



## **PRESENTATION OF ARSEL**

**TRANSPARENCY FOR  
A PERFORMANT ELECTRICITY  
SECTOR**



# **“Energy Efficiency is the concern of everyone, even YOU.”**



- . Use low consumption bulbs**
- . Turn off the light in area not in use**
- . Make maximum use of natural light**
- . Pay attention to the consumption rate when buying electrical appliances**
- . switch completely off any electrical appliance not in use**
- . Adopt as soon as possible the use of smart meters**



This is a message from the Electricity Sector Regulatory Agency (ARSEL)

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## CREATION AND MISSION

**The Electricity Sector Regulatory Agency ( ARSEL) was created by law N0 98/022 of 24th December, 1998 substituted by law 98/022 of 24th December, 1998 substituted by law N0 2011/022 Of 14th December , 2011,to regulate the electricity sector in Cameroon. It has the status of a public Administrative Instruction within the framework of law N0 99/016 of 22nd December, 1999, on the general statute of public enterprises and enterprise Of the public and Para-public sectors.**

**ARSEL ensures the regulation, control and monitoring of the activities of operators in the electricity sector, within the framework of policies defined by the government of Cameroon. The missions assigned to ARSEL includes amongst others to:**

- ensure compliance with laws and regulations governing the electricity sector, as well as the concession , licence, authorization and any other form of contact adopted within this framework;
- ensure that network access is done in an adjective, transparent and non-discrimination manner;
- Protect the interests of consumers and ensure the protection of their rights in relation to the price, supply and quality of electricity;
- ensure fair competition in the electricity sector;
- implement monitor and control the tariff system established in conformity with the methods and procedures fixed by the administration in charge of electricity;
- grant authorization;
- consider applications for licence and concessions;
- settle disputes between operators in the sector of electricity referred to by either party;
- contribute to the exercises of any public duties as assigned by the government on behalf of the state in the electricity sector.



# OUR VALUES

At ARSEL, we have six values to guide our behaviour towards each other and public, which are:

- **Dynamism:** our energy is built on ensuring a balanced functioning of the electricity sector

and impact the future with our regulatory activities. We rely on our strength to push our limits, so as to fulfil our mission of monitoring, controlling and regulating the electricity sector in Cameroon. Our enthusiasm and our optimism are communicative.

- **Transparency:** we have to be open and cautious in our choices and decisions. We should be committed at saying what we do and doing what we say.

- **Respect:** Mutual respect is the watch word as we carry on our activities. No actions of discrimination (be it as a result of sex, religion, age, etc.) shall be accepted within the Agency.

- **Simplicity:** we are to be direct and frank in our words and actions. We have to simplify what is complex and used a language understood by all the stakeholders in the sector

- **Proximity:** we are to give attention to each other's views and keep an open mind to new ideas. Our responses should be tailored to individual needs as well as that of the electricity sector in general

- **Anticipation:** we have to be able to forecast events and send warning signals so as to avoid or prevent disappointments and disasters. We are expected to be more proactive than being reactive.

We are also concerned with reflecting a personality toward third parties built upon:

- **Availability:** we are expected to create sustainable relationship, reason why our words and actions have to be coherent. We have to be ready to act at any moment when there is a need.

- **Innovation:** initiative and creativity are aspects we have to encourage and promote amongst us. We have to be focused at making ARSEL one of the best regulatory Agency in Africa and ensure its continuity and sustainability

- **Responsibility:** we should respect our values and assume responsibility for our actions towards each other, and toward stakeholders in the sector. We should be actors to the sustainable development of electricity sector.

# **“ Clean Energy for a better tomorrow”**

**Use Renewable Energy**



**Our permanent quest for environmental protection**



# OUR MANAGEMENT

The organisation and functioning of ARSEL is fixed by presidential decree n° 2013/203 of the 28th June, 2013. It is administered by two organs;

- **The Boards of Directors:** whose members include representatives of different public administration, private sector, consumer's association and the personnel of the Agency. The president of the Board of Directors is appointed by a president decree.
- **The Directorate General:** ARSEL is managed daily by a General Manager, assisted by a deputy General, appointed by a presidential decree.

The members of the Board of Directors, the general Manager and the Deputy General Manager are high ranking state authorities with adequate experience and competence, occupying or having occupied top ranking administrative positions, as well as managers of renowned or international corporations.

In the exercise of its missions, ARSEL relies on an efficient structure whose activities are propelled by five departments, which are:

- the Department of Economic, Financial and Pricing Regulation ([DEFPR](#));
- the Department of Technical Regulation (DTR);
- the Department of Studies and Regulatory Information System ([DSRIS](#));
- the Department of Legal Affairs, Litigation and Consumer Protection ([DLALCP](#));
- the Department of Administrative Affairs, Finance and Human Resources ([DAAFHR](#));
- the Department of Communication, Cooperation and Bilingualism ([DCCB](#));

Each of these Departments is made up of sub departments and as the case may be, services.

The technical Adviser, the communication and Public Relations Unit, the computer and Documentation and Archives Services, Unit, the Mails and Archives Services, Translation Service and the Internal Audit service, attached to the Directorate General, completes the organizational chart of ARSEL.

ARSEL has a decision making and operational autonomy. It possesses extensive authority to investigate, control and sanction defaulters to the texts regulating the sector.

The Directorate general or legal representatives of enterprises operating in the electricity sector are obliged to provide ARSEL with all information that is deemed necessary.

ARSEL hears and resolves disputes in the electricity sector, between operators, as well as between operators and consumers, and renders its decision.

ARSEL possesses resources that come from:

- Royalties from titles;
- Fines from sanctions;
- Gifts

# OUR ACTIVITIES

Within the ambit of its mission of regulating, controlling and monitoring of the electricity sector in Cameroon, the electricity sector Regulatory Agency (ARSEL) has engaged into some activities to ensure the successful realization of this mission. These include amongst others:

## **- Granting of Regimes:**

For all investments in the electricity sector in Cameroon, ARSEL has a major role to place. ARSEL receives and examines the files of applicants for concession or licence and submits them to the Minister in charge of electricity, with its opinion for signature. With regards to the regime of authorization, declaration and liberty, ARSEL receives and examines and awards the side regime to enable such an investor exercise his activities in the electricity sector. The list of documents to be presented for each application for a regime is fixed within a regulatory framework and the appropriate forms can be retrieved at ARSEL when building up the application file for the solicited regime. The documents presented to ARSEL by potential operators form the award of a regime must include specific elements on the tariffs for sale to the final user of the energy they intend to produce.

## **- The control of the quality of service:**

To ensure that consumers are served with requested quality and quantity of electricity, the Agency carries out surveys and most especially control on the quality of service rendered to consumers. This enables them to better appreciate the quality of services consumers received by the latter from electricity service providers. Added to this, the Agency is encouraging the use of smart meter in Cameroon, to enable consumers to better monitor and manage their consumption rate.

## **- Tariff Control:**

The control of the tariffs applied to consumers by operators in the electricity sector stands as a major activity of the regulator of the sector. Tariffs applied have to take into consideration the economic environ of the country, the quality of service provided, as well as the purchasing power of consumers such tariffs also have to permit the operator to comply to his contractual engagements, with a reasonable level of interest. In effect, tariffs are calculated on the basis of the cost of service.

## **- Protection of the rights of consumers:**

ARSEL also has as mission the protection of the interests of consumers as concerns the price, supply and quality of electricity served. For this reason, ARSEL has put in place some tools to enable it better ensure such protection.



# OUR ACTIVITIES

These include

- **The Call Center**

daily receives calls (24/24) from consumers having problems in the electricity sector. With the help of well trained tele-operators, most consumers are provided with instant solutions to their problems. For complicated issues, the attention of the concerned service provider is immediately called, or the problem is transmitted to the conciliatory platform.

- **The ARSEL conciliation commission**

This is a commission put in place by ARSEL, to amicably settle problems in the electricity sector, between the service provider and consumers. The ARSEL conciliation commission which for the moment regularly holds sessions in Yaoundé and Douala shall be extended to the other regions on the country for a better coverage of consumer's complaints.

Added to the above mentioned tools are some other activities carried out permanently by ARSEL, such as:

- The vulgarization of basic texts governing the electricity sector;
- Tailored made TV and radio programs, sensitization campaigns;
- Technical and cost audits;
- Control, analyse and approve business plans and investment programs ;
- Arbitration between operators;
- Participation at major crowd pulling events.

- **Search for excellence:**

ARSEL is in the constant quest for excellence in the regulation of the electricity sector. It is for this reason that the regulator is a member of major public utility regulatory organizations, both at the national and international levels.

*National :*

- Forum of Regulatory Institutions in Cameroon (FIRC)
- Partnership between regulators (ARSEL/ANOR)

*International :*

- Donors (WB, EU, ADB, Islamic Bank, GIZ, AFD, USAID, etc.);
- Regulatory Associations (ERRA, AFUR, RegulaE.Fr, etc.);
- Sectoral organisations (Club ER, FISUEL; etc.);
- Training Institutions (PURC Florida, Florence school of regulation - Italy, Ecole de Mines - Paris, etc.);
- Companies in the sector (EDP, EDF, etc.).

- **The ARSEL Arbitration Center**

ARSEL ensures the regulation, control and monitoring of the activities and contractual commitments of operators in the sector. In addition, ARSEL has the power to settle disputes in accordance with articles 72 and 86 of the law governing the electricity sector which provides that :

«(1)The Electricity Sector Regulatory Agency may be referred to as an arbitration body by any operator for the purpose of settling disputes between operators.

It is in application of the above-mentioned legal provisions that ARSEL has embarked on the process of setting up the Electricity Sector Arbitration Centre (CARSEL)



After your unsuccessful attempts  
with the operator, ... contact us

## 05 Steps

To solve your problems in the  
electricity sector

- Step 01 : Send application to ARSEL
- Step 02 : Preparation for conciliation
- Step 03 : Conduct of conciliation
- Step 04 : Site visit (field trip)
- Step 05 : Conciliation report

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