Marcus Wiemann

Executive Director

Alliance for Rural Electrification

[DATE]

**Letter of Commitment Consumer Protection Principles for Clean Energy Mini-Grids**

Dear Mr. Marcus Wiemann,

[Company/Organisation Name] recognises that Consumer Protection Principles for Clean Energy Mini-grids are important to safeguard consumer rights, to define key roles and responsibilities of market participants and to increase overall trust in the mini-grid industry. Moreover, while not being legally binding, the Consumer Protection Principles will help drive the further implementation of sector regulations and incentives.

Mini-grid companies have a close and permanent proximity relationship with their consumers. This increases the importance of social issues in relation to the most vulnerable consumers. Commercial aspects remain vital for mini-grid economics, but governance and transparency are equally important to build trust at a local level. It is imperative for the long-term sustainability of the mini-grid industry, that companies recognise and proactively engage with consumers to retain the full confidence of all stakeholders involved.

[Company/Organisation Name] is pleased to make a commitment to follow the seven Consumer Protection Principles for Clean Energy Mini-Grids, including the principles on:

1. Quality Consumer Care Service
2. Quality and Safety of Supply
3. Fair Contracting, Pricing and Billing
4. Data Privacy
5. Professional Organisation
6. Social Measures

Commitment of the Principles signifies that [Company/Organisation Name] embodies the Consumer Protection Principles in its treatment of consumers and that [Company/Organisation Name] supports the vision that mini-grid companies should fulfill minimum standards of practice in their treatment of consumers. Commitment to the principles also signifies the company’s intent to conduct an assessment as a step towards fully implementing the principles within daily operations.

With this in mind, [Company/Organisation Name] is happy to commit the Consumer Protection Principles for Clean Energy Mini-Grids.

Yours sincerely,

[Signature]

[Name]

[Job Title]