

Dear Sir or Madam,

*Living Life* is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by *Living Life* will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;
9. Access to water and sanitation.

*Living Life* is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the Living Life project. Your contribution will be acknowledged in the final report. We are contacting you with reference to the "Access to Electricity" indicator in <>Economy<>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

"Access to Electricity" seeks to measure what are the requirements, proceedings, time and cost of a typical citizen to get a connection to the electrical grid. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <>Email<> no later than <>Deadline<>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the *Living Life* project and to the work of the World Bank Group.

Sincerely,

**Primary Contributor Information:** Please check the box next to information you do not want us to publish.

Do not publish <input type="checkbox"/>	Title (Mr., Ms., Dr.) First Name Last Name	
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**Additional Contributors:**

Name	Occupation	Email	Phone	Address
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Title First Name Last Name	Firm/Organization Position Profession	e-mail	phone mobile	street state/province city/country

**Referrals:** Please help us expand our list of contributors by referring us to other experts.

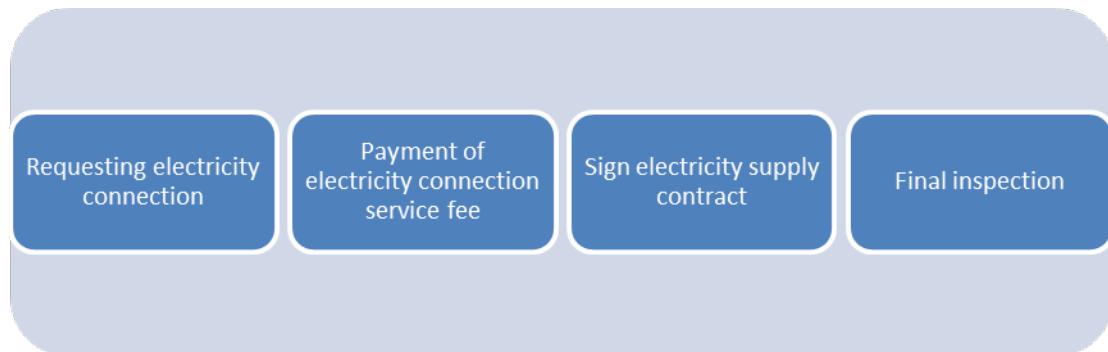
First name	Last name	Position	Firm/ Institution	Address	Phone	E-mail

## HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.
2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.
3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.
4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If “No applicable provisions could be located,” please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.
5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.
6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.
7. A step is a component part of a procedure. These may include submitting, filing, signing, etc.
8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”.
9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

## BASE LINE PROCEDURE LIST

To conduct the pilot module, Living Life has identified the most common procedural steps, which are described below:



Each procedure has its own set of questions that should be answered taken in to consideration the case assumptions established for this questionnaire.

## CASE ASSUMPTIONS

In order to answer the questionnaire, when appropriate, you should take into consideration the following scenario and the specific data described below, as a standardized case study, which should serve as a guide to your answers.

**The customer:** is a 30 year-old man that lives with his spouse in <<Main Business City>>. Both are citizens and/or legally recognized nationals of <<Economy>>, either native or naturalized. They never had a connection to the power grid before and want to know what they need to do in order to be able to have an electricity connection in their house.

**The house:** is in the process of being finished and is in compliance with all necessary licenses and permits. The house is located in the urban area of <<Main Business City>> and within 150 meters from the power network.

**Size of the house:** the house has two bedrooms, one bathroom, one kitchen, and one living room. The total area of the house is 120 square meters.

**Additional considerations:** the customer does not have taxes or public fees that are currently pending payment.

**Number of persons per household:** 2 (two).

**Household income:** the household income is not subject to any tax exemption or special regime, and does not qualify for government subsidies.

**Household energy consumption:** <<EnergyChile>> kWh per year.

**Household electricity load:** 60 Amperes, or the typical capacity for a house of the size described above in the region. If capacity in the region is different from 60 Amperes, please specify:

## A. General – Access to Electricity

1. Please indicate the name(s) of the energy supplier(s) available in your city, and check the corresponding box indicating whether the supplier is consisted of a Public or Private majority shareholder, or equally owned:

Supplier's Name	Public majority shareholder	Private majority shareholder	Equally owned (50/50)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ASSUMPTIONS

If you have listed more than one supplier in question number 1, please answer the following set of questions taking into account the supplier that has a Public majority shareholder. If there is no supplier with a public majority shareholder, please refer to the supplier with the largest number of customers.

## B. Procedures – Access to Electricity

2. Please, answer the questions regarding the procedures for obtaining access to electricity in your city, indicating the information in the appropriate field.

Description of Procedure	Period in Days	Cost in Local Currency	Legal Basis
<b>2.1.</b> Submitting the application to the electricity utility requesting a new electricity connection			
a. Is this procedure applicable in your city? <input type="checkbox"/> Yes <input type="checkbox"/> No			
b. Can this procedure be done online? <input type="checkbox"/> Yes <input type="checkbox"/> No Website:			
c. Please, describe the steps taken to perform this procedure:			
d. List all the documents and requirements necessary to perform this procedure: 1. 2. 3. 4. 5.			
e. Can this procedure be done simultaneously with other procedures? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, indicate the procedures:			
f. Is a field inspection/site visit required to complete this procedure? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what is the time frame between scheduling and receiving the actual visit? calendar days			

<i>Description of Procedure</i>	<i>Period in Days</i>	<i>Cost in Local Currency</i>	<i>Legal Basis</i>
<b>2.2.</b> Paying and obtaining connection to the electrical grid			
a. Is this procedure applicable in your city? <input type="checkbox"/> Yes <input type="checkbox"/> No			
b. Can this procedure be done online? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Website:			
c. Please, describe the steps taken to perform this procedure:			
d. Can this procedure be done simultaneously with other procedures? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, indicate the procedures:			
e. Is a field inspection/site visit required to complete this procedure? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, what is the time frame between scheduling and receiving the actual visit?			
calendar days			
<i>Description of Procedure</i>	<i>Period in Days</i>	<i>Cost in Local Currency</i>	<i>Legal Basis</i>
<b>2.3.</b> Requesting and signing electricity supply contract			
a. Is this procedure applicable in your city? <input type="checkbox"/> Yes <input type="checkbox"/> No			
b. Can this procedure be done online? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Website:			
c. Please, describe the steps taken to perform this procedure:			
d. Can this procedure be done simultaneously with other procedures? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, indicate the procedures:			
e. Is a field inspection/site visit required to complete this procedure? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, what is the time frame between scheduling and receiving the actual visit?			
calendar days			

3. Please provide details below on any new or existing procedures that are not included in the list above, while maintaining the assumptions of the case scenario.

<i>Description of Procedure</i>	<i>Period in Days</i>	<i>Cost in Local Currency</i>	<i>Legal Basis</i>
<b>3.1.</b>			
a. Can this procedure be done online? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Website:			

- b. Please, describe the steps taken to perform this procedure:
- c. List all the documents and requirements necessary to perform this procedure:
- 1.
  - 2.
  - 3.
  - 4.
  - 5.
- d. Can this procedure be done simultaneously with other procedures?  Yes  No  
 If yes, indicate the procedures:
- e. Is a field inspection/site visit required to complete this procedure?  Yes  No  
 If yes, what is the time frame between scheduling and receiving the actual visit?  
 calendar days

<i>Description of Procedure</i>	<i>Period in Days</i>	<i>Cost in Local Currency</i>	<i>Legal Basis</i>
<b>3.2.</b>			

- a. Can this procedure be done online?  Yes  No  
 Website:
- b. Please, describe the steps taken to perform this procedure:
- c. List all the documents and requirements necessary to perform this procedure:
- 1.
  - 2.
  - 3.
  - 4.
  - 5.
- d. Can this procedure be done simultaneously with other procedures?  Yes  No  
 If yes, indicate the procedures:
- e. Is a field inspection/site visit required to complete this procedure?  Yes  No  
 If yes, what is the time frame between scheduling and receiving the actual visit?  
 calendar days

<i>Description of Procedure</i>	<i>Period in Days</i>	<i>Cost in Local Currency</i>	<i>Legal Basis</i>

**3.3.**

a. Can this procedure be done online?  Yes  No

Website:

b. Please, describe the steps taken to perform this procedure:

c. List all the documents and requirements necessary to perform this procedure:

- 1.
- 2.
- 3.
- 4.
- 5.

d. Can this procedure be done simultaneously with other procedures?  Yes  No

If yes, indicate the procedures:

e. Is a field inspection/site visit required to complete this procedure?  Yes  No

If yes, what is the time frame between scheduling and receiving the actual visit?  
calendar days

**C. Electricity Supply – Meter**

4. Is it mandatory to have a meter installed for a new electricity connection?

Yes  No

4.1. Please indicate the legal basis

4.2. If it is NOT mandatory, can the user choose to have a meter installed in the household?

Yes  No

(If the answer to this question is NO, proceed to question 10 in section D)

5. Does the installation of the meter require additional filing of paperwork?

Yes  No

6. Does the user have to pay in order to install a meter in the household?

Yes  No

6.1. If yes, please inform the cost in local currency of installing the meter (including the cost of purchasing the meter, if any)

Cost:

**D. Electricity Supply – Billing**

7. Can users pay the electricity bill online?

Yes  No

8. Please indicate if there is a mechanism of reimbursement or return policy in the following cases:

- a. Misapplied payment  Yes  No
- b. Account surplus  Yes  No
- c. Credit balance  Yes  No

## **GLOSSARY**

**Electricity meter:** Is an electronic device that records consumption of electric energy in intervals of an hour or less and communicates that information at least daily back to the utility for monitoring or billing.

**Energy supplier:** Is the companies that produces and distributes energy to a certain city or region. In certain cases, the energy supplier only distributes the energy that is produced by another company. In the case assumptions, there will only be considered the companies that distribute energy.

**Fixed charge:** Is any type of fixed expense that recurs on a regular basis.

**Jointly owned (50/50):** The Company is equally owned by both public and private companies.

**Public majority shareholder:** The majority of the company is owned by a public company.

**Private majority shareholder:** The majority of the company is owned by a private company.