



# The Nature Of Legal Protection Of Consumer Electricity Users Due To Outages Without Notice(Case Study At PT. PLN Persero, Main Distribution Unit, South Sulawesi)

Muhammad Hidayat<sup>1\*</sup>, Sufirman Rahman<sup>2</sup>, Ma'ruf Hafidz<sup>3</sup>, Sri Lestari Poernomo<sup>4</sup>, Hardianto Djanggih<sup>5</sup>

<sup>1\*</sup>Doctor of Law, Universitas Muslim Indonesia, Indonesia, E-mail: muhammad.hidayat@umi.ac.id Orcid: <https://orcid.org/0009-0004-3106-4354>

<sup>2</sup>Faculty of Law, Universitas Muslim Indonesia, Indonesia, Email: sufirman.rahman@umi.ac.id Orcid: <https://orcid.org/0009-0003-4972-3138>

<sup>3</sup>Faculty of Law, Universitas Muslim Indonesia, Indonesia, Email: ma'ruf.hafidz@umi.ac.id Orcid: <https://orcid.org/0009-0006-4613-6183>

<sup>4</sup>Faculty of Law, Universitas Muslim Indonesia, Indonesia, Email: srilestari.poernomo@umi.ac.id Orcid: <https://orcid.org/0009-0007-1714-8174>

<sup>5</sup>Faculty of Law, Universitas Muslim Indonesia, Indonesia, Email: hardianto.djanggih@umi.ac.id Orcid: <https://orcid.org/0000-0002-9163-6308>

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## ABSTRACT

The purpose of this research is: (1) To find out, analyze and discover the essence of legal protection for consumers who use electricity. (2) To find out, analyze and find the frequency of blackouts without notification at PT PLN (Persero) South Sulawesi Distribution Main Unit and (3) To know, analyze and find factors that influence the occurrence of blackouts without notice in the work area of PT PLN (Persero) South Sulawesi Distribution Main Unit. This research method uses empirical methods with a statutory approach and a case approach. The data collection technique was carried out using field research by applying the method of filling out questionnaires and interviews. The results of the research show that: (1) The government, in this case, protects the public to obtain electricity supplies, simply making consumer protection regulations which contain the rights and obligations of consumers to obtain justice and the obligation to carry out appeals from the government to prevent criminal acts by the law. positive that applies in Indonesia. (2) Frequency of power outages carried out by PT. PLN (Persero) South Sulawesi Main Unit in several regional units experienced an increase in the frequency of blackouts due to 2 main factors, namely (a) internal factors which include JTM components, JTM Network, transformers and poles (b) external factors which include natural disasters (strong winds, floods, landslides, rainstorms), other parties (such as birds, snakes and other animals), banners and kites. (3) Factors that influence the occurrence of power outages without notification are the legal substance or regulation of unilateral power outages by PT. PLN (Persero) South Sulawesi Distribution Main Unit, the structure of the electricity supply organiser, which in this case are employees of PT. PLN (Persero), Facilities owned by actors, Variations in people's income levels which influence the use of electricity, Inequality between supply and market demand, and Community culture.

**Keywords:** Consumer Legal Protection, Unilateral Blackout.

## INTRODUCTION

The provision of electricity for every citizen is one of the human rights regulated in the International Covenant on Economic, Social and Cultural Rights (ICESCR). The state must not delay or even make it difficult to fulfil citizens' rights to enjoy electricity services. Electrical power services are none other than to obtain a decent

standard of living for housing needs. PT. PLN (Persero) which is given electricity authority by the Government, by Law No. 30 of 2009 concerning Electricity, has the main task of carrying out the business of providing electricity to the greatest extent possible for the public interest. About the provisions of the 1945 Constitution of the Republic of Indonesia, the right to obtain adequate housing is part of the right to obtain a decent standard of living as an embodiment of the right to obtain the fulfilment of basic needs to improve the quality of life and for the welfare of humanity as regulated in Article 28C paragraph (1) of the 1945 Constitution. Based on data from the Ministry of Energy and Mineral Resources of the Republic of Indonesia, through Press Release Number: 351.Pers/04/Sji/2021, Date: 5 October 2021, that the 2021-2030 Ruptl was published, the Ebt portion was increased. It was explained that the Government had issued the 2021-2030 PLN Electricity Supply Business Plan (RUPTL) by increasing the portion of New Renewable Energy (EBT) generation. The NRE mix target in the General National Electricity Plan (RUKN) is 23% in 2025, while the realization, which as of the end of 2020 has only reached around 14%, is a serious concern for the Government for the supply of electricity in the future. In 2024, it is hoped that interconnection within the islands of Kalimantan and Sulawesi will be realized as part of the Government's plan to interconnect all large islands, namely Sumatra, Java, Kalimantan and Sulawesi. Next, a study was carried out for inter-island interconnection called the Super Grid which connects the major islands in Indonesia. In this case, apart from increasing reliability, it can also overcome oversupply in a large system. The government also continues to strive so that all villages in the 3T area can have access to electricity to support the 100% Electrification Ratio target by 2022. People who cannot afford the costs of installing new electricity are also a concern for the government. It is planned that in 2022 there will be as many as 80,000 connections with the New Electricity Installation Assistance Program (BPBL) through the APBN budget planned by the Ministry of Energy and Mineral Resources.

In modern life, electric power is an absolute element that must be possessed to improve people's welfare, therefore electric energy is a benchmark for society's progress. Electricity is one of society's very important needs and is the most important economic resource needed in business activities, both in the household, lighting, communications, industrial and other sectors. Currently, electricity is important and its existence is a support for realizing development. Many welfare activities use electrical energy. Increasing community prosperity and efforts to encourage an increase in living standards cannot be separated from the provision of electricity. The importance of electrical energy for society can be demonstrated by the large amount of electricity used by society for both household consumption and industry and trade on a local and national scale. Another thing that is no less important regarding the function of electricity is the progress in communication and information technology which has also expanded the space for the flow of transportation of goods and services.

PT. PLN (Persero) which is given electricity authority by the Government, by Law No. 30 of 2009 concerning Electricity, has the main task of carrying out the business of providing electricity to the greatest extent possible for the public interest. This is in line with Indonesia's national goals as stated in the Preamble to the 1945 Constitution, in particular, to contribute to advancing general welfare and making the nation's life more intelligent. One of the State-Owned Enterprises (BUMN) companies is PT. PLN (Persero) has a very important role for the wider community which is obliged to manage and provide electricity to meet the needs of all Indonesian people, not forgetting to provide good service, in meeting electrical energy needs, ensuring safety, comfort and reliability of operation both now and in the future. which will come. There are several problems and complaints from the public regarding the use of postpaid electricity in the form of late payments, meter recording errors and erratic bills, PT PLN (Persero) developed a program which aims to minimize or eliminate public complaints and optimize electricity consumption by using the prepaid electricity program, namely, consumers buy electricity vouchers for a nominal amount that suits their needs. The code stated on the voucher (token) is entered into the prepaid electricity meter so that it can distribute a certain amount of electricity (KWh) to the customer's installation. In practice, the government's expectations are still far from reality. Along with the development of electricity development accompanied by the emergence of various problems surrounding the electricity sector in Indonesia. One of them is the problem of frequent power outages. A power outage is defined as a situation where there is no electricity. A power outage automatically shuts down various activities, especially for urban and rural communities that prioritize electronic equipment and are very dependent on electricity. Power outages can be caused by an electrical energy crisis that actually occurs, in many power plants owned by PT. PLN (Persero), which is spread across remote areas of the country, is unable to supply consumer needs which are increasing day by day. The amount of power distributed tends to be stable, however, the number of electricity users or consumers continues to increase every day.

Blackouts can be caused by disturbances beyond human expectations, for example, trees falling and falling on poles or electricity cables (unplanned blackouts). Power outages can also be caused by PT network maintenance (planned outages). PLN (Persero) for transformers, cables and other supporting equipment which must receive regular maintenance to be able to continue operating under normal conditions. The equipment used certainly decreases in use value from day to day, which is why periodic maintenance of the equipment is required. Cases of power outages often occur in the PT area. PLN (Persero) South Sulawesi Distribution Main Unit. In the last 3 (three) years, electricity outages in the South Sulawesi region have remained relatively frequent. Based on information obtained in 2020, in Makassar City there were 267 power outages with a blackout duration of >5 minutes, meanwhile, for Southeast Sulawesi Province Kendari City there were 421 power outages with a blackout duration of >5 minutes and for West Sulawesi province there was a power outage. went out 94 times

with a blackout duration of >5 minutes. In 2021, in Makassar City there were 294 power outages with a blackout duration of >5 minutes, meanwhile, for Southeast Sulawesi Province Kendari City there were 243 power outages with a blackout duration of >5 minutes and for West Sulawesi Province there were 120 power outages with a blackout duration of >5 minutes. In 2022 in Makassar City there were 303 power outages with a blackout duration of >5 minutes, meanwhile, for Southeast Sulawesi Province Kendari City there were 225 power outages with a blackout duration of >5 minutes and for Sulawesi province In the West, there were 112 power outages with an outage duration of >5 minutes.

Based on this data, it is known that there are 2 (two) causes of power outages, namely Internal and External. In 2020, in Makassar City, the cause of power outages was internal 85 times and external 182 times, meanwhile for Southeast Sulawesi Province the city caused 152 internal power outages. Kali and external were 269 times, and for West Sulawesi province the cause of power outages was internal 19 times and external 74 times. In 2021, in Makassar City, the cause of power outages was internal 102 times and external 182 times, meanwhile for Southeast Sulawesi Province the city caused power outages 60 times internally and externally 183 times, and for West Sulawesi Province the cause of power outages because internally 19 times and externally 101 times. In 2022, in Makassar City, the cause of power outages was internal 126 times and external 177 times, meanwhile for Southeast Sulawesi Province the city caused power outages 34 times internally and externally 191 times, and for West Sulawesi Province the cause of power outages was due to Internally 17 times and externally 95 times. As is the case in Central Sulawesi, as reported by the Central Sulawesi Metro media on October 8 2022, that in North Morowali Regency, Central Sulawesi Province, there has been an emergency category for power outages in the last few months. Because of a power outage. This is because power outages in the Regency are no longer known. In a day, there can be 4 to 5 blackouts. There are even more than that. Worse yet, outages often have no official announcement or schedule from PT. PLN (Persero) Kolonodale Customer Service Unit, North Morowali. In Bone Regency some time ago, what happened in Ponre District on Saturday (05/11/2022), there was a power outage which occurred in the morning from 09.00 WITA to 12.00 WITA. As a result, it paralyzes various business activities. Of all the losses experienced by this community, there were many losses, because, at the time of this incident, it disturbed and harmed consumers such as laundry businesses, printing, photocopying, furniture and other activities. One of the consumers who operates in the boiler chicken business expressed his objection due to the power outage that occurred so 3,591 boiler chickens in his coop died. Therefore, in this case, there is a need for legal protection for consumers regarding outages without notification that occurs due to errors by PT. PLN (Persero).

This blackout certainly causes losses for several consumers who use PT services. PLN (Persero), for example, Micro, Small, and Medium Enterprises (MSMEs), will of course experience losses because their activities are disrupted and they cannot complete their work. A power outage will hamper all business activities and employee work. In connection with the cases above, the quality of reliability of PT. PLN (Persero), for example, must have clearer reliability boundaries and criteria, namely between PT. PLN (Persero) and consumers must have a mutual understanding. PT. PLN (Persero) must be able to understand consumer demands for clear service quality criteria. On the other hand, consumers must also understand the level of PT's capabilities. PLN (Persero), in providing electric power, has not yet fully met the expectations of all levels of society, but little by little it will continue to be improved. Based on this description, it is interesting to carry out research with the title "The Nature of Legal Protection for Consumers of Electricity Users Due to Blackouts Without Notification (Case Study at PT. PLN Persero, Main Distribution Unit, South Sulawesi)".

## RESEARCH METHODS

The author uses an empirical research method, a legal research method that functions to see the law in real terms and examine how the law works in society. Because this research examines people in their living relationships in society, the method is empirical legal research or sociological legal research. It can be said that legal research is taken from facts that exist in a society, legal entity or government agency. In this research, a juridical approach was taken, namely an approach that emphasizes the legal aspect, namely a review of legal regulations regarding legal protection for electricity consumers of the South Sulawesi Distribution Main Unit, in this case, Law Number 8 of 1999 concerning Consumer Protection and Law Number 30 of 1999. 2009 concerning Electricity and legal regulations relating to the problems to be analyzed. Meanwhile, the empirical approach is to look at the legal reality or facts in the field, namely regarding the protection of consumers and get an overview of unilateral power outages in the city of Semarang as well as how to resolve disputes regarding unilateral power outages. So this research is more about emphasizing the approach to the legal aspects related to the main problems associated with social problems in society in the facts on the ground.

### Data Types and Sources

The data sources referred to in this research are sources that can be obtained based on the type of data, so the data sources are primary data sources and secondary data, namely:

a. Primary data source. Primary data is data obtained directly from the first source, namely the community and related business actors, through research. This research was carried out by filling out questionnaires and interviews.

b. Secondary Data, namely data obtained or collected by researchers from various existing sources (researchers as second hand). Secondary data can be obtained from various sources, such as books, research results, scientific articles, papers, and documents related to research, in this case, PT. PLN Persero South Sulawesi Distribution Main Unit.

### **Population & Sample**

As for the population as a whole, the research focuses on all elements that are interrelated with each other in one area involving various aspects, as well as the method of sampling respondents in the research using purposive sampling technique, where the sample of respondents consists of several populations and several research samples are taken as a whole. : 1) 5 employees at PT. PLN (Persero) South Sulawesi Main Distribution Unit, 2) 107 consumers in the South Sulawesi Region, 3) 100 consumers in the Southeast Sulawesi Region, 4) 100 consumers in the West Sulawesi Region.

### **Data Collection Techniques**

The methods used in data collection were questionnaires and interviews as primary legal materials as well as careful searches of various legal materials in the form of statutory regulations and internet articles that were related to research as secondary materials. In this connection, we will carefully observe the factors that cause blackouts without notification and Consumer Legal Protection for electricity users due to blackouts that occur due to PT's negligence. PLN (Persero).

### **Data Analysis Technique**

The data analysis technique is basically descriptive analysis which begins by grouping data and information obtained in the field. Then an overall interpretation and analysis are carried out to get a complete picture of the results.

## **RESEARCH RESULTS AND DISCUSSION**

### **The Essence of Legal Protection for Consumers Using Electricity Due to Blackouts**

In Indonesia, consumer protection is implemented in Consumer Protection Law Number 8 of 1999. Law Number 8 of 1999 concerning Consumer Protection. This law was promulgated on April 20 1999 and declared effective on April 20 2000. The UUPK is not the only law that regulates consumer protection, but as mentioned in the general explanation, before the UUPK was passed as a consumer protection law there were 20 Laws whose material contained consumer protection so the UUPK is used as a legal umbrella for other laws and regulations concerning consumers, and at the same time integrates them so that it can strengthen law enforcement in the field of consumer protection. UUPK is not the beginning and end of laws that regulate consumer protection, but it opens up the possibility of forming new laws that basically contain provisions that protect consumers. Law Number 8 of 1999 concerning Consumer Protection Chapter VI Responsibilities of Business Actors Article 19 Paragraph (1) "Business actors are responsible for providing compensation for damage, pollution and/or losses to consumers resulting from consuming goods and/or services produced or traded.<sup>6</sup> The consequence of the existence of the Consumer Protection Law is that there are sanctions for anyone who violates it. The sanctions are compensation for losses, in this way the effort to make a consumer a member who deserves protection is truly realized.

According to the author's analysis, the Consumer Protection Law also has positive and negative aspects, namely: The positive aspects are:

1. With this Law, legal relations and problems related to consumers and providers of goods and/or services can be addressed.
2. The position of consumers and providers of goods and/or services is the same as before the law.

The negative aspects of the Consumer Protection Law are:

1. The meanings and terms used in existing laws and regulations are not always to consumer needs and consumer protection.
2. The legal position between consumers and product providers (entrepreneurs) means nothing, because the position of consumers is unequal, and weak in education, economics and bargaining power, compared to entrepreneurs providing consumer products.
3. The procedures and costs of seeking justice are not easy, fast and cheap as required by the applicable legislation.

Law no. 8 of 1999 concerning Consumer Protection, does not provide a formulation of what is meant by a consumer dispute. Through a systematic interpretation of the words of Article 1 number 11 of the UUPK, it can be interpreted that consumer disputes are disputes between business actors and consumers. Sidharta formulated that consumer disputes are disputes relating to violations of consumer rights, the scope of which includes aspects of civil, criminal and state law. According to Article 1 number 8 of the Decree of the Minister of Industry and Trade of the Republic of Indonesia (hereinafter referred to as the Republic of Indonesia Ministerial Decree) Number 350/MPP/Kep/12/2001 concerning the Implementation of Duties and The authority of the Consumer Dispute Resolution Agency, consumer disputes are disputes between business actors and consumers who demand compensation for damage, pollution and/or who suffer losses as a result of

consuming goods and/or utilizing services. The same understanding is regulated in Article 1 Point 4 of the Regulation of the Minister of Trade of the Republic of Indonesia (hereinafter referred to as the Ministry of Trade) Number 06/M-DAG/PER/2/2017 concerning the Consumer Dispute Settlement Agency. Consumer protection is an inseparable part of healthy business activities. In healthy business activities, there is a balance of legal protection between consumers and business actors. The absence of balanced protection causes consumers to be in a weak position, especially if the product produced is a limited type of product, so that business actors can abuse their position, namely by monopolizing production and marketing, this of course will be very detrimental to consumers.

The uncomfortable conditions felt by customers are exacerbated by the fact that currently PT. PLN (Persero) does not yet have a standard and pro-consumer complaint mechanism. Where if there is a problem with electricity consumers are advised to contact the customer for complaints. Where customer complaints will be recorded and customers are promised follow-up. Access to the 123 call centre often doesn't work if consumers contact it. This clearly violates Article 4 letter d of the Consumer Protection Law where consumers have the right to have their opinions and complaints heard regarding the goods and/or services they use.

The fundamental weakness of the electricity blackout incident is the lack of consumer advocacy in the dispute resolution process as stated in Article 4 letter e of the Consumer Protection Law. At the beginning of the installation, PLN never explained to consumers that if problems arose in the future, the steps that customers could take or take to get a solution to the problem. Customers are usually advised to make complaints to the customer complaints section. Article 4 letter h of the Consumer Protection Law states that consumers have the right to receive compensation, compensation and/or replacement if the goods and/or services received do not comply with the agreement or are not as they should be. Then in Article 7 letter g of the Consumer Protection Law, it is regulated that business actors must pay compensation, compensation and/or replacement if the goods and/or services received or utilized do not comply with the agreement. In practice, this compensation system already exists, where consumers are entitled to receive compensation if the minimum TMP standards are violated. Regarding power outages, the standard figure is 10% of the insured's costs for outages caused by disturbances that exceed the TMP value. This replacement can be submitted to PLN and will be evaluated by a PLN technician before providing compensation. Most customers still do not know about the compensation that can be received if a power outage exceeds the TMP figure set by PT. Most PLN Persero customers still don't know what their rights are and they also don't know where to report if their rights are violated. There is a tendency for PT. PLN Persero is closed in its policy, providing information only when asked by customers. This violates Article 7 letter b of the Consumer Protection Law, business actors are obliged to provide correct, clear and honest information regarding the condition and guarantee of goods and/or services as well as providing explanations of use, repair and maintenance.

In the event of such a violation, PT PLN is responsible as a business actor to provide compensation as regulated in Article 19 paragraph (1) UUPK which regulates the perpetrators of efforts to provide compensation for injuries for destruction, contamination and/or loss to users due to consumption of goods. and/or manufacturing or trading services. This is also the basis for filing demands from several aggrieved consumers against PT PLN (Persero) in cases of power outages without notification which are considered detrimental to consumers. The responsibility of business actors in this case rests on Contractual Obligations, namely responsibility for agreements between business actors and consumers in the context of consuming the goods they produce. Or use the services it provides. In this case, the case of unannounced power outages that occurred in October-November 2023 in the South Sulawesi region also shows a violation of PT PLN (Persero)'s responsibilities as an electricity service provider based on various other statutory regulations. Government Regulation No. 3 of 2005 concerning the Replacement of Government Regulation No. 10 of 1989 concerning the Supply and Use of Electric Power further explains the role of PT. PLN (Persero) reports that "electrical power provided for ordinary needs must be provided with good quality and reliability". Then, also based on Government Regulation Number 14 of 2012 concerning Electric Power Supply Business Activities, Article 21 (1), states that holders of Electric Power Supply Business Licenses are obliged to provide sustainable electric power that meets the quality and reliability standards of electric power. Meanwhile, the community as a client of PT. PLN and electricity service users have the right as consumers to receive electricity in good condition continuously. Even if there is a disruption, customers still have the right to receive repair services for electricity supply disruptions or deviations from the quality of the electricity supply.

In relation to the electricity blackout in the South Sulawesi region in October-November 2023, Law number 30 of 2009 was violated in Article 28 paragraph (1) because it was unable to provide the best service to customers and residents. Apart from that, this sudden power outage is also considered to violate Law Number 30 of 2009 Article 29 (1) (b) because PT. PLN (Persero) is also considered by electricity business owners to have failed to supply energy consistently with good quality and reliability. This means that in this case, a power outage without notification is a violation of PT's obligations. PLN (Persero) is a business actor and violates the rights that consumers should have. The existence of elements without notification in the case of blackouts in the South Sulawesi region in October-November 2023 is also another consideration that weighs on PT. PLN (Persero) in their negligence in carrying out their duties as business license holders for providing electricity. Based on these findings it can be said that the power outage was without notification by PT. PLN (Persero) is considered a violation of the implementation of PT's obligations. PLN (Persero), especially article 29 paragraph (1) of Law

Number 30 of 2009 concerning electricity and violations of consumer protection based on article 4 of Law Number 8 of 1999 concerning consumer protection.

PT. PLN (Persero) carries out tasks related to network maintenance while still paying attention to the productive schedule of the majority of regional customers. In every network maintenance, PT. PLN (Persero) is trying to ensure that blackouts do not last long and also so that blackouts do not occur in the same area shortly. Power outages carried out by PT. PLN (Persero), can also disrupt the economy of residents. Because some people's economies are very dependent on electrical energy. "We hope that PT. PLN (Persero) will find a solution, not be arbitrary in turning off electricity, or at least pay attention to the right time in carrying out blackouts. The process of power outages should, if it is sudden, PT. PLN (Persero) should immediately carry out socialization. So that people know and look for other lighting solutions, such as providing generators, candles, and petromax lamps.

### CLOSING

1. The Essence of Legal Protection for Consumers who Use Electricity Regarding the occurrence of power outages by PT. PLN (Persero) has several important aspects. First, PT. PLN must provide electricity continuously with good quality and reliability, but frequent blackouts occur which disturb consumer comfort. Consumers have the right to express opinions and complaints regarding outages. The lack of socialization regarding the level of service quality to consumers is also a concern. Apart from that, compensation procedures due to unilateral blackouts must be more in line with applicable standards, considering that the compensation currently determined is not commensurate with the losses experienced by consumers. Consumers can take legal action by submitting a complaint to the PT Customer Complaints Service. PLN, however, if they are not satisfied with the solution, they have the right to fight for their rights through legal channels, either through court or outside court.

2. The frequency of power outages carried out by PT. PLN (Persero) South Sulawesi Main Distribution Unit in several regional units experienced an increase in the frequency of blackouts. Electricity distribution disruptions that often occur are caused by 2 northern factors, namely (a) internal factors which include JTM components, JTM Network, transformers and poles (b) external factors which include natural disasters (strong winds, floods, landslides, rainstorms), parties others (such as birds, snakes and other animals), pennant pennants and kites.

3. Factors that influence the occurrence of blackouts without notification at PT. PLN (Persero) Sulselrabar Main Distribution Unit includes:

a. The legal or regulatory substance factor for unilateral power outages by PT. PLN (Persero) Sulselrabar Main Distribution Unit about the Law. No. 30 of 2009 concerning electricity, UU. No. 19 of 2003 concerning BUMN, which in this case is PT. PLN (Persero) and Law No. 8 of 1999 concerning consumer protection have not been implemented effectively.

b. The structure of the electricity supply organiser, in this case, the employees of PT. PLN (Persero) Main Distribution Unit, South Sulawesi, has not been optimal due to a lack of transparency and reciprocal relationships between electricity customers/consumers and PT employees. PLN (Persero)

c. Facilities owned by business actors in the case of PT. PLN (Persero)'s South Sulawesi Main Distribution Unit is not yet optimal, as can be seen from the frequent occurrence of power outages due to damage to transformers and other equipment.

d. The diversity of people's income levels influences the use of electricity and the low level of public education regarding digitalization, especially in PT. PLN (Persero) South Sulawesi Distribution Main Unit.

e. Imbalance between market supply and demand, and between expectations and public perception. The culture of society, in this case, the habit of using electricity, tends to cause inequality, resulting in overload and a surge in electricity use.

### Suggestion

1. Collaboration is needed between advocacy institutions and the community as customers to advocate for consumers regarding consumer rights and obligations as stated in Law no. 8 of 1999, especially in resolving customer disputes with PT. PLN (Persero) regarding unilateral power outages and the need for an open attitude from PT. PLN (Persero) is the Electricity Business Authority in Indonesia. Open to input, criticism complaints, and all forms of problems related to unilateral power outages, especially from customers. Electricity consumers/customers are subjects who have desires and hopes for improvements in the quality of service from PT. PLN (Persero).

### 2. Related to the implementation of blackout operational standards, namely:

a. The use of modern methods and utilization of other facilities belonging to PLN as a way to convey blackout information to customers, namely through the official PLN website, social networks, mobile electricity payment cars, and posting pamphlets at official PT payment outlets. PLN (Persero) and in village corners and SMS centres.

b. PT. PLN (Persero) South Sulawesi Distribution Main Unit should create a company operational standard that regulates notifications to customers regarding blackout planning.

### **3. Related to the protection of consumer rights by PT. PLN (Persero) Sulserabar Main Distribution Unit, namely:**

- a. There must be control from PLN itself to monitor the extent to which the notification is conveyed to customers so that PLN does not appear to have just given up.
- b. There is outreach to the public as consumers from PLN regarding the rights and obligations of electricity consumers.

### **4. Regarding the factors that influence the unilateral power outage by PT PLN (Persero) South Sulawesi Main Distribution Unit, namely:**

- a. The structure of the electricity supply organiser, in this case, the employees of PT. PLN (Persero) South Sulawesi Main Distribution Unit must further improve the quality of its services in this case by providing open access to PT electricity customers/consumers. PLN (Persero) in terms of complaints resulting from unilateral blackouts based on the integrated complaint application (APKT) and centralized customer service application (AP2T).
- b. Optimizing the facilities owned by PT. PLN (Persero) South Sulawesi Distribution Main Unit by checking regularly and periodically.
- c. Increase socialization to the public about the PLN Mobile application where the application is Android based which makes it easier for consumers to get various information about PT. PLN (Persero) including information about power outages by PT. PLN (Persero)

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