

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

LIBERIA ELECTRICITY REGULATORY COMMISSION (LERC)

December 6, 2024

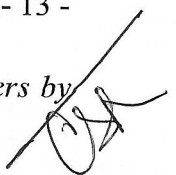
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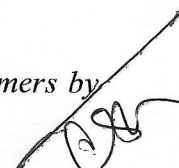
We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs



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LIST OF ACRONYMS

| | |
|------|--|
| BoC | Board of Commissioners |
| ELL | Electricity Law of Liberia, 2015 |
| GOL | Government of Liberia |
| LERC | Liberia Electricity Regulatory Commission |
| PMCS | Performance Management & Compliance System |
| SDC | Service Delivery Charter |



FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the *Liberia Electricity Regulatory Commission (LERC)* for the forthcoming three years 2025-2028. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and we are committed to ensuring effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The LERC also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining its commitments to you, the LERC is seeking to match its quality of service to user and end-user's needs. The LERC, therefore looks forward to continuous support from the public as it embarks on implementing this Service Charter.



Claude J. Katta
CHAIRMAN



ACKNOWLEDGEMENT

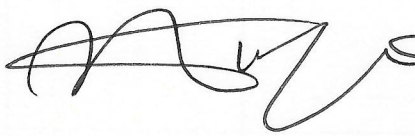
A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), this requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

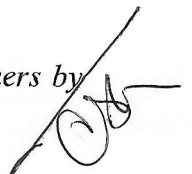
The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level, and LERC's PMCS Focal Person, Mamuna M. Kamara Waydon, at the institutional level.

Our appreciation also goes to the Directors and Managers of LERC for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the LERC in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.


Augustus V. Goanue
MANAGING DIRECTOR





1 INTRODUCTION

1.1 Background

The Liberia Electricity Regulatory Commission is an independent regulator of the electricity sector consistent with the 2015 Electricity Law of Liberia, for the Government of Liberia (GOL), responsible for managing the regulatory process for promoting investments in generation, transmission, distribution and sales of electricity. LERC oversees reform and regulates planning, licensing, economic and technical regulations. It also runs the transformation and development drives of the electricity sector to attract investment, improve availability, and adequacy as well as quicken the pace of access to electricity in a liberalized market.

This Service Delivery Charter (SDC) for the LERC therefore, constitutes a social contract, commitment and agreement between the LERC and electricity end user through the Utilities it regulates as well as the consumers of electricity. It sets out our services and responsibilities to continuously improve performance and quality of services to utilities and electricity end users. It enhances and fast tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us and forms the basis of engagement between LERC and electricity end users.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what LERC is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the LERC's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the LERC to:

- Define the services offered by us to electricity service providers and end users.
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

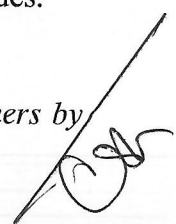
1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and enhance the relationship between the s and electricity service providers and end-users. This Charter is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.

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3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by public feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the LERC by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and stakeholders' engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfil these objectives, ensuring that the LERC operates with transparency, reliability, and a focus on customer-centered service.

1.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the LERC, encompassing both central and regional levels where applicable. It is intended to guide all personnel in delivering consistent, high-quality public services to participants within the electricity supply industry of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. All Service Locations:

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the LERC.

2. All Service Personnel:

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. All Public Services Provided by the Institution:

- Each service offered by the LERC falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

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4. Interactions with All Service Users:

- The Charter governs the institution's interactions with all clients, including customers, businesses, and organizations that seek or utilize services from the LERC.

This Charter establishes a unified approach to service delivery across all levels and locations of the LERC, ensuring that every electricity provider and end-user receives the same high standard of service, regardless of location or point of contact.

2 WHO WE ARE

The LERC is a key institution within the Government of Liberia, dedicated to providing essential services to the public. Our mandate is to ensure the implementation of the 2015 Electricity Law of Liberia and associated regulations by managing the regulatory process for promoting private sector investment in the electricity sector.

2.1 Vision

The vision of LERC is to **harness the best talents in the pursuit of an excellent regulator, driven by transparency, accountability and good governance.** This vision reflects our commitment to long-term improvements in public service and to promoting an inclusive, responsive government.

2.2 Mission

The mission of LERC is to maintain a conducive regulatory environment, attractive to private sector investment, to accelerate universal access to affordable, reliable, and safe electricity services for consumers in a competitive market, ensuring adequate supply of electricity for sustained economic growth and enhanced quality of life. Through this mission, we aim to address public needs with professionalism and dedication.

2.3 Values

Our core values are:

- ❖ **Consistency:** We are committed to ensuring uniformity, predictability, and coherence.
- ❖ **Accountability:** We commit to performing our duties in a manner that shows readiness to take full responsibility for our actions and decisions.
- ❖ **Proportionality:** We will embrace the principles of fairness and consistency in our regulatory and enforcement decisions.
- ❖ **Innovation:** We commit to embrace positive change and enhance creativity and innovation.

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- ❖ **Transparency:** We are committed to operating fairly and openly without prejudice and equally accommodate the interest of all stakeholders.
- ❖ **Excellence:** We commit to pursue effectiveness and efficiency in the execution of our mandates to the fullest satisfaction of our stakeholders.

3 OUR CUSTOMERS

The LERC is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

1. Electricity Providers/Utilities

- All Electricity operators involve with generation, transmission, distribution and sales of electricity, both publicly and privately owned operating in Liberia or having desire to operate in Liberia who seek services provided by the LERC.

2. Electricity End Users

- Individuals who may require access to certain public services offered, including complaints on Utilities regulated by the LERC.

4 OUR COMMITMENT TO YOU

The LERC provides /high-quality, efficient, and transparent services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

4.1 Service Guarantee

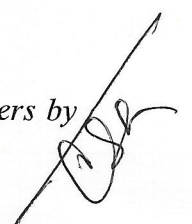
Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.
- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

4.2 Service Standards

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The LERC upholds specific standards of service excellence to ensure that our commitments are met consistently. These standards include:

- **Timely Responses:**
 - Respond to emails and written inquiries within one to five business days.
 - Acknowledge receipt of complaints within 1 to 48 hours and provide updates throughout the resolution process.
- **Professional Conduct:**
 - Treat every customer with respect, fairness, and dignity.
 - Offer clear, accurate information, avoiding technical jargon to ensure understanding.
 - Adhere to best practices in customer service, including follow-ups to confirm satisfaction.
- **Accessibility and Inclusivity:**
 - Make services available to all service providers and users of electricity, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels (e.g., online, in person, by phone) to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services over time.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The LERC values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism are designed to ensure that every stakeholder has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

5.1 Providing Feedback

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We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

- **In-Person:** Visit our customer (service) relations desk at LERC office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.lerc.gov.lr to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at agbole@lerc.gov.lr and we will acknowledge receipt within 1 to 48 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all our service location to submit anonymous feedback.

5.2 Submitting a Complaint

If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

5.2.1 How to File a Complaint:

- **By Phone:** Call us at +231776004350/+231881135610 to speak directly with a representative who will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to **Managing Director, LERC**.
- **Complaint Form:** Access and fill out our online complaint form on our website at www.lerc.gov.lr

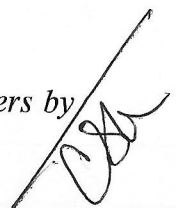
5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 1 to 48 hours.
2. **Investigation:** Your complaint will be assigned to the relevant department for investigation. We will contact you if additional information is needed.
3. **Resolution:** We aim to resolve complaints within 21 days. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

5.3 Escalation Process

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If you are not satisfied with the initial resolution, you may request an escalation to the Board of Commissioners (BoC) of the LERC. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for all to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and provide the best possible service to the public.

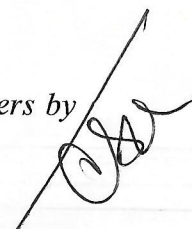
6 WHERE WE ARE LOCATED

The LERC is committed to providing accessible services to all with multiple locations to serve the public effectively. Below are the main location, contact information, and operating hours where our services can be accessed.

| CENTRAL DEPARTMENTS | PHYSICAL LOCATION | CONTACT PHONE | CONTACT EMAIL | PHONE NUMBER FOR EMERGENCY CALL |
|--|---|--|--|---------------------------------|
| <ul style="list-style-type: none"> • Legal, Licensing & Public Affairs • Economic Regulations • Technical Regulations | D-1436 Tubman Boulevard, Adjacent NASSCORP, 24 th Street Sinkor, Monrovia, Liberia | +231777004350 +231881135610 | info@lerc.gov.lr | N/A |
| KEY CONTACT ADDRESSES AT REGIONAL LEVEL | | | | |
| LERC Field Office | Ganta City Nimba County | (Regional offices hiring is underway.) | staff is | |
| LERC Field Office | Harper City Maryland County | We will update this portion later. | | |

7 OVERVIEW OF OUR SERVICES

The LERC provides a range of services to meet the needs of Utilities and Electricity end users. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information.

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7.1 List of Services, Eligibility Conditions, and Timelines by Departments

7.1.1 Department:

1. Legal, Licensing & Public Affairs

| CODE | Services provided to the Utilities | Eligibility and Conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------|------------------------------------|---|-----------------|--------------------|------------------------------|-----------------------------------|--|-----------------------------------|-------------------|
| LERC-0001 | Grant permit to Micro Utilities | <ul style="list-style-type: none"> • Submission and approval application • Please refer to the Micro-Utility Licensing Regulations.pdf on www.lerc.gov.ir for detail requirement | | | | Legal, Licensing & Public Affairs | Email: info@lerc.gov.ir Call: +231776004350 / +231881135610 | | |
| LERC-0002 | Grant license to Large Utilities | <ul style="list-style-type: none"> • Submission and approval of application • Please refer to the Electricity Licensing Regulations.pdf on www.lerc.gov.ir for detail requirement | | | | Legal, Licensing & Public Affairs | Email info@lerc.gov.ir Call: +231776004350 / +231881135610 | | |

7.1.2 Department 2:

2. Economic Regulations

| CODE | Services provided to the Utilities | Eligibility and Conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------|------------------------------------|--|-----------------|--------------------|------------------------------|------------------------|---|-----------------------------------|-------------------|
| LERC-0001 | Tariff Review | <ul style="list-style-type: none"> • Be notified with a complete application • Please refer to the Final copy Tariff Regulations[161].pdf and the Final copy Tariff Methodology[160].pdf on www.lerc.gov.ir | | | | Economic Regulations | Email info@lerc.gov.ir Call: +231776004350 / +231881135610 | | |

| CODE | Services provided to the Utilities | Eligibility and Conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------|------------------------------------|---|-----------------|--------------------|------------------------------|------------------------|---|-----------------------------------|-------------------|
| LERC-0002 | Tariff Setting/Electricity Pricing | <ul style="list-style-type: none"> • Be a Permit/License Holder • Please refer to the <u>Final copy Tariff Regulations[161].pdf</u> and the <u>Final copy Tariff Methodology[160].pdf</u> on <u>www.lerc.gov.lr</u> for more details. | | | | Economic Regulations | Email info@lerc.gov.lr Call: +231776004350 / +231881135610 | | |

7.1.3 Department 3

3. Technical Regulations

| CODE | Services provided to the public/Utilities | Eligibility and Conditions | Cost of service | Other Requirements | Time it takes to get service | Responsible Department | Name of staff in charge and work-email | Name of supervisor and work-email | Feedback channels |
|-----------|--|--|-----------------|--------------------|------------------------------|------------------------|---|-----------------------------------|-------------------|
| LERC-0001 | Quality Assurance Customer Service Provision | <ul style="list-style-type: none"> • Micro or Large Utility and/or electricity end user • Please refer to the <u>Grid Code Liberia-(Ver_final) 11232022.pdf</u>, <u>Electricity Distribution Code.pdf</u>, <u>ELECTRICITY Minigrid Code doc (002).pdf</u>, <u>Liberia Electrical Wiring Code.pdf</u> and the <u>Inspectorate Manual</u> to be uploaded shortly on <u>www.lerc.gov.lr</u> | | | | Technical Regulations | Email info@lerc.gov.lr Call: +231776004350 / +231881135610 | | |



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8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

8.1 Your Rights as a Service User

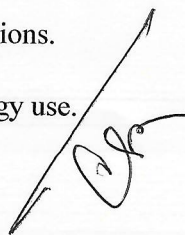
As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.
- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

8.2 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.
- Adhere to regulatory standards and reporting violations.
- Conserving energy and promoting sustainable energy use.

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9 ANNEXES

9.1 Sample Feedback Form:



**Liberia Electricity Regulatory Commission
Republic of Liberia
Customer Service Feedback Form**

We value your feedback and are committed to improving our services. Please use this link to file your complaints.

https://www.lerc.gov.lr/pg_img/COMPLAINT%20FORM%20FOR%20ELECTRICITY%20SERVICE.pdf

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