



Republic of Mauritius



**Energy
Efficiency
Management
Office**

CUSTOMER CHARTER

ENERGY EFFICIENCY MANAGEMENT OFFICE

Our vision

The country achieving greater prosperity and sustainability through the efficient use of energy.

Our mission

- *To lead the country in energy efficiency development and promotion*
- *To facilitate the management of energy efficiency in all sectors of the economy including transport, buildings, industry and services, as well as in households*
- *To foster a culture of energy efficiency through awareness, capacity-building and support of initiatives*

Who are we?

The Energy Efficiency Management Office (EEMO) has been set up under Section 4 of the Energy Efficiency Act 2011 and is a department of the Ministry of Energy and Public Utilities. The functions of the EEMO are enumerated at Section 6 of the Energy Efficiency Act 2011.

Our customers

Anyone using energy, i.e. everyone!

Our core values

Impartiality

We treat all our customers equally

Teamwork

We foster teamwork, participation and the sharing of information

Consistency

We conduct the affairs of the office in an equitable, uniform and consistent manner and in line with the provisions of the law

Integrity

We are guided by the highest standards of professional ethics

Efficiency

We function in the best possible manner with the least waste of time and effort

Quality and timeliness

We are committed to provide quality and timely advice

Our endeavours

When you contact us, we will do our best to answer your call promptly and we will ensure that you are provided with correct information.

When you write to us, we will do our best to reply you within five days of receipt.

When you have an appointment with us, we will ensure that you are met promptly.

Confidentiality

We will treat any information communicated to us with a high level of confidentiality and such information will be used solely for official purposes.

Our services

We are essentially a regulator in as far as energy efficiency is concerned and as such we ensure the enforcement of the provisions of the Energy Efficiency Act 2011.

We promote the efficient use of energy in the country through awareness and consumer education.

We promote the conduction of energy audits as a means of identifying the potential and ways for energy saving and the efficient use of energy and their implementation thereof.

We promote the utilization of energy efficient appliances and provide advice on energy saving and energy efficiency for reducing energy consumption.

*We register electrical appliances before these are put on display for sale, ensuring that the proper energy label (*label l'énerzi*) is affixed to these.*

We register certified energy auditors and energy audit firms.

We provide guidance to anyone and any institution on the subject of energy saving, energy conservation and energy efficiency.

Feedback

We welcome comments, suggestions and feedbacks to further improve our services.

Opening days and hours

Monday to Friday : 08.45 hrs to 16.00 hrs

Lunch time : 12.00 hrs to 12.30 hrs

Contact details

The Energy Efficiency Management Office may be contacted by calling in person at the address below or by phone, fax, letter and email. We privilege the use of email.

Any correspondence should be addressed to:

The Director


Energy Efficiency Management Office


Level 4, The Celicourt Tower,

6, Sir Celicourt Antelme Street,


Port Louis 11302,

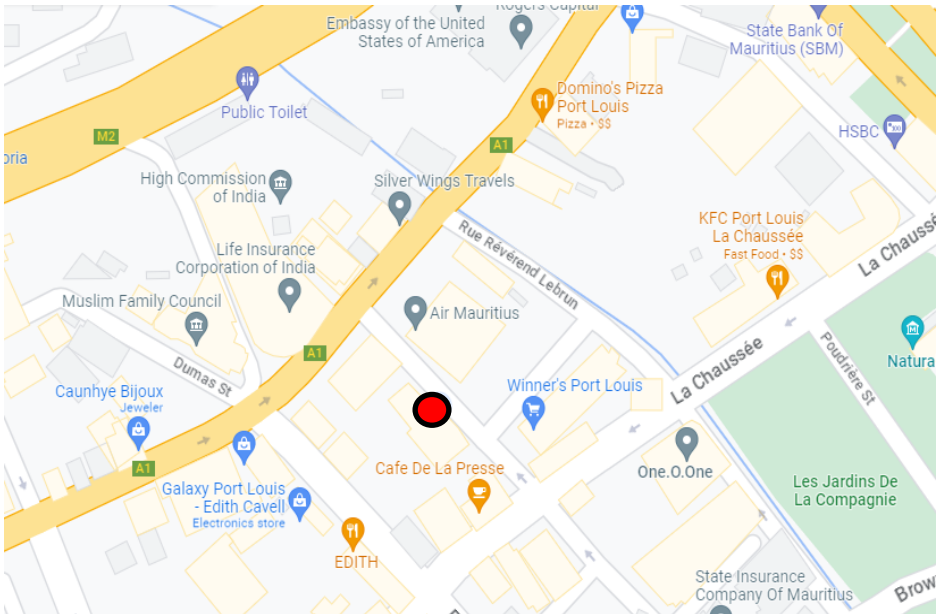
Mauritius

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Location Map

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