type="checkbox"/>	Firm name	[ ]	[ ]
<input type="checkbox"/>	E-Mail address	[ ]	[ ]
<input type="checkbox"/>	Phone	[ ]	[ ]
<input type="checkbox"/>	Fax	[ ]	[ ]
<input type="checkbox"/>	Website	[ ]	[ ]
<b>Not Published</b>	Mobile phone	[ ]	[ ]

<input type="checkbox"/> Do not publish	Firm Address		
	Street	[ ]	P.O. Box [ ]
	City	[ ]	State/Province [ ]
	Zip/Postal code	[ ]	Country [ ]

### Additional Contributors' Information

Name	Occupation	Email	Phone	Address, if different than above
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]

## Case study assumptions

The *Getting Electricity* indicator records all procedures that are required for a business to obtain a permanent electricity connection and supply for a standardized warehouse. These procedures include applications and contracts with electricity utilities, all necessary clearances from other agencies and the external and final connection works conducted between the utility's network and the warehouse entry.

<p><b>The warehouse:</b></p>	<ul style="list-style-type: none"> <li>• Is owned by a local entrepreneur.</li> <li>• Is located in .</li> <li>• Is located within the official limits of the city where other, similar warehouses are typically located (non-residential area).</li> <li>• Is <b>not</b> located in a special economic or investment zone, i.e. the electricity connection is not subject to subsidization or a faster service under a special investment promotion regime.</li> <li>• If several options are available in terms of location, we assume that our warehouse chooses the location where electricity is most easily available.</li> <li>• Has road access. <b>Works involve crossing of a 10-meter road</b> (excavation, overhead lines, etc.), <b>but they are all carried out in a public land</b>, i.e. there is no crossing into other people's private property.</li> <li>• There are no physical constraints in the area where the property is located. For e.g. the warehouse is not near a railway.</li> <li>• Is used for storage of refrigerated goods.</li> <li>• Is a new construction (i.e., there was no previous construction on the piece of land where it is located). It is being connected to electricity for the first time.</li> <li>• Has 2 stories, both above ground, with a total surface of approximately 1,300.6 m<sup>2</sup> (14,000 ft<sup>2</sup>). The plot of land on which it is built is 929 m<sup>2</sup> (10,000 ft<sup>2</sup>).</li> </ul>
<p><b>The power connection:</b></p>	<ul style="list-style-type: none"> <li>• Is a permanent connection.</li> <li>• 3-phase, 4-wire Y, <b>140 kVA</b> (subscribed capacity) (Note: For example, for countries where the voltage is 120/208 V, this means the current would be around 400 Ampere. For a voltage of 230/400 V, the current would be almost 200 Ampere).</li> <li>• The <b>length of connection is 150 meters long</b>. We assume connection to either the <b>Low-Voltage or Medium-Voltage</b> distribution network and either <b>overhead or underground connection, whatever is more common in the country, and the area in question</b>. Please <b>see a flowchart on the following page</b> for detailed explanation of the possible types of connection.</li> <li>• The <b>length of any connection (or part thereof) in the customer's private domain is negligible</b> (e.g. between customer's LV switchboard and meter).</li> <li>• Connection involves installation of only one electricity meter.</li> <li>• The <b>monthly electricity consumption is 0.07GWh</b> (Gigawatt-hour).</li> <li>• The <b>internal wiring is already done</b> until, and including, the customer's service panel/ switchboard and the meter base (in the cases where the meter is connected to the LV side and is located inside or right outside the customer's warehouse).</li> </ul>

**Data update**

**1. Background information**

For your convenience, last year’s answers are included in this survey. They represent a **unified answer**, based on the answers we received from various contributors.

Please update the data in this section and in the following sections, taking into account the assumptions of the case study. Please describe in detail any change to the data and indicate since when the change took effect. We ask you to specify if the data were erroneous (“**correction**”), or if the change resulted from a modification in practice or by law which occurred after June 1, 2010 (“**reform**”).

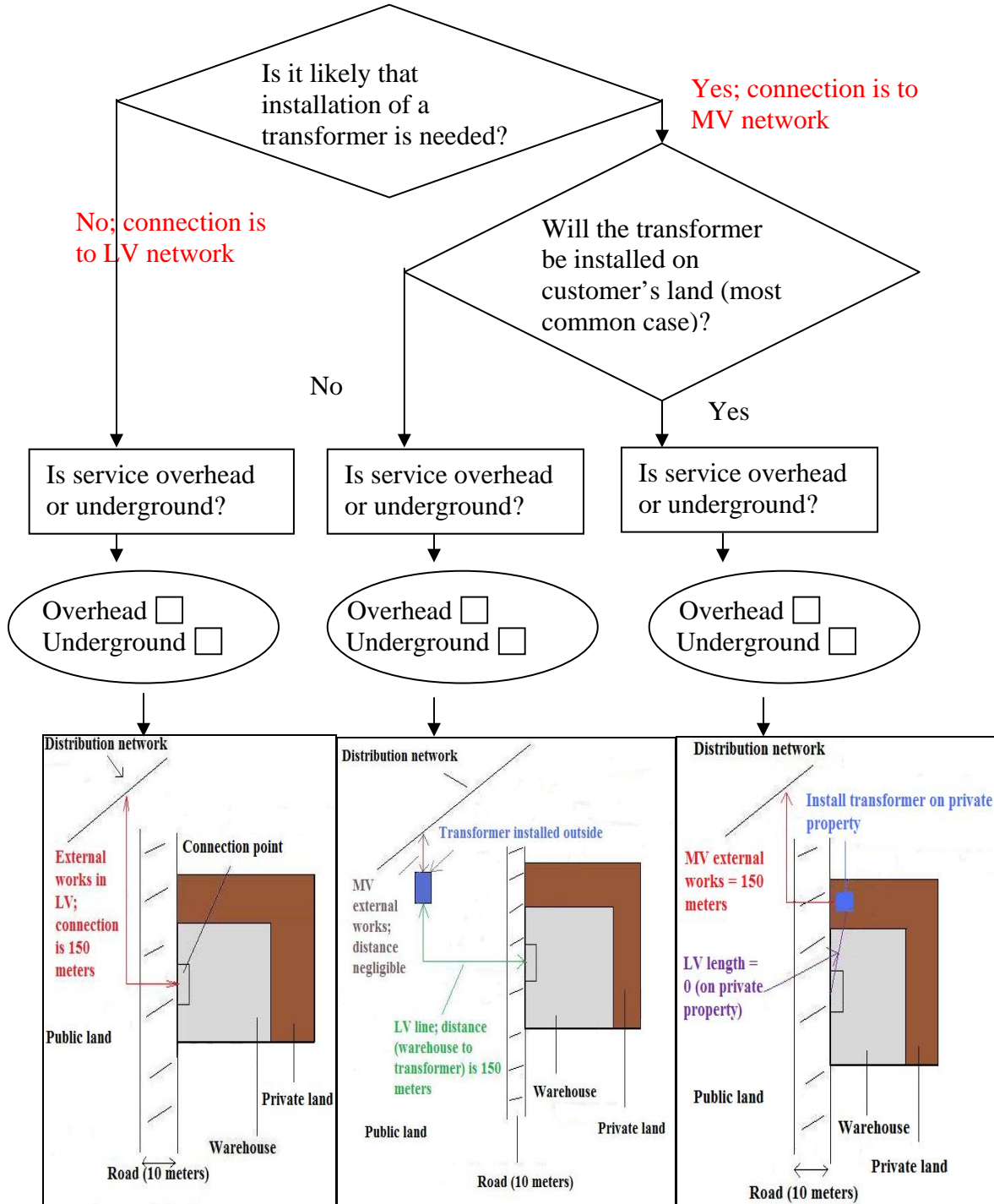
	<b>Current information</b>	<b>If the information is incorrect or has changed, please provide us with updated information and if applicable, date of the change:</b>
Most likely location of the warehouse in		[       ]
Distribution utility that serves the majority of customers in		[       ]

**2. Type of connection works:**

The answers to the questions in this survey depend on the type of works that are most likely to be carried out to connect the warehouse to electricity in the area of indicated in the table above. Different possibilities exist: a connection may be done via the Low-Voltage (LV) distribution network or the Medium-Voltage (MV) network. The connection might also be done by means of overhead connection lines or underground cables.

Please confirm or update last year’s response according to the decision tree below. The 3 illustrations below the decision tree depict the various possible options for connection. If you feel two options are equally likely, please indicate both cases. Please base your answers to the survey on the selection you make.

**According to last year's data, the most likely type of works is . Please confirm or update by ticking the correct choice (in the circles) below. Please note additional comments here.**  
 [      ]



### 3. Procedure list

#### Definitions:

- **Time** is measured in **calendar days** and the minimum time for each procedure is 1 day. Time estimates should reflect wait times when no bribes are paid.
- A **procedure** is an interaction of the client or their representatives (e.g. electrician, hired electrical contractor/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 procedure list.***
- **Costs** are those for the **external connection works only** and exclude VAT. Costs such as for the internal wiring of the warehouse (until and including the panel/switchboard) are not recorded. In all cases the cost excludes bribes.

Kindly revise the following procedure list for obtaining an electricity connection:

**4. Further details on the security deposit and excavation permit**

	Current information	If the information is incorrect or has changed, please provide us with updated information and if applicable, date of the change:
The security deposit charged for this connection ( <i>subscribed capacity: 140 kVA; monthly consumption: 0.07 GWh</i> )	1) Is equal to  Is this correct? Yes <input type="checkbox"/> No <input type="checkbox"/>	1) Is equal to [ ]. 2) Is returned [ ]. 3) Is returned with an interest of [ ]. 4) Can be settled with: cash/check, bond, bank guarantee (pick applicable option(s)). [ ]
Excavation permit or right of way clearance for road crossing in public domain (if needed specifically for obtaining an electricity connection)	1)  Is this correct? Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Fill out with the information that has changed:</b> 1) An excavation permit or right of way is required.[ ] 2) The permit is obtained by [ ]. 3) The permit is obtained from (please provide agency name) [ ]. 4) The permit is obtained in [ ] calendar days. 5) The permit costs [ ].

**5. Overall:**

Last year's data suggests that the total time and cost for obtaining an electricity connection are, respectively, calendar days and . Do you feel that this estimate is accurate? If not, please explain. [ ]

**6. Additional procedures:**

Please specify any new or existing procedures that have not been included in the above list. For these additional procedures, please also give details on the time, cost, and agency.

<b>Procedure</b>	[ ]
<b>Time</b>	[ ]
<b>Cost</b>	[ ]
<b>Agency</b>	[ ]
<b>Details</b>	[ ]

Is this additional procedure a correction  or a reform ?

Since when has this procedure been in place? Please cite the legal basis and, wherever possible, provide us with a copy of the legal text. [       ]

Please indicate the place of this new procedure within the sequence of the procedure list (e.g., between procedures 2 and 3) or describe when it takes place. [       ]

Can this procedure take place simultaneously with another procedure? If so, which one(s)?  
[       ]

**Reform update**

<p><b>1. Has there been any reform (in practice or in the laws and regulations) related to the process, time and/or cost for obtaining an electricity connection (as described above) since June 1, 2010?</b></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please describe by providing details on the reform(s), including the date of the reform's passage and implementation and the specific procedures affected. [       ]</p>
<p><b>2. Last year, Doing Business recorded the following "future reform." Has this reform been implemented since June 1, 2010?</b></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Comment: [       ]</p>
<p><b>3. Are you aware of any reform (in practice or in the laws and regulations) related to obtaining an electricity connection that is expected to be adopted prior to June 1, 2011?</b></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please describe. [       ]</p>
<p><b>4. Are you aware of any reform (in practice or in the laws and regulations) related to obtaining an electricity connection that is ongoing and is expected to be adopted in the longer term?</b></p>
<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please describe: 1) the expected date of the reform, 2) the goal of the reform, and 3) its major characteristics (solutions it provides to achieve the goal). [       ]</p>

## Additional information

The following questions are part of the research Doing Business conducts.

### I. Connection charges

- 1) Does any of these 2 agencies, or regulator, make publicly available a document that specifies the structure of charges for new electricity connections?

No

Yes  and the fee schedule is available:

- a. In the law/ regulation
- b. On a website
- c. In hardcopy on a "board" in the entry hall
- d. In hardcopy in an office upon request from agency's employee
- e. Other

Please indicate the name of the agency ( or regulator) that makes the information publicly available and provide a link to the document or send it as an attachment. [            ]

- 2) There are instances where the costs charged by utilities for new connections are based on formulas, like (requested load) multiplied by (a regulated fee). An example of this could be: for a capacity between 100 kVA and 160 kVA, fees are €5,000 for the first 25 meters + €60 per each additional meter.

In other instances, costs charged by utilities are presented to the customer as a quote (based on expenses for connection works, such as material and labor).

2. a. When costs are based on a formula (if ever), what is the maximum capacity up to which the costs charged by would still be based on a formula? [            ]

2.a.i. Please provide the formula. [            ]

2. b. For the cases when a **quote** is provided does give a detailed break-down of the quote into labor, different types of material and other costs? No  Yes

Comment [            ]

- 3) When a customer does not agree with the quote, can they officially dispute it in front of or the regulator?

No

Yes  please describe the process; for example the customer has to write an official letter to the utility or the regulator. [            ]

- 4) Does the regulator request from records of quotes offered to customers for new connections?

No  Yes

4. a. If yes, please indicate how often the regulator requests the records [            ];

4. b. If yes, are the records reviewed to determine if reasonable prices were charged?

No  Yes

Comment [            ]

**II. Asset ownership:**

**The following questions refer to** cases when a dedicated distribution transformer and other ancillary equipment are installed for a particular customer and **paid for by the customer:**

*Please answer the following questions even if the most likely case of connection works you indicated above do not involve the installation of a distribution transformer.*

- 1) Once installed does the distribution transformer and other equipment remain **property of the customer?**

No, the client has to cease the ownership of the transformer to

Yes

Not applicable

If you answered "No" or "Not applicable" please explain. [       ]

- 2) If there is an option to transfer ownership of the transformer to , what do most customers choose?

The customer does not have the choice to transfer ownership

The customer can transfer ownership and does transfer it

The customer can transfer ownership, but does **not** transfer it

Please explain why this option is more common. [       ]

2. a. If there is an option to transfer ownership of the transformer to does reimburse the customer?

Yes  Please explain the reimbursement methodology. [       ]

No  Please explain why the customer is not reimbursed. [       ]

- 3) Does the customer have to sign a contract that specifies ownership of equipment (i.e. the equipment that belongs to the utility and the one that belongs to the customer)?

No

Yes  How long on average does it take to get the contract finalized? [       ]

3. a. Can this procedure be completed simultaneously with one (or more) of the procedures listed above? Please explain. [       ]

## Referrals

### 1. Dealing with electricity connections

If you are an electrician/ electrical contractor, please indicate the number of new connection cases you worked on last year. [       ]

If possible, please also give a breakdown of that number of cases by requested load:

Below 50 kVA	Between 50 kVA and 100 kVA	Between 100 kVA and 200 kVA	Above 200 kVA
[       ]	[       ]	[       ]	[       ]

### 2. Please also help us expand our list of contributors by referring us to other experts in the private and public sectors who can answer the Getting Electricity survey.

	First name	Last name	Firm	Position	Phone	E-mail
Electricians/ Electrical contractors	[       ]	[       ]	[       ]	[       ]	[       ]	[       ]
Architects/ Engineers	[       ]	[       ]	[       ]	[       ]	[       ]	[       ]
Regulators	[       ]	[       ]	[       ]	[       ]	[       ]	[       ]
Construction companies	[       ]	[       ]	[       ]	[       ]	[       ]	[       ]

### Thank you very much for completing the survey!

We sincerely appreciate your contribution to the Doing Business project.  
The results will appear in *Doing Business 2012* and on our website: <http://www.doingbusiness.org>.  
Your work will be gratefully acknowledged in both.