

Public Guide: Returning Service Guarantee (In case of Service Termination)

Service Providers: Provincial Electricity Authority, Ministry of Interior

Rules & Conditions for Application Approval (if any)

Provincial Electricity Authority will return a guarantee to customer after service contract is terminated. The guarantee shall be returned to the customer within 20 working days after PEA receives all document required and comply with PEA terms and conditions.

Service

Place of Service: Provincial Electricity Authority/Contact the Agency in Person (Note: other service provision modes not included)	Office Hours: Monday to Friday (except national holidays) 8:30 am- 4:30 pm.
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Process, Period, Responsible Authority

Total Processing Time: 20 working days.			
No.	Process	Period	Responsible Authority
1)	Document Review <ul style="list-style-type: none">• Receiving and checking all required documents and pending bill• Removing meter• Receiving payment (if any)	10 working days	Provincial Electricity Authority
2)	Consideration Returning the service guarantee	10 working days	Provincial Electricity Authority

Required Documents

No.	Title, Quantity and Description (if any)	Issuing Authority
1)	National ID card or Passport (Foreigners) Original: 1 Copy: 0 Notes: Use original documents. If copies are needed, PEA will make copies	Department of Provincial Administration Passport Division, Department of Consular Affairs
2)	Certificate of Juristic Person Registration Original: 1 Copy: 0 Notes: Registration certificate of juristic person 1. Registration certificate issued by Regulatory authorities within the past 3 (three) months 2. A copy of identity card of their legal representatives All document must be certified true by signed and/or stamped (if any)	Department of Business Development
3)	Certificate of Name Change (if any) Original: Copy: 0 Notes: Use original documents. If copies are needed, PEA will make copies	Department of Provincial Administration
4)	Certificate of Death (if the deposit owner is deceased) and Letter of Estate Executor Appointment (if any)	Department of Provincial Administration

Required Documents

No.	Title, Quantity and Description (if any)	Issuing Authority
	Original: 1 Copy: 0 Notes: Use original documents. If copies are needed, PEA will make copies	Office of the Judiciary
5)	Relevant Document Original: 1 Copy: 0 Notes: Use original documents. If copies are needed, PEA will make copies	Provincial Electricity Authority
6)	Receipt of Service Guarantee Original: 1 Copy: 0 Notes: Use original documents. If copies are needed, PEA will make copies	Provincial Electricity Authority

Fee

No.	Fee Description	Fee (Thai Baht)
	No Information on Service Fees	

Comment/complaint

No.	Comment/complaint
1)	1129 PEA Call Center
2)	http://www.pea.co.th
3)	PEA Smart Plus Application
4)	E-MAIL 1129@pea.co.th
5)	P.O. Box 150, PPO Laksi, BKK
6)	Thailand Post: 200 Ngam Wong Wan, Ladyao, Jatujak, Bangkok 10900 Tel: 02-589-0100-1
7)	Damrongdhama Centre, Ministry of Interior
8)	Public Service Center, Office of the Permanent Secretary, Prime Minister Office (Notes: 1 Phitsanulok Rd., Dusit, BKK 10300 / Hotline 1111 / www.1111.go.th / P.O. Box 1111, 1 Phitsanulok Rd., Dusit, BKK 10300)
9)	Public Sector Anti-Corruption Complaint Center (Notes: Office of Public Sector Anti-Corruption Commission (PACC Office) - 99 Moo 4 Software Park Building, 2nd Floor, Chaeng Wattana Rd., Klong Klua, Pakkret, Nonthaburi 11120 - Hotline: 1206 / Telephone: 02-502-6670-80 ext. 1900, 1904-7 / Facsimile: 02-502-6132 - www.pacc.go.th / www.facebook.com/PACC.GO.TH The Anti-Corruption Operation Center Tel: +66 92 668 0777 / Line: Fad.pacc / Facebook: The Anti-Corruption Operation Center / Email: Fad.pacc@gmail.com)

Forms, Samples and Filling Guide

No.	Form Name
	No forms, samples or filling guide