

What?

In each municipality or city you will find a local advisory committee (LAC). A LAC must prevent household customers from being disconnected from electricity, natural gas or water. A LAC gives advice and looks for a solution when a grid operator or water supplier makes a request for disconnection or when a customer makes a request for a reconnection.

Who?

The committee consists of employees of the Public Centre of Social Welfare (in Dutch: OCMW), the grid operator or water supplier, and possibly the consumer's debt mediator. The committee invites the consumer. The consumer may be assisted or represented by a family member, counsellor, community worker or other trusted person.

Steps

- ⊕ The grid operator or water supplier asks permission (by letter) to disconnect the consumer from electricity, natural gas or water, or the consumer themselves requests a reconnection.
- ⊕ The LAC sends the consumer a letter with an invitation to the LAC-meeting.
- ⊕ The OCMW contacts the consumer for a social investigation into the client's situation. If the OCMW can find a solution, the case will not be brought to the LAC.
- ⊕ The situation is discussed during a LAC-meeting. Mediation by the LAC is always free of charge.
- ⊕ The consumer is heard during the meeting. A LAC will try to find a solution.

- ⊕ The LAC makes a unanimous decision. If the members disagree, the decision will always be in favour of the consumer: they will not be disconnected or they will be reconnected. The decision often only applies under certain conditions.
- ⊕ The decision is communicated by letter to the consumer and to the grid operator or water supplier.

Legislation

- ⊕ Decree of 20 December 1996 regulating the right to a minimum supply of electricity, natural gas and water.
- ⊕ Decision of the Flemish Government of 16 September 1997 on the constitution and operation of the local advisory committee on the minimum supply of electricity, natural gas and water.
- ⊕ Energy Decree of 8 May 2009.



www.vlaanderen.be/advies-van-de-lokale-adviescommissie-lac-over-afsluiting-of-heraansluiting-van-elektriciteit-aardgas-of-water (in Dutch)



More information on the social tariff for gas and electricity, the social fuel oil fund, the natural gas and electricity fund can be found at www.mis.be/sites/default/files/documents/wegwijs_in_energie_-_webversie_nl_0.pdf. (in Dutch)



More information on the operation and conditions of budget meters can be found at www.energiesparen.be/social (in Dutch)



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