



Consumer Responsibilities



Consumer Responsibilities- What to do

1. Service Line

The Energy Fiji Limited owns the distribution lines and equipment, up to the point of connection. Each customer is responsible for arranging the maintenance and repair of the service lines that run from the main efl pole to the house.

2. Intermediate Pole

This is the additional pole planted by the customer to carry the service mains to his/her house. The customer is responsible to arrange maintenance for these poles.

3. Internal electrical wiring

This is the wiring in the house which the customer is responsible for maintaining.

4. Meter Box

The customer owns the meter box. It's the customer responsibility to arrange for maintenance to the meter box. The meter remains the property of efl but the customer is responsible for the safe keeping of the meter.

5. Industrial Customers

High Voltage Customers generally own and maintain the high voltage equipment after the metering unit. For other industrial customers efl owns and maintains the high voltage switchgear and transformers up to the connection point.

What to do in the event of an electrical fault on your property?

Call the efl Contact Centre first if you have problems or questions about your power supply.

If the fault is your responsibility as mentioned in 1 to 5 above, you will need an Electrical Contractor registered with efl to attend to the fault and the repair cost will be your responsibility. If the problem is related to your meter or the main efl line, the efl will be responsible for the repair.

For further information contact:

EFL Contact Centre	: 132 333 (24 hrs)
Website	: www.efl.com.fj
Fax	: 3313064
Email	: CustomerS@efl.com.fj
For Emergencies Only	: 913