

CHAPTER I

BACKGROUND

A. Background of Research

Basically, electrical energy is something that is needed by all humans. With the presence of electrical energy, everyday human activities can be carried out easily, comfortably, and without being disturbed. Therefore, the electricity supply business is controlled and guaranteed by the state and its supply needs to be continuously improved in line with development developments in sufficient, evenly distributed and quality development.

To be able to protect the public as consumers in a weak position, consumers must be protected by Law because the purpose of the law is to provide protection to the community.¹ it is necessary to have legal protection. Legal protection consists of two words, namely protection and law. Protection is a series of activities to guarantee and protect someone. Whereas the law is all regulations that must be obeyed by everyone and those who break them are subject to sanctions.

The balance of legal protection for business actors and consumers cannot be separated from the existence of regulations regarding legal relations that occur between the parties. Law no. 8 of 1999 concerning Consumer Protection or commonly abbreviated as UUPK. And For electricity our country has already regulated Law by Law no 30 years 2009 About Electricity.

One of the most interesting consumer problems today is the problem of blackouts that often occur in prepaid electricity users in the Bandung. The legal event experienced by prepaid electricity consumers is when they have paid a certain amount of electricity through an electric voucher, but when the blackout occurs, the voucher cannot be used which results in the business actor violating the consumer's right to get electricity.

¹ Shidarta, 2004, *Hukum perlindungan Konsumen* Indonesia, PT Gramedia Widiasarana Indonesia, Jakarta, p.11.

Based on these conditions, consumers experience losses resulting in defaults because the agreements agreed upon between consumers and business actors are not fulfilled. If there is a request from consumers, the business actor must be responsible for providing compensation for the use of electricity. Providing compensation or compensation is the right of the community as a customer so that it must be given and maximized. However, the complaints submitted by the public to the Consumer Institutions have not been well realized.

Based on this phenomenon, this thesis discusses a more conical problem regarding unfulfilled consumer rights to correct, clear and honest information, and consumer rights to get compensation, as well as compensation or replacement of goods and or services that are not in accordance with the agreement with PT. PLN (Persero) Bandung City Region. From these problems, the authors discuss the theme with the title:

“LEGAL PROTECTION FOR THE PREPAID ELECTRICITY CONSUMER: A CASE OF BANDUNG BLACKOUT”.

B. Statement Problems

Based on the background above, the problem of the theses were formulated, namely :

1. Wheter PT.PLN (Persero) Bandung managed the electricity blackouts based on the Law Number 8 of 1999 about Consumer Protection?
2. What are legal efforts done by the consumer to the PT.PLN (Persero) Bandung area who have been harmed by the power outage?

C. Objective of the Research

In accordance with the formulation of the problem, the objectives of this study are:

1. To find out if the services of PT.PLN (Persero) Bandung in managing the electricity blackouts wa in accordance with Law no.8 of 1999 about Consumer Protection.

2. To determine the legal remedies done by Consumer to the PT.PLN (Persero) Bandung Area who have been harmed by the power outage

D. Benefit of Research

1. Theoretical

This study provides benefits to determine the Legal Protection of Electricity Consumers in the Case of Power Outages in the City of Bandung, in the perspective of Indonesian law.

2. Practical

a. Business Actor

In the future this thesis can provide advice for service providers, namely PT. PLN (Persero) in improving performance and improving the quality in providing services to consumers.

b. Consumer / Community

In the future this thesis can provide insight to the community and understanding of power cuts, legal protection and legal remedies.