

**STATUTORY INSTRUMENTS SUPPLEMENT**

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**S T A T U T O R Y I N S T R U M E N T S**

**2025 No. 101**

**THE ELECTRICITY (RESALE) REGULATIONS, 2025**

*Regulation*

**Arrangement of Regulations**

**PART I—PRELIMINARY**

1. Citation
2. Application
3. Interpretation
4. Purpose of Regulations
5. Objective of Regulations

**PART II—REGISTRATION AND BILLING**

6. Registration
7. Tariff and billing requirements

**PART III—QUALITY OF SERVICE AND COMPLIANCE**

8. Quality of service and consumer protection
9. Compliance and monitoring
10. Dispute resolution

PART IV—MISCELLENEOUS

11. Offences and penalties
12. Transitional provision

**SCHEDULES**

*Schedule 1*—Currency Point

*Schedule 2*—Forms

2025 No. 101

**The Electricity (Resale) Regulations, 2025**

*(Under section 130 of the Electricity Act, Cap.157)*

**IN EXERCISE** of the powers conferred upon the Electricity Regulatory Authority by section 130 of the Electricity Act, and in consultation with the Minister, these Regulations are made this 22nd day of December, 2025.

PART I—PRELIMINARY

**1. Citation**

These Regulations may be cited as the Electricity (Resale) Regulations, 2025.

**2. Application**

These Regulations apply to all persons engaged in the resale of electricity obtained from a holder of a distribution licence or holder of a sale licence, for purposes of resale to end users beyond the bulk meter point.

**3. Interpretation**

In these Regulations, unless the context otherwise requires—

“Act” means the Electricity Act, Cap.157;

“Authority” means the Electricity Regulatory Authority established under section 3 of the Act;

“bulk meter” means a system used for measuring the total electricity consumption of a group of customers connected to a single supply point of a holder of a distribution licence or holder of a sale licence;

“re-sale metering” means the consolidation of existing metering points and accounts based on commonality of premises, nature of business, structure or building, for supply at a singular metering point by a licensee, and may be at—

- (a) the metering point of a multi-unit complex; or
- (b) the metering point of a group of factories or small-scale industries located in common premises, including millers, welders, fabricators or vendors in a market;

“consumer” means a person supplied or entitled to be supplied with electrical energy for personal, industrial or commercial use, but does not include a person supplied with electrical energy for delivery to another person;

“currency point” has the value assigned to it in Schedule 1 to these Regulations;

“holder of a distribution licence” means a person licensed to distribute electricity under the Act;

“holder of a sale licence” means a person licensed to sale electricity under the Act;

“metering point” means the point of physical connection for the device measuring the current in the power conductor;

“reseller” means a non-licensed person that purchases electricity from a holder of a distribution licence or a holder of a sale licence and resells it to multiple end-users within a property or development;

“sub-meter” means a meter used to measure the electricity consumption of a unit, and includes any associated equipment, system and technologies;

“sub-meter contract” means an agreement between a reseller and a consumer of resale metering.

#### **4. Purpose of Regulations**

The purpose of these Regulations is to establish a framework for the oversight and regulation of electricity resale activities to ensure compliance, protect consumers and to promote efficient service delivery.

#### **5. Objective of Regulations**

The objective of these Regulations is—

- (a) to ensure transparency and fairness in the resale of electricity;
- (b) to protect consumers from excessive pricing and other terms of resale of electricity; and
- (c) to promote accountability and efficiency in electricity resale practices.

### **PART II—REGISTRATION AND BILLING**

#### **6. Registration**

(1) A reseller shall register with the Authority before engaging in the resale of electricity.

(2) Registration under subregulation (1) shall be done using Form 1 set out in Schedule 2 to these Regulations, and shall be accompanied with—

- (a) proof of an agreement for resale of electricity with a holder of a distribution licence or holder of a sale licence ;
- (b) documentation on the billing and tariff structures to be applied; and
- (c) a business registration certificate.

(3) A reseller shall, where there is a change in the particulars submitted at registration, update the register by submitting to the Authority the new details of the change within thirty days from the date of the change in particulars.

## **7. Tariff and billing requirements**

(1) A reseller shall charge tariffs that are aligned with the approved rates set by the relevant holder of a distribution licence or a holder of a sale licence for the specific customer category.

(2) The tariff rates charged by a reseller under subregulation (1) shall not exceed those applied by the holder of a distribution licence or a holder of a sale licence for equivalent customers within the same jurisdiction.

(3) A reseller shall provide each customer with—

- (a) detailed monthly bills showing electricity consumption in kWh, applicable tariffs and the total charges; and
- (b) a breakdown of all charges, including any fixed service fees and administrative fees, where applicable.

## **PART III—QUALITY OF SERVICE AND COMPLIANCE**

## **8. Quality of service and consumer protection**

(1) A reseller shall ensure that the quality of electricity supplied to end-users meets the standards set by the Authority.

(2) A reseller shall maintain a customer service hotline available twenty-four hours every day, to address complaints, outages and emergencies from consumers.

(3) A consumer who suspects inaccuracies in a sub-meter, shall have a right to request for a sub-meter test in accordance with the Electricity (Code of Quality of Service) Regulations, 2020.

(4) A reseller shall comply with the request made under subregulation (3) within fourteen days from the date of the request.

(5) A reseller shall not disconnect electricity supply to a consumer without providing a seven days' notice to the consumer, except in cases of emergency or non-payment by the consumer.

## **9. Compliance and monitoring**

(1) The Authority shall conduct periodic audits of registered resellers to ensure compliance with these Regulations.

(2) A reseller shall submit a quarterly report to the Authority using Form 2 set out in Schedule 2 to these Regulations.

(3) A reseller who contravenes this regulation commits an offence and is liable, on conviction, to a fine not exceeding fifty currency points or to imprisonment for a term not exceeding two years, or both.

## **10. Dispute resolution**

(1) A dispute between a consumer and a reseller shall be resolved through the reseller's internal complaint handling process.

(2) Where a dispute cannot be resolved internally, a consumer may—

- (a) escalate the issue to the holder of a distribution licence or a holder of a sale licence ; and
- (b) if dissatisfied with the decision of the holder of a distribution licence or the holder of a sale licence, refer the matter to the Authority.

**11. Offences and penalties**

(1) A person who contravenes any provision of these Regulations for which no specific penalty is provided commits an offence and is liable, on conviction, to a fine not exceeding one hundred currency points or to imprisonment for a term not exceeding five years, or both.

10— (2) The Authority may, in resolving a dispute under regulation

(a) revoke a registration under these Regulations; or

(b) order a refund of the overcharged amount, where a reseller charges a customer above the approved tariff rates.

**12. Transitional provisions**

An existing reseller shall comply with these Regulation within ninety days from the date of coming into force of these Regulations.

## SCHEDULES

### SCHEDULE 1

*Regulation 3*

#### **CURRENCY POINT**

A currency point is equivalent to twenty thousand Uganda shillings.

## SCHEDULE 2

*Regulation 6(2)*

### FORM 1

## THE ELECTRICITY (RESALE) REGULATIONS, 2025 ELECTRICITY RESELLER REGISTRATION FORM

### SECTION 1

#### 1: APPLICANT INFORMATION

Reseller's name: \_\_\_\_\_

Business registration number: \_\_\_\_\_

Contact person: \_\_\_\_\_

Phonenumber: \_\_\_\_\_

Email address: \_\_\_\_\_

### SECTION 2

#### 2: DETAILS OF ELECTRICITY SUPPLY

Holder of a distribution licence or a holder of a sale licence: \_\_\_\_\_  
\_\_\_\_\_

Bulk supply meter number: \_\_\_\_\_

Customer categories (*Residential/commercial/industrial*): \_\_\_\_\_

### SECTION 3

#### 3: TARIFF & BILLING INFORMATION

Proposed tariff structure: \_\_\_\_\_

Billing method (prepaid/post-paid): \_\_\_\_\_

Billing frequency (monthly/quarterly): \_\_\_\_\_

### SECTION 4

#### 4: EMERGENCY CONTACT & SERVICE PROVISION

Emergency hotline: \_\_\_\_\_

Response time (hours): \_\_\_\_\_

### SECTION 6

#### 6: DECLARATION

I, the undersigned, confirm the accuracy of this application.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**THE ELECTRICITY (RESALE) REGULATIONS, 2025**  
**ELECTRICITY RESELLER QUARTERLY REPORT**

**SECTION 1**

*Reseller Information*

Reseller's name: \_\_\_\_\_

Registration number: \_\_\_\_\_

Reporting period (quarter/year): \_\_\_\_\_

**SECTION 2**

*Electricity Sales and Consumption Data*

Electricity purchased (kWh): \_\_\_\_\_

Electricity resold (kWh): \_\_\_\_\_

Total revenue (*local currency*): \_\_\_\_\_

**SECTION 3**

*Tariff and Billing Information*

Current tariff rates: \_\_\_\_\_

Billing collection rate (%): \_\_\_\_\_

## SECTION 4

### *Service Reliability & Quality*

Number of power outages: \_\_\_\_\_

Average response time (hours): \_\_\_\_\_

Customer complaints resolved: \_\_\_\_\_

## SECTION 5

### *Compliance & Complaints*

Non-compliance incidents: \_\_\_\_\_

Customer complaints received: \_\_\_\_\_

## SECTION 6

### *Planned Improvements & Actions*

Planned upgrades: \_\_\_\_\_

## SECTION 7

### *Declaration*

I, the undersigned, confirm the accuracy of this report.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Cross Reference*

Electricity (Code of Quality of Service) Regulations, 2020, SI 78 of 2020

**ENG. GRANIA ROSETTE RUBOMBORAS**  
*Chairperson, Electricity Regulatory Authority*