

Press Statement

ERB warns Filling Stations charging motorists to use toilets

Thursday, 23rd February 2017

The Energy Regulation Board (ERB) has observed with concern that some filling stations are charging motorists for use of toilets when license conditions clearly stipulate that convenience services must be provided to the public free of charge.

It has come to the Regulator's attention that a named station in Kapiri Mposhi was recently charging motorists a fee to access its toilets. Filling station owners are required to provide ancillary services such as a functioning toilet, compressed air, tyre inflator and pressure gauge in accordance with ERB license conditions.

Oil Marketing Companies (OMCs) are hereby reminded that the conditions attached to each and every license endorsed by the ERB are not a mere formality and must be executed without fail. Therefore, failure to comply with license conditions will attract enforcement action which includes fines and reduced grading of the affected sites.

We wish to reiterate that inspection teams will continue to undertake random checks to ensure that filling stations are not charging motorists who want to use their toilets. Members of the public are hereby advised to demand for a receipt whenever they are charged so that proof of payment can be used to facilitate enforcement action against an erring licensee.

In another development, the ERB is also aware that some fuel attendants have a tendency to turn away motorists on the pretext that the toilets on site are out of use.

The ERB will continue to ensure that OMCs strictly adhere to license conditions to protect the interests of consumers and ensure they get value for their money. Members of the public are advised to report energy related complaints to the ERB Consumer Toll Free Line **8484**.



Agnes Phiri (Mrs.)

DIRECTOR – CONSUMER & PUBLIC AFFAIRS