



SAFETY NOTICE: COVID-19

In line with guidance from the Government on the measures to avert the transmission of the Coronavirus Disease (Covid-19), the Energy Regulation Board (ERB) has instituted some measures as indicated below. These are meant to protect both clients and staff of the ERB.

Physical and face to face contact to offices of the ERB shall with immediate effect be restricted. However, in order to ensure continuation of critical business and avoid disruption of service, the following measures have been put in place:

1. Financial and Accounting Services:

The following Financial activities shall also be conducted electronically:

Activity	Detail
Monthly Submission of Returns	Monthly Returns for fees and funds
All payments to the ERB	These Include the payment for Assessment Fees and Application forms
Acknowledgement and Issuing of Invoices & Receipts	These include Invoices for Assessments and receipts for payments received

Licensees, applicants, suppliers and other stakeholders are advised to send relevant documents to accounts@erb.org.zm .

Only Payments for Assessment fees, Application Forms and Penalties, should be made into the following ERB account:

Bank Details

Account Name : Energy Regulation Board
Bank : ZANACO
Account Number : 1089214500163
Branch : Acacia, Lusaka
Routing Code : 010066

Kindly note that payment of **Other Fees and Funds SHOULD NOT** be deposited into the above stated account but continue as before.

Once payment is made, a copy of the Proof of Payment should be emailed to accounts@erb.org.zm

For any clarification, kindly contact Mr. Sydney Zulu on +260977256979 or email on szulu@erb.org.zm

2. Licensing Services:

Applicants for Licences are encouraged to attach email scanned copies. Bulky Licence Application documents may be submitted at our front desk.

Follow ups relating to progress on Pending Licence Applications may be done by phone and/or email through the following addresses and phone numbers:

Manager - Licensing	wmtonga@erb.org.zm	+260 977 490202
Economic Analyst - Licensing	akamaki@erb.org.zm	+260 977 772952
Licensing Officer	schanda@erb.org.zm	+260 979 557662
Licensing Officer	lmukumbuta@erb.org.zm	+260 961 407162

Licence Application requirements are accessible on the ERB website www.erb.org.zm

3. Technical Regulation Services:

Queries on the 2020 tanker list should be addressed to the Director General, ERB in writing and emailed copies sent to tanker-list@erb.org.zm

Supporting documents for such inquiries are as follows:

- First page of the ERB provisional / standard licence to transport petroleum products showing licence validity information;
- Schedule of total number of road tank vehicles licensed for transporting petroleum products and/ or letter of inclusion of tankers; and
- Copy of Zambia Compulsory Standards Agency certificate for each tanker combination.

4. Complaints Reporting:

All complaints on energy services and products may be lodged to the ERB as follows:

- Report energy complaints on the ERB Toll Free Line 8484
- Complaints form can be accessed from the ERB website
- Complaints can be made via phone, email or ERB Facebook

For any other matters or enquiries requiring the ERB's attention, kindly call our Front Desk on +260 211 258844-9, Toll free Number 8484, Facebook or email erb@erb.org.zm.

Further, in keeping with the most recent Public Health Guidelines, all members of the public visiting the ERB must wear a mask for access to be granted into the ERB designated areas.

Please note that the above measures relating to COVID-19 issues are temporary and are therefore subject to review depending on guidelines issued by the Ministry of Health.

We safeguard your interests