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# SETTLEMENT OF CUSTOMER ELECTRICITY BILL ARRESTS THROUGH THE IMPLEMENTATION OF ELECTRICITY CONTROL (P2TL) BY PT. PLN PERSERO

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**ABSTRACT**

Customers found to have violated electricity usage regulations will be subject to fines in the form of follow-up bills. The basis for the Electricity Usage Control (P2TL) implemented by PT. PLN (Persero) for customers is PT. PLN (Persero) Board of Directors Regulation No. 088-Z.P/DIR/2016, which is a policy or program that generally regulates the technical aspects of routine electricity usage control activities by each PLN Rating/Rayon, PLN Branch, and PLN Region/Distribution Office, structurally in accordance with their respective main task descriptions and organizational structures. The procedure for resolving arrears in PT. PLN customers' electricity bills is as follows: if the electricity bill is late from the 1st to the 20th, it is considered one month late and the customer will be issued a warning letter demanding immediate payment. If the customer fails to pay the bill, the electricity will be temporarily disconnected. If the customer is two months late, the customer's electricity will be permanently disconnected, and a new meter must be installed. If the customer wishes to enjoy electricity, the previous bill and fine must be paid in full.

## 1. Introduction

Electricity is a vital necessity for people to support their daily activities and meet their needs. With electricity, people can carry out their activities day and night without any problems. Numerous products produced by the community utilize and require electricity. Properly meeting people's needs means driving economic growth and achieving general welfare. The State Electricity Company (hereinafter referred to as PLN) is a State-Owned Enterprise (SOE) that operates a strategic business in Indonesia, specifically in the electricity sector. As a state-owned enterprise, PLN's operations are inseparable from agreements with customers. These agreements are intended to safeguard the rights and obligations stipulated in each clause stipulated and agreed upon within the agreement.

Agreements are the basis for the rights and obligations of the parties involved. In this context, there is a commitment to be fulfilled by each party, which is reflected

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in each provision contained within the agreement. As stated by R. Subekti, an agreement is an event in which one person makes a promise to another, or where two people mutually promise to perform something. This event creates a relationship between the two individuals, known as a contract. The contract establishes a bond between the two parties. The contract is a series of words containing promises or commitments, whether spoken or written.

The use of electricity between PLN and customers is also regulated by an agreement. Prospective customers requesting a new installation must first sign an electricity purchase agreement with PLN, commonly referred to as a Power Purchase Agreement (SPJBTL). The SPJBTL serves as a sign of the agreement, which stipulates the rights and obligations between PLN as the seller and the customer as the buyer. Once the connection fee and customer deposit are paid by the consumer, the consumer is legally declared a purchaser or PLN customer, obligated to pay the unit price for electricity used each month and entitled to enjoy the electricity supply as agreed. Once the connection fee and customer deposit have been paid by the consumer, PLN is obligated to deliver or provide electricity to the customer and is entitled to payment for the electricity usage.

Customers who fail to fulfill their obligations as stated in the SPJBTL are in default. For example, if a customer misses the deadline for paying their electricity bill, which is due by the 20th of each month, the bill will become delinquent. If a customer defaults by failing to pay their electricity bill and/or subsequent bills after two (2) months, the electricity supply to their property has been temporarily disconnected, resulting in a three-page arrears record in PLN's Centralized Customer Service Application (hereinafter referred to as AP2T). The electricity supply to their property will be disconnected. Customer defaults also frequently occur when customers are proven to have violated the Electricity Usage Regulation (hereinafter referred to as P2TL) regulations. Customers found to have violated electricity usage, specifically by attempting to influence the amount of electricity consumed by the customer, will be subject to fines in the form of follow-up bills (hereinafter referred to as TS P2TL).

Dismantling a customer's property involves dismantling the Metering and Limiting Device (hereinafter referred to as APP), commonly known to the public as a kWh meter, owned by PT PLN, which is installed on the customer's property to measure and limit electricity usage. The actions of customers who are declared in default regarding their electricity usage constitute a loss to PT. PLN, resulting in legal consequences, requiring customers to compensate PT. PLN for the losses suffered by them in the form of follow-up bills according to the type of violation committed. In addition to other costs related to the type of violation, PT. PLN

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reserves the right to disconnect customers' electricity connections before the defaulting customer's follow-up bill is paid.

Disconnection is applied to customers using manual electricity meters, and there is no disconnection for those using vouchers, as the customer simply tops up their electricity to use it. Customers who are disconnected are subject to 60 (sixty) days after notification from PLN. If the customer fails to pay, PLN will remove the delinquent meter. If the customer then reinstalls the meter, the customer must start from the beginning and pay a penalty for the delinquent electricity bill and reconnection fees.

PLN has a policy that if a customer does not pay their bill, their electricity will not be immediately disconnected. Instead, PLN goes through several steps before disconnecting the customer's electricity. The stages are:

1. One month in arrears, the Miniature Circuit Breaker (hereinafter referred to as MCB) is lowered.
   If a postpaid electricity customer is one month in arrears on their electricity bill, PLN will reduce their electricity volume and reduce the power of the MCB. The MCB acts as a safety device in the event of a short circuit or overload.
2. Two months in arrears, the electricity is disconnected from the electricity pole.
   If a postpaid electricity customer is two months in arrears on their electricity bill, PLN will disconnect the electricity from the electricity pole.
3. Three months in arrears, the electricity meter is removed.
   For customers who are three months in arrears, PLN will remove their meter. If they want to reinstall it, they must first pay the unpaid bill. The customer will then register as a new PLN customer.

## 2. Research Method

This research is descriptive and analytical in nature, as it only describes the research object. It is investigated by describing applicable laws and regulations in relation to legal theories and the practice of implementing these laws and regulations. The approach used in this research is a normative juridical approach, which analyzes the research problem through an approach to legal principles that refer to applicable positive legal norms or rules. In connection with this research method, the author conducted this by examining regulations, legislation, court decisions, circulars and jurisprudence, legal magazines, legal theories, and the opinions of leading legal scholars, which constitute secondary data. These data are then linked to the settlement of customer electricity bill arrears through the implementation of P2TL by PLN.

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## 3. Results And Discussion

Electricity is a vital part of people's lives. Therefore, PT. PLN, as the sole electricity provider, strives to provide the best possible service to meet the electricity needs of its consumers. As a national electricity provider, PT. PLN strives to meet these needs optimally to satisfy consumers and uphold their rights. PT. PLN is aware of the numerous problems related to electricity supply in the community. One cause of these problems is the high rate of power loss due to both technical and non-technical factors. One contributor to the high power loss is dishonest behavior by some electricity consumers with malicious intent.

To reduce power loss due to non-technical factors, PT. PLN issued a policy called the P2TL program. However, in its implementation, various violations have arisen, both from within the community and from the P2TL implementers. The primary rationale for PT. PLN's P2TL policy is to anticipate losses or power losses caused by non-technical factors. This P2TL policy is indirectly intended to fulfill PLN's obligation to provide electricity services as stipulated in the Electricity Law. The P2TL policy itself is implemented based on PT PLN (Persero) Board of Directors Regulation No. 088-Z.P/DIR/2016 concerning Regulation of Electricity Use.

PT PLN is a State-Owned Enterprise (hereinafter referred to as BUMN) tasked by the government as the sole operator of the electricity industry for customers. The P2TL policy itself is derived from the current provisions and legislation governing electricity issues, including Law Number 20 of 2002 concerning Electricity, Government Regulation Number 3 of 2005 concerning the Provision and Utilization of Electricity, Law Number 8 of 1999 concerning Consumer Protection, and Regulation of the Minister of Energy and Mineral Resources Number 45 of 2005 concerning Electrical Installations, as amended by Regulation of the Minister of Energy and Mineral Resources Number 46 of 2006. According to the Decree issued by the Director of PT. PLN, namely the Regulation of the Board of Directors of PT. PLN (Persero) Decree No. 088-Z.P/DIR/2016 on Controlling Electricity Usage states that the P2TL (Electricity Usage Control) is a policy or program that generally regulates the technical aspects of routine electricity usage control activities by each PLN Rating/Rayon, PLN Branch, and PLN Region/Distribution Unit structurally in accordance with their respective main task descriptions and organizational structures.

The implementation of the P2TL itself includes, among other things:

1. Conducting inspections of the electricity network, electricity connections, limiting and measuring devices (hereinafter referred to as APP), APP

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equipment, and customer installations to regulate electricity usage by customers.
2. Conducting temporary disconnections for customers who require temporary disconnection measures.
3. Conducting direct disconnections.
4. Taking over equipment/tools used for direct connections.
5. Retrieving seals or calibration marks that do not match the originals for further inspection.
6. Retrieve any damaged or malfunctioning electrical appliances (AP) for further inspection.
7. Record incidents observed during the P2TL (Planning for Electricity Control) inspection, according to the type of incident.
8. Prepare reports and minutes regarding the implementation of P2TL in accordance with their respective duties and authorities.

P2TL activities are carried out based on information gathered through several methods, namely:

1. Monitoring abnormal customer electricity usage for three consecutive months.
2. Information/reports from the public, meter readers/employees, and PT PLN regarding abnormalities in customer metering and limiting devices, illegal connections, and electricity theft.
3. Routine activities carried out by PT PLN units.

The field practice of P2TL serves as a technical regulation and serves as a reference for P2TL officers in the field. Due to limited human resources within PT. PLN, P2TL socialization has not been widely publicized. Furthermore, the community's low level of education and knowledge has prevented them from grasping and understanding the importance of P2TL implementation. Implementation of P2TL in the field often results in poor communication between P2TL officers and the community concerned, which often leads to various violations. This is due to the community's unfriendly, indifference, and lack of understanding of inspections, making it difficult for P2TL officers to carry out their duties.

P2TL is a step taken by PT. PLN to reduce electricity theft. Many electricity consumers are unaware that they are responsible for maintaining their electricity meters. It's possible that your meter has been tampered with by someone who previously lived there. This often occurs when a homeowner steals electricity by tampering with their meter, and ultimately ends up paying the P2TL fines for the next person to move in, or even the original homeowner. PT. PLN (State Electricity Company) doesn't look at the previous owner; it only looks at the current owner. Therefore, it's crucial to have the electrical installation inspected

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by PLN when purchasing a home, especially a used one, to avoid P2TL fines. PLN's imposition of fines on consumers is regulated by PT PLN Board of Directors Decree No. 088-z.P/DIR/2016 concerning Regulation of Electricity Usage. Previously, this P2TL implementation was known as "opal PLN."

There are four types of P2TL violations that are subject to follow-up bills (TS) by PLN. These violations are:

1. Class I violations are violations that affect power limits;
2. Class II violations are violations that affect energy measurements;
3. Class III violations are violations that affect power limits and energy measurements;
4. Class IV violations are violations committed by non-customers.

Class I violations are considered if one or more of the following facts are found on the APP installed by the customer that could affect the power limit:

1. The PT. PLN seal on the limiting device or Miniature Circuit Breaker (hereinafter referred to as MCB) is missing, damaged, or does not match the original;
2. The limiting device or MCB is missing, damaged, or does not match the original;
3. The limiting device or MCB's capacity is increased, including by:
   a. Changing the limiting device or MCB's relay settings;
   b. Reversing the phase with neutral;
4. The limiting device or MCB is directly connected to a wire/cable, causing the limiting device to malfunction or its capacity to be increased;
5. Specifically for customers using a Kilovolt-Ampere (kVA) meter:
   a. The seal on the kVA meter and/or its equipment is missing, damaged, or does not match the original;
   b. The kVA meter and/or its equipment are damaged, missing, or not in accordance with the original;
6. Other events occur with the aim of affecting the power limit.

This includes Class II violations if the Customer does one or more of the following to affect the energy measurement:

1. The calibration seal and/or seals belonging to PT. PLN on the measuring device (electricity meter/kwh meter) and/or its equipment are either missing, incomplete, damaged, broken, or do not match the original;
2. The measuring device (electricity meter/kwh meter) and/or its equipment are missing or do not match the original;
3. The measuring device (electricity meter/kwh meter) and/or its equipment are not functioning properly even though all PLN seals and calibration seals are complete and in good condition.

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Methods for affecting the measuring device (electricity meter/kwh meter) and/or its equipment include:

1. Affecting the operation of the measuring device (electricity meter/kwh meter) disc, including:
    a. Bending the meter disc;
    b. Bending the meter disc axis;
    c. Changing the position of the disc axis;
    d. Damaging the position of the disc axis;
    e. Punching holes in the meter cover;
    f. Damaging the meter cover;
    g. Damaging the meter cover glass;
    h. Wedging the disc to stop or slow it down;
2. Affecting the operation of the electrodynamics, including by:
    a. Changing the calibration settings of the measuring instrument (electricity meter/kwh meter);
    b. Disconnecting/damaging/affecting the operation of the current coil;
    c. Disconnecting/damaging/affecting the operation of the voltage coil;
    d. Disconnecting the neutral conductor and connecting it to the ground;
3. Affecting the operation of the register/register numbers, including by:
    1. Changing the transmission gear
    2. Damaging the transmission gear;
    3. Affecting the position of the WBP;
    4. Reversing the register numbers;
4. Changing the meter wiring so that:
    a. The current wiring is out of phase with the voltage and/or the current polarity is reversed;
    b. The current cable is disconnected;
    c. Disconnecting the current or voltage wiring;
5. Altering or affecting energy measuring instruments by:
    a. Replacing the Current Transformer (CT) and/or Potential Transformer (PT) with a higher ratio;
    b. Short-circuiting the CT's primary and/or secondary terminals;
    c. Disconnecting the CT's current or PT's voltage circuit;
    d. Damaging the CT and/or PT;
6. Altering the CT's neutral grounding installation and the APP box;
7. Disconnecting the neutral conductor at the PLN-owned installation connection and the neutral conductor at the Customer's installation and connecting the neutral conductor to the ground, thereby affecting energy measurements;

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8. Swapping the phase conductor with the neutral conductor at the PLN-owned installation, thereby affecting energy measurements;
9. Altering/moving a PLN-owned installation without PLN's permission, thereby damaging the APP or its equipment or affecting the performance of the measuring instrument;
10. Altering the measurements of electronic measuring instruments (electricity meters/kWh meters), including by:
   a. Changing data entry settings;
   b. Affecting the data communication system from the electronic meter to the PT. PLN data control center;
   c. Affecting the software used for the metering device's function;
   d. Other events occurring with the aim of affecting energy consumption.

A Class II violation is considered if one or more of the following facts are found in the Apparatus Apparatus (AP) and the customer's electrical installation that could affect the measurement of power and energy limits:
1. A violation that is a combination of Class I and Class II violations.
2. Direct Connection to the Customer's Installation and the PLN Installation before the APP.

A Class IV violation is considered if a non-customer finds evidence of unauthorized use of PLN electricity. Customers who commit violations will be subject to additional bills.

P2TL is a positive step by PT. PLN to regulate and secure the illegal use of electricity by the public (customers). P2TL is not a new activity carried out by PT. PLN, because basically P2TL is an update of the term of the Electricity Flow Control Operation (Opal) which was in effect before 2000. The replacement of the term Opal was carried out with the issuance of Directors' Decree No. 068.K/010/DIR/2000 concerning Control of Electricity Consumption, Supplementary Bills, and Disconnection of Electricity Connections. In 2008 PT. PLN issued a new regulation regarding P2TL, namely the Decree of the Directors of PT. PLN No. 234.K/DIR/2008 concerning Control of Electricity Consumption. Then with the issuance of the Regulation of the Minister of Energy and Mineral Resources No. 9 of 2011 concerning the Implementation Provisions for Electricity Tariffs Provided by the State Electricity Company (Persero) PT. PLN which regulates Supplementary Bills, PT. PLN considers it necessary to make adjustments to the P2TL regulations. The adjustments were made by issuing the Regulation of the Directors of PT. PLN (Persero) Number 088-Z.P/DIR/2016 Regulation of Electricity Use.

The implementation of P2TL (P2TL) has an organizational structure. The P2TL implementation organization consists of a P2TL person in charge, namely a PT.

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PLN official appointed by the person in charge to coordinate P2TL implementation. The PT. PLN official in question can be a structural or functional official. Meanwhile, the P2TL field implementer and P2TL administrative officer are PT. PLN officials or officers who complete administrative follow-up actions on P2TL inspection findings in the field. However, the P2TL organization can be adapted to local needs and conditions. In general, the procedures for implementing P2TL, according to Article 8 of PT. PLN (Persero) Board of Directors Regulation No. 088-Z.P/DIR/2016 concerning Controlling Electricity Use, consist of three stages:

1. The pre-P2TL stage, which is the preparatory stage before the P2TL is implemented;
2. The P2TL implementation stage, which is the implementation of P2TL in the field;
3. The post-P2TL stage, which is the follow-up action on P2TL findings.

Article 9 of PT. PLN (Persero) Board of Directors Regulation No. 088-Z.P/DIR/2016 concerning the Regulation of Electricity Usage states that the pre-P2TL stage is a stage that includes preparations carried out by PLN officers before conducting field work. At this stage, several preparatory steps must be taken by P2TL officers, namely:

1. Determining the Operational Target (TO);
2. Developing an implementation schedule;
3. Coordinating with investigators;
4. Coordinating with relevant parties in the field; and
5. Preparing P2TL equipment related to the P2TL implementation in the field.

According to Article 10 of PT. PLN (Persero) Board of Directors Regulation No. 088-Z.P/DIR/2016 concerning the Regulation of Electricity Usage, after the pre-P2TL preparation stage is complete, field officers depart for the P2TL implementation location. The steps that must be taken by the P2TL field officer during the P2TL implementation phase are:

1. Entering the electricity user's plot and securing the location;
2. The P2TL officer should not touch or approach the electrical equipment (AP) until witnessed by the resident or witnesses, to avoid suspicion of tampering with the seal before the inspection is carried out;
3. Conducting the P2TL field inspection;
4. Carrying out the P2TL action for the electricity user;
5. Filing the P2TL inspection results;
6. Leaving the electricity user's location;
7. Submitting documents and evidence to the P2TL administration officer by preparing a handover report of the documents and evidence.

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## 4. Conclusion

The basis for the Electricity Usage Control (P2TL) implemented by PT. PLN for customers is the PT. Board of Directors Regulation. PLN (Persero) Number 088-Z.P/DIR/2016, which is a policy or program product that generally regulates the technical aspects of implementing routine electricity usage control activities by each PLN Rating/Rayon, PLN Branch, PLN Region/Distribution structurally in accordance with the description of their respective main tasks and organizations. The procedure for resolving arrears in PT. PLN customers' electricity bills is that if the electricity bill is late in payment from the 1st to the 20th, it is considered one month late and the customer will be given a warning letter to immediately pay. If the customer still does not pay the bill, the electricity will be temporarily disconnected. If the customer is two months late, the customer's electricity will be permanently disconnected and a new meter must be installed. If the customer wants to enjoy electricity, the previous bill and fines must be paid in full.

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