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Environmental and Social Management Plan Monitoring Report 2025 and Q1 2026

PT PLN (Persero)
Bali Distribution Main Unit

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GLOSSARY

AGO	*Aplikasi Gudang Online* – Online Warehouse Application
AIIB	Asian Infrastructure Investment Bank
AMI	Advanced Metering Infrastructure
AMDAL	Environmental and Impact Assessment for a high-risk business
AMR	Automatic Meter Reading
APP	Metering and Breaker Equipment
ATTB	Fixed but Not Operating Assets
B3	*Bahan Berbahaya dan Beracun* – Hazardous Materials
CSMS	Contractor Safety Management System
CSR	Corporate Social Responsibility
DPLH	*Dokumen Pengelolaan Lingkungan Hidup* (Environmental Management Document)
DELH	*Dokumen Evaluasi Lingkungan Hidup* (Environmental Evaluation Document)
DS	Distribution Substation
ESMP	Environmental and Social Management Plan
ETAP	Electrical Transient Analysis Program
GSW	Ground Steel Wire
HIRARC	Hazard Identification, Risk Assessment, and Risk Control
HSSE	Health, Safety, Security, Environment – *K3L*
INSPEKTA	PLN online application to track health and safety non conformities, including risky behaviors and hazardous environments
IUPTL	Electricity Supply Business License
JSA	Job Safety Analysis
JTM	Medium Voltage Lines
JTR	Low Voltage Lines
kV	Kilovolt
LB3	*Limbah B3* – Hazardous Waste
MCB	Miniature Circuit Breaker
PCB	Printed Circuit Board
PDKB	Work in (High) Voltage Condition
PLN	*Perusahaan Listrik Negara* – (Indonesian) State Electricity Company
PPE	Personal Protective Equipment
Pusdiklat	*Pusat Pendidikan dan Pelatihan* – Education and Training Centre
ROW	Right of Way
RUPTL	Electricity Supply Business License
SKTM	*Saluran Kabel Tegangan Menengah* – Medium Voltage Cable Channel
SKTR	*Saluran Kabel Tegangan Rendah* – Low Voltage Cable Channel
SUTM	*Saluran Udara Tegangan Menengah* – Medium Voltage Overhead Lines
SLA	Self-Level Agreement
SLO	Operational Qualification Certificate
SOP	Standards Operational Procedure
SPK	*Surat Perintah Kerja* – Work Agreement
SPPL	*Surat Pernyataan Bersedia Mengelola dan Memantau Lingkungan Hidup* – Statement of Readiness to Manage and Monitor the Environment for low-risk business
TPS	Temporary Disposal Site
UKL	*Upaya Pengelolaan Lingkungan Hidup* – Environmental Management Efforts for medium-risk business
UPL	*Upaya Pemantauan Lingkungan Hidup* – Environmental Monitoring Efforts for

	medium-risk business
UID	*Unit Induk Distribusi* – a unit business of PLN focuses on electric power distribution
UP2D	*Unit Pelaksana Pengatur Distribusi* – a subunit below UID, responsible to manage the reliability of the 20kV distribution system to supply electrical energy continuously without causing failure to consumer
UP3	*Unit Pelaksana Pelayanan Pelanggan* – a subunit below UID, responsible to manage customer services, like electric distribution network management, electricity sales, and service quality improvement
ULP	*Unit Layanan Pelanggan* – a subunit below UP3 aka a sub-subunit below UID, responsible to support customer services which include supply turn-on and disconnection, billing and payment collection, and other customer services during electricity distribution in smaller areas

PREFACE

In the implementation of AIIB – PLN Strengthening Distribution Network in East Java and Bali Project, there are several documents required to comply in accordance with the AIIB environmental and social protection standards and Indonesian regulation. In preparation, the Bank and PLN have approved the Environmental and Social Management Plan Framework (ESMPF) document, which is general in nature and serves as an umbrella for the development of the more detailed safeguards document of Environmental and Social Management Plan (ESMP).

PT PLN (Persero) Distribution Main Unit – UID Bali has a high commitment in the effort to conserve the environment. Therefore, planning, implementing and reporting the implementation and monitoring of the ESMP activities must be carried out periodically as prepared in this document, the ESMP Monitoring Report 2025 and Q1 2026 UID Bali.

We would like to thank all of those who have assisted in the preparation of this ESMP Monitoring Report 2025 and Q1 2026 document.

Denpasar, July 2026

PT. PLN (Persero) UID BALI

AJRUN KARIM

Initials: _____

APPROVAL SHEET

Environmental and Social Management Plan (ESMP) Monitoring Report 2025 and Q1 2026

PT PLN (Persero) Bali Distribution Main Unit

AIIB – PLN Project

Strengthening Distribution Networks in East Java and Bali

Denpasar, July 2026

GENERAL MANAGER

P T . P L N (Persero) UID BALI

AJRUN KARIM

Initials: _____

RINGKASAN LAPORAN MONITORING ESMP 2025 DAN TW 1 2026 UID BALI

Bab 1. Pendahuluan

1.1 Tujuan Laporan Monitoring ESMP 2025 dan Tw 1 2026

Tujuan dari pembuatan laporan monitoring ESMP 2025 dan Tw 1 2026 adalah untuk menampilkan kegiatan mitigasi dan monitoring pada aspek perlindungan lingkungan dan sosial Proyek AIIB – PLN Penguatan Jaringan Distribusi yang berlokasi di Provinsi Jawa Timur dan Bali pada periode Tahun 2025 dan Tw 1 2026.

1.2 Penjelasan Singkat tentang Proyek

Sejak tahun 1975 PLN UID Bali bertanggung jawab dalam pengelolaan sistem distribusi tenaga listrik di Provinsi Bali. Jaringan distribusi listrik yang digunakan bertingkat menengah dengan kapasitas 20kV. Dalam proyek ini terdapat beberapa bidang yang terlibat yaitu: 1) Perencanaan dan Keuangan; 2) Distribusi dan Pemasaran; 3) K3L; dan 4) Komunikasi dan Umum.

Kegiatan-kegiatan dalam Proyek AIIB – PLN Penguatan Jaringan Distribusi di Jawa Timur dan Bali adalah:

1. Program Peningkatan Keandalan Jaringan Listrik seperti perbaikan dan peningkatan JTM dan JTR, mencakup tahap pra konstruksi, konstruksi dan operasional;
2. Program Pemasaran untuk menangani kebutuhan listrik masyarakat yang meningkat;
3. Program Efisiensi untuk meningkatkan kualitas pelayanan dan mengurangi hilangnya tenaga listrik.

Proyek ini ditetapkan sebagai Kategori B berdasarkan Kebijakan Lingkungan dan Sosial – ESP AIIB, dengan penerapan Standar Lingkungan dan Sosial (ESS) 1 – Penilaian dan Manajemen Lingkungan dan Sosial. ESS 2 – Pemukiman Kembali Non-sukarela termasuk pembebasan lahan dan ESS 3 – Masyarakat Adat tidak berlaku karena sub proyek yang dibiayai tidak memerlukan pembebasan lahan atau kegiatan yang berdampak buruk bagi masyarakat adat. Karena proyek dan sub proyek dinyatakan sebagai Kategori B dan jalur distribusi diklasifikasikan sebagai Kategori B dan hanya memerlukan UKL-UPL atau SPPL, sub proyek yang menggunakan AMDAL tidak masuk dalam pembiayaan.

1.3 Rencana Pengelolaan Lingkungan dan Sosial – ESMP

Dalam Proyek ini ESMP disusun sebagai panduan melakukan perlindungan lingkungan dan sosial sesuai dengan standar AIIB. Tujuan pembuatan ESMP adalah untuk memastikan

pelaksanaan, monitoring dan peningkatan langkah-langkah mitigasi yang teridentifikasi untuk mengurangi dampak negatif dan meningkatkan dampak positif di setiap kegiatan dalam setiap tahapan proyek – pra konstruksi, konstruksi dan operasional, serta membahas dampak lingkungan dan sosial yang tidak diharapkan atau tidak terduga yang mungkin timbul selama tahap konstruksi dan operasional.

Bab 2. Pelaksanaan Kegiatan

Pada tahun 2025 PLN UID Bali melakukan berbagai sub-proyek untuk peningkatan dan efisiensi jaringan listrik tegangan menengah dan rendah, konstruksi feeder untuk gardu baru, penggantian material dan transformer, instalasi LBS, recloser, DS, JTM, JTR, APP dan meteran 1 phase dan 3 phase, penjualan tenaga listrik tegangan menengah s.d. tegangan rendah. Penanganan gangguan dan keluhan pelanggan, dengan menerapkan K3L dalam pelaksanaannya.

Implementasi kegiatan yang berkaitan dengan K3L dan aspek sosial di PLN UID Bali berada di bawah kepengawasan Manager K3L dan Keamanan, Bapak I Made Ariana. Dalam hal pelaksanaan, monitoring dan pelaporan harian dilakukan oleh dua asisten yaitu Assistant Manager K3 dan Keamanan, I Putu Gede Dian Sutrisna, dibantu oleh dua staf, I Gusti Ngurah Arya Mahardika, I Putu Gede Eka Suantara; sementara Assistant Manager Lingkungan, I Gde Arie Widyantara Partha dibantu oleh dua staf, I Gede Alit Sutawan dan Ida Bagus Made Surya Kencana.

2.1 Daftar Penapisan Lingkungan dan Sosial

Penapisan lingkungan dan sosial dilakukan di awal pelaksanaan untuk semua komponen proyek dan sub proyek yang akan dilaksanakan untuk mencegah dampak lingkungan dan sosial negatif yang signifikan dalam pelaksanaan proyek, dengan panduan kebijakan perlindungan lingkungan dan sosial AIIB. PLN UID Bali melakukan penapisan terkait habitat yang dilindungi, jarak aman, wilayah keanekaragaman hayati, masyarakat adat, peninggalan bersejarah, dan penggunaan tanah pribadi. Secara umum di Tahun 2025 dan Tw 1 2026 tidak ada penambahan area baru.

2.2 Monitoring – Tahap Pra Konstruksi

Pembangunan jaringan listrik tegangan menengah dan rendah dapat menyebabkan dampak pada aspek ekologis, fisik dan sosial dalam tahap pra konstruksi, karenanya sebelum memulai kegiatan, UP3 akan melakukan penapisan aspek lingkungan, lokasi perumahan masyarakat adat, peninggalan bersejarah, dan penggunaan tanah pribadi. Rencana pemotongan dahan dan cabang pohon di area jalur kabel – ROW untuk memastikan jarak aman dibuat pada tahap ini, dengan adanya peta rute ROW dan perjanjian tertulis dengan pemilik pohon mengenai ijin memotong pohon.

2.3 Monitoring – Tahap Konstruksi

Dalam Tahap Konstruksi secara umum kegiatan dilakukan oleh kontraktor sebagai pihak ketiga, dengan pengawasan K3L UID Bali. Pihak ketiga wajib mengikuti semua peraturan pemerintah dan PLN terkait keselamatan kerja seperti sertifikat CSMS, HIRARC, Ijin Kerja (*Working Permit*), JSA (*Job Safety Analysis*) dan Standar Prosedur Pelaksanaan untuk setiap jenis pekerjaan konstruksi yang dilakukan oleh pihak ketiga.

2.4 Monitoring – Tahap Operasional

Pada Tahap Operasional, dampak yang harus dimonitor misalnya adalah kemungkinan kontaminasi tanah dan badan air karena minyak trafo listrik bekas yang dikategorikan sebagai tumpahan minyak limbah bahan berbahaya dan beracun, penempatan trafo yang mengandung PCB di gudang, dan penyimpanan ATTB di gudang penyimpanan.

2.5 Monitoring – Gudang

Di PLN UID Bali terdapat dua tipe gudang yaitu Gudang Bahan Material dan Gudang Limbah B3, yang dimiliki oleh setiap unit. Dalam Gudang Bahan Material terdapat penyimpanan kabel, MCB, trafo dan perlengkapan lainnya yang dipantau secara offline maupun online.

Gudang Limbah B3 digunakan untuk penyimpanan bahan serta limbah beracun dan berbahaya seperti minyak pelumas bekas dari trafo, baterai baru dan lama, dan kain bekas/majun. PLN UID Bali sebagai penghasil limbah B3, dalam pengelolaannya bekerja sama dengan pihak ketiga yang memiliki ijin dari Kementrian LHK. Sebelum diangkut oleh pengelola, limbah B3 ditempatkan di Gudang Tempat Penampungan Sementara – TPS, dan di PLN UID Bali fasilitas ini sudah dilengkapi *oil trap* untuk mencegah kebocoran minyak keluar dari area gudang. Terdapat tiga lokasi gudang TPS Limbah B3 di PLN UID Bali yang memiliki atap, lantai semen, sistem pembuangan limbah cair, pertolongan pertama, pemadam api sesuai perundangan. Pemeliharaan gudang secara berkala dilakukan untuk menjaga kualitas bangunan sesuai standar.

PLN UID Bali sudah memiliki prosedur penanganan ceceran minyak, penempatan dan pengelolaan B3 dan bahan kimia yang terintegrasi dalam dokumen Integrated Management System (IMS), dengan pemantauan gudang secara berkala untuk menjaga kualitas bangunan sesuai standar.

Salah satu limbah B3 yang harus dimonitor adalah minyak trafo yang mengandung

Polychlorinated Biphenyls (PCBs) yang sudah dilarang penggunaannya oleh pemerintah dan dalam proyek ini. Trafo dengan PCBs ditemukan pada material sebelum 1997 dengan kapasitas lebih dari 100kVA. PLN UID Bali membuat inventarisasi dan melakukan pengujian kandungan minyak dalam trafo yang diduga mengandung PCBs. Pada 2024 dilakukan pengujian GC (Gas Chromatography) untuk 46 trafo, dengan hasil tidak ada trafo yang mengandung minyak dengan PCBs. Trafo tanpa PCBs disimpan di gudang PLN, yang selanjutnya akan dilakukan proses ATTB. Tidak ada aktivitas pengujian di tahun 2025 dan untuk pengujian berikutnya akan diadakan pada bulan April 2026.

2.6 Monitoring – K3L

Dalam pelaksanaan kegiatan PLN UID Bali terdapat resiko tinggi terjadinya kecelakaan saat melakukan pekerjaaan. PLN Pusat membuat aplikasi Inspekta sebagai alat pantau K3L saat bekerja seperti kondisi dan tindakan yang tidak aman. Aplikasi ini dimiliki oleh setiap karyawan PLN untuk melaporkan kondisi dan tindakan yang tidak aman berkaitan dengan K3L, dimonitor oleh PLN Pusat untuk penyelesaian. Untuk meningkatkan kualitas pekerjaan K3L tindakan dan standar yang dilakukan oleh PLN UID Bali adalah membuat dan melakukan Standar Prosedur Operasional – SOP untuk setiap kegiatan, inspeksi manajemen, monitoring pekerjaan di lapangan yang diinfokan ke dalam whatsapp grup dan melalui website Inspekta. Monitoring K3L terkait pencahayaan, kebisingan dan kualitas udara dilakukan setiap enam bulan oleh pihak ketiga, mengacu pada dokumen lingkungan yang dikeluarkan oleh DLHK.

2.7 Mekanisme Penanganan Keluhan Pelanggan

PLN mempunyai Penanganan Keluhan Pelanggan melalui Call Center 123 dan aplikasi PLN Mobile, yang dapat dilacak tahapan proses yang sedang dilakukan. Pada umumnya keluhan terkait dengan padamnya jaringan listrik dan tidak ada keluhan perlindungan lingkungan dan sosial yang muncul di tahun 2025 dan di Tw 1 2026 di PLN UID Bali.

2.8 Pelaksanaan Pelatihan, Keterlibatan Pemangku Kepentingan dan Mekanisme Penanganan Keluhan

Pelatihan OHS bagi karyawan PLN UID Bali dilakukan oleh Pusat Pendidikan dan Pelatihan – Pusdiklat PLN dan lembaga bersertifikasi, dengan cakupan beragam, seperti pelatihan bersertifikat untuk Ahli Keselamatan Kesehatan Kerja Umum – AK3U, Ahli Keselamatan Kesehatan Kerja – AK3, Pemadam Kebakaran, Pelatihan Limbah Bahan Beracun dan Berbahaya – PLB3 dan Penanggung Jawab Pengendalian Pencemaran Udara – PPPU. Kegiatan di Bulan Nasional K3 Januari – Februari diisi dengan kegiatan yang bersifat strategis seperti upacara Bulan K3, pencanangan komitmen tanpa kecelakaan oleh manajemen, pegawai

dan vendor; bersifat promotif seperti pemasangan bendera dan spanduk K3, berbagai lomba: ketangkasan satuan pengaman, rangking 123, serta bersifat implementasi seperti simulasi tanggap darurat.

Pelatihan dan kegiatan bersama dan bagi masyarakat umum dilakukan melalui program Tanggung Jawab Sosial Perusahaan – CSR, misalnya mendukung kegiatan bantuan sarana produksi pembuatan kaki palsu karya difabel dan bantuan penyerahan alat usaha dan pembinaan UMKM digital marketing.

2.9 Aspek Kunci untuk Peningkatan Pelayanan

Temuan yang perlu diperbaiki di 2025 dan Triwulan 1 2026 adalah: adanya Gudang TPS Limbah B3 yang belum memiliki peralatan kedaruratan seperti alarm kebakaran dan hidran pemadam kebakaran. Temuan tersebut sudah diusulkan dan diadakan di bulan Agustus tahun 2025.

Bab 3. Kesimpulan dan Rekomendasi

Kesimpulan: secara umum di lapangan proyek dilakukan dengan efektif menggunakan kelengkapan K3L dan sosial yang memadai; rencana dan pemantauan K3L dan sosial dengan UKL – UPL sesuai standar AIIB.

Rekomendasi: melanjutkan dan meningkatkan pelaksanaan K3L dengan menghindari kecelakaan di tempat kerja sesuai standar AIIB dan PLN; melanjutkan pemantauan sesuai ESMP dan UKL – UPL; melanjutkan komunikasi bermakna dan sistem penyampaian keluhan PLN; melakukan pengelolaan bahan, limbah dan gudang B3 sesuai standar; mengurangi pemutusan arus listrik dan keluhan pelanggan.

CHAPTER I
INTRODUCTION

1.1. Purpose of the Monitoring Report 2025 and Q1 2026

One of PLN Distribution Main Unit – UID Bali's objectives is to mitigate or avoid adverse environmental and social impacts in AIIB – PLN Strengthening Distribution Networks in East Java – Bali Project. The purpose of this Annual Environmental and Social Monitoring Report is to present the environmental and social mitigation and monitoring activities in Bali Province undertaken by PLN UID Bali covering the project in 2025 and Q1 2026. This report includes updates on project progress and evaluation of environmental and social program implementation.

1.2. Brief Project Description

Since 1975, PT PLN (Persero) UID Bali has been responsible for managing the power distribution system in the province of Bali. A medium level voltage electricity distribution network with voltage capacity of 20kV as the main network with the aim of avoiding distribution losses with the quality of the voltage requirements that must be met by PT PLN (Persero) as the holder of the Principal Business Authority as regulated in the Electricity Law Number 30 of 2009. The map of Bali Electricity Location is as in Figure 1 below.

The divisions involved in the project are:

1. Planning and finance – responsible for ensuring that activities are planned in accordance with the requirements of PT PLN (Persero) Distribution Main Unit Bali Environmental and Social Management Plan (ESMP) documents;
2. Distribution and Commerce – responsible to ensure that the implementation of activities has met the document requirements;
3. The K3L (HSSE) Bureau – responsible of ensuring monitoring of HSSE implementation for each work activity, as a Focal Person in the implementing unit with the primary task of performing socialization related to environmental, social, occupational health and safety aspects and obligations;
4. The Communication and General Division – mandated to conduct public consultations including socialization to stakeholders regarding the activities to be carried out by the company.

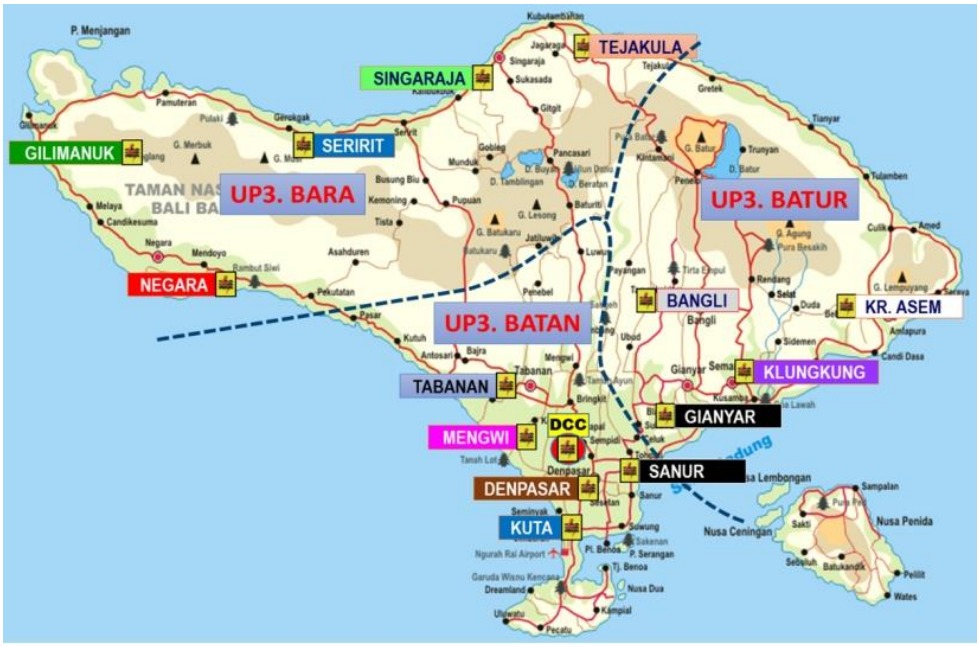


Figure 1. Bali Electricity Location Map

The Medium Voltage Standard as the operating voltage used is 20 kV. The Medium Voltage Network must meet the construction standards set by PLN. The electrical safety standard covers the minimum safe distance of cable between phases as well as between the phase and the ground.

The dimensions of conductor and cables, in addition to meeting the requirements for power distribution, also meet the need for conductor insulation resistance for safety at a voltage of 20 kV. In an effort to maintain reliability and improve the distribution of electricity, several programs are carried out, as described below.

1) Improving Electricity Lines Reliability Program

   The aim of this program is to minimize the risk of electrical interference that can be caused by many factors, such as trees, animals, thunder, or lightning. This program also includes activities to minimize the duration of power out if it is inevitable. Activities described above are:

   - Medium Voltage Lines (JTM) or Low Voltage Lines (JTR) Rehabilitation and Reconductoring
   - Medium Voltage Lines (JTM) or Low Voltage Lines (JTR) Reconfiguration
   - Distribution Substation Re-installment
   - Key Point Installation and Maintenance
   - Jointing Cable Installation
   - GSW Installation
   - Unsafe Action and Unsafe Condition – to Follow Up

There are typical stages to carry out those programs, which are:

a. Pre-Construction or Planning Stage

Pre-construction or planning stage included activities to plan the construction of the electrical infrastructure, determine the capacity and location of network reliability strengthening projects. In this stage, simulation of the calculation of the optimal amount and configuration of the electric power network was also carried out using software such as the Electrical Transient Analysis Program (ETAP). Subsequently, a field survey would be carried out to meet the construction standards, right of way, safe distance, electricity safety, and environmental and social protection aspects.

In this stage, the activities included:

- Outreach to communities affected by network reliability strengthening projects including socialization, education, and land use agreements to strengthen network reliability activities;
- Selection of work partners by adjusting the level of work risk and compliance with environmental aspects.

b. Construction Stage

The construction phase begins with pre-mobilization work. In the pre-mobilization phase, a competent working team is formed based on their skills and experience relevant to the needs of the project and prepares the requirements of working equipment according to the standards. After that, mobilization work is carried out both in terms of personnel and work equipment at the specified location. The implementation of construction work on site is carried with the following notes:

- Work partners qualified for construction activities where they have a Contractor Safety Management System (CSMS) certificate still in force, work tools and materials according to standards have been available at the workplace, and they have undertaken socialization activities with the population around the work place;
- Mobilization of personnel, equipment and material in accordance with Working Permit, Job Safety Analysis, SOP;
- Implementation of work under strict supervision and competent supervisory to obtain the appropriate work quality, with zero work accidents and zero environmental and social impacts;
- Testing and commissioning of equipment as well as minor improvements for obtaining an Operational Qualification Certificate (*SLO*).

c. Operational Stage

The operational phase is carried out after the SLO is published. To ensure the reliability of electricity distribution, routine monitoring and maintenance are carried out in accordance with SOP and applicable regulations. In carrying out maintenance, it can be either planned with or without outages by competent personnel for Work in (High) Voltage Condition (*PDKB*).

2) Marketing Program

There are some program's activities to supply power for new and current consumers to meet high demand for electricity. These pursuits include:

- JTM Building;
- JTM and JTR Expansion;
- Installation of Distribution Substation and Electricity Metering and Breaker Equipment (*APP*).

3) Efficiency Program

The activities in this program are carried out to minimize the loss of PLN electricity, whether technical damage caused inefficient lines or inoperable measuring equipment, or non-technical losses, caused by customer's fraud or human error in reading kWh meter. The activities are as listed below:

- Replacement of 1-phase/3-phase kWh meter
- Repair of Electrical Metering and Breaker Equipment (APP) Construction
- Modem Procurement for Automatic Meter Reading (AMR)
- Replacement of conventional kWh meters with smart meters based on advanced metering infrastructure (AMI).

1.3. Compliance with National Regulation

In running the business, PLN UID Bali ensures compliance with all relevant regulatory requirements. PT PLN (Persero) is established with the Deed of Incorporation of Limited No. 169 dated 30 July 1994 and its amendment No. 9 dated 20 January 2015. The business activities, particularly in power distribution at PLN UID Bali, are performed based on the following permits:

a. Minister of ESDM Decree No. 634-12/20/600.3/2011 on PT PLN (Persero)'s Electricity Supply Business License (IUPTL) – for the electricity in Java and Bali areas; the electricity supply business permit is as stated in Appendix 1;

b. Minister of ESDM Decree No. 188.K/HK.02/MEM.L/2021 on PT PLN (Persero)'s Electricity Supply Business Plan (RUPTL) 2021-2030 – for the distribution

development plan inJava, Madura, and Bali areas, as stated in Appendix 2.

In Indonesia, the Act No. 32 of 2009 with amendments to the Act No. 11 of 2020 of Environmental Protection and Management is the main environmental regulation covering mitigation of important environmental issues, including environmental standards, type of environmental documents, environmental permits, and environmental audits.

Indonesia's Government has a concern about environmental sustainability which became an integral part of risk-based licensing. According to Government Regulation No. 22 of 2021 on Environmental Protection and Management, every business that has significant and insignificant impacts on the environment must have an Environment Approval, namely:

- Statement of Readiness to Manage and Monitor the Environment (SPPL) for low-riskbusinesses;
- Environmental Management Efforts (UKL) and Environmental Monitoring Efforts(UPL) for medium-risk businesses; and
- Environmental and Impact Assessment (AMDAL) for a high-risk business.

1.3.1 UKL UPL Documents for Warehouse and Project Activities

In carrying out electricity distribution activities, PLN UID Bali has the Environmental Permit No. 660.3/5895/IV-A/DISPMPT on Environmental Authorizations for Medium Voltage Network (JTM) 20 kV and Distribution Substations Activities in Bali Province, PT PLN (Persero) Bali Distribution Main Unit. PLN UID Bali's sub-units like UP2D and UP3s, sub-sub units named ULPs already have environmental documents in accordance with the assignments. The list of environmental approvals and permits in PLN UID Bali is set out in Appendix 2. As a form of commitment by PLN UID Bali to regulation and monitoring the implementation of monitoring as well as management of the living environment, PLN UID Bali is obliged to submit a report on environmental and social commitments to the respective Environmental Agency of each regencies every six months.

1.3.2 Hazardous Waste Storage Permit

The type of hazardous waste resulting from the operation and maintenance of the electricity distribution is the lubricant oil from the transformer and battery or used battery. These hazardous wastes are stored in temporary storage facilities for hazardous waste in several areas in Bali Province that have operating permit for each temporary disposal

sites (TPS) of hazard waste as listed in Appendix 2 and the condition of temporary handling storages in the PLN UID Bali area as in Appendix 9.

1.4. Environmental and Social Management Plan (ESMP)

The ESMP of PLN UID Bali has encompassed the entire project stages and the mitigation systems, starting from planning or pre-construction to operational phase.

1.4.1 Pre-Construction Phase

In Pre-Construction phase, several activities are undertaken, including:

a. Location inspection

A site inspection is carried out to ensure that construction activities such as the construction of a 20-kV distribution network (SUTM, SKTM, SKTR), the construction of distribution substations and other construction activities have complied with technical, safety, environmental and social aspects. This inspection uses the direct observation method to all locations of activity expected to be affected by such development activities. Inspection activities are conducted by officials who are competent in the field of engineering and understand environmental and social aspects. The network location inspection also involved the community, religious leaders, traditional leaders and the local government. The results of the survey can be used as a reference or consideration in the preparation of the contract for the execution of the job.

b. Mobilization

At the stage of mobilizing the work of building a 20 kV distribution network of SUTM, SKTM, SKTR, construction of distribution substations and other construction activities are sought after during the mobilization work stage in order to avoid interfering with routine community activities that can cause public unrest such as noise, traffic jams, scattered dust, the emergence of waste, both hazardous and non-hazardous. It is required to mobilize equipment, using a standard compliant device and to do it safely while keeping safety considerations in mind. Locals may be involved in labor mobilization based on their qualifications and experience.

c. Community Outreach

Activities with community like public consultation including socialization have been carried out with aims of providing education to the public regarding construction of a 20kV distribution network of SUTM, SKTM, SKTR, construction of distribution substations and other construction activities. Routine socialization is carried out to the community by direct meeting, through media such as putting leaflets, posters and banners on *bale banjar* buildings, discussions with traditional leaders

or uploading on electronic media like Youtube, Facebook and Instagram. The objective is to provide information to the community about electricity, improve community understanding to PLN projects and empower resources.

1.4.2 Construction Phase

The goals of electricity network development are to enhance PLN customer service, particularly for new installations and power changes, and to maintain a consistent supply of electricity for customers.

The following actions have been taken in the province of Bali to lessen negative effects that the building of a 20kV electrical system will have on the environment and society:

- Engagement in socializing or approach with landowners about the positioning of company assets like poles, distribution substations, key points. The placement of poles, substations must be in accordance with the planning drawings, with written permission from the land owner;
- Avoidance positioning of PLN's assets on sacred places or areas like temples, Sanggah, and Bale Banjar as well as residents' houses or local communities and following the respective customs;
- The mobilization of activities during construction does not disturb the regular activities and order of the community around the sub project locations;
- Coordinate with local community leaders, the security authority and related government agencies for any large capacity mobilization of equipment;
- Install safety signs at work sites such as banners, traffic signs, emergency lights;
- Construction work is carried out by officers who have competence in the fields of electricity, civil and working at heights to prevent work accidents.

1.4.3 Operational Phase

PLN periodically performs both offline and online power network repair tasks in order to preserve the reliability of energy distribution to customers and the happiness of electricity customers in Bali. Activities in order to improve the reliability of the electricity network are as follows:

a. Tree cutting activities around Right of Way – ROW

   PLN partners carry out tree cutting operations in compliance with the Self-Level Agreement – SLA contained in the work agreement (*SPK*). The following are steps to take when cutting trees:

   - Create a tree cutting plan (tree map) around the ROW;
   - Coordinate with relevant parties such as building and land owners, local government and security authority;

- Set up work equipment in accordance with standards;
- Performed by competent personnel for electrical and working at height;
- Installing safety signs in the crossing area.

b. Material maintenance and replacement activities

Maintenance and replacement of material for Medium Voltage Networks and Low Voltage Networks, Substations, Distribution Substations, Key Points with attention to the following matters:

- Routine and corrective maintenance work, carried out according to schedule of maintenance management;
- Informing the maintenance schedule to residents affected by power outages;
- Install safety signs in the maintenance area so that no residents approach the danger zone;
- Secure traffic around the maintenance work area to avoid congestion;
- Work according to the SOP that has been set;
- Performed by officers who are competent in their fields and use PPE according to standards;
- Collect the remaining used materials to be returned to the PLN material warehouse;
- Pay attention to project waste with electric wise, such as remaining cable skin, copper pieces, to avoid pollution to the environment.

c. Hazardous waste (B3) management

Hazardous waste (B3) management aims to ensure that there is no hazardous waste such as used transformer oil and used batteries that can pollute the environment due to PLN projects. Hazardous waste management efforts are carried out by:

- Providing Temporary Waste Collection Point or TPS for Hazardous waste that already has a permit from the relevant agency with list of TPS PLN UID Bali which already has a permit attached;
- Cooperating with companies have hazardous waste transportation and management permits with Letter of Cooperation Agreement with Companies that have hazardous waste management permits attached;
- Reporting the waste balance periodically to the relevant agencies;

- Conducted by competent officers and have hazardous waste management certification;
- Implement 5S program periodically;
- Provides management SOPs for hazardous materials and hazardous waste;
- Inventory of specified transformers containing *Polychlorinated Biphenyls* or PCBs;
- Conduct a transformer oil test for the indicated transformer containing *Polychlorinated Biphenyls* or PCBs;
- Create hazardous materials and hazardous waste management document in accordance with the regulations, such as: PCBs Management Plant, Hazardous Materials (B3) and Hazardous Waste (LB3) Emergency Response Reports.
- Equipping the Hazardous Waste (LB3) Storage facility with Fire Alarm System and Fire Hydrant as emergency equipment.

d. Management of House Keeping of Used Materials – *ATTB*

Management of *ATTB* (Non Operating Fixed Assets) aims to ensure the equipment or materials are in accordance with the 5S rules of Seiri – Concise, Seiton – Neat, Seiso – Clean, Seiketsu – Treat, and Shitsuke – Diligent. The efforts that can be made to manage ATTB include:

- To record assets like tools and materials that are no longer used to be transferred to the PLN warehouse.
- To sort ATTB materials into usable materials, damaged or unfit materials.
- To place ATTB materials according to 5S rules in order to obtain warehouse in order and aesthetics.
- Elimination of ATTB assets in accordance with applicable regulations.

Environmental management in the operational phase is carried out by measuring the conditions of the work environment and environmental management based on ESMP matrix in environmental document to ensure that environmental pollution does not occur. Social management activities are carried out by involving stakeholders like local communities, for example public consultation and socialization activities for safe electricity use and community development. The ESMP Matrix is tabulated in Appendix 19.

CHAPTER II
RESULTS

Numerous projects of PLN UID Bali have been conducted in 2025 and during Q1 2026 to enhance the JTM reliability and achieve the efficiency were new power feeder construction, old materials displacement, old transformers replacement, key-point replacement and installation of LBS, recloser, DS, Medium Voltage Distribution Lines, Low Voltage Distribution Lines, Substation construction, Metering and Limiter Device installation, substitution of 1 phase and 3 phase meter boxes, and application of smart meters based on Advanced Metering Infrastructure (AMI) for replacing conventional kWh meters.

2.1. Environmental and Social Screening Checklist

At the beginning of subprojects, an environmental and social screening checklist is used to review potential environmental and social safeguard impacts and determine whether the subprojects will trigger relevant safeguard policies of AIIB. In the location selection process for the subprojects, PLN UID Bali carried out the environmental and social screening including protected area, safe distance, main biodiversity area, indigenous peoples, cultural heritage, and the use of private land. The summary of the environmental and social screening checklist for each subproject is tabulated in Appendix 5. In general, there are no new additional area in 2025 compared to the ESMP Monitoring Report 2023 and 2024. The PLN UID Bali project capacity of power distribution strengthening in 2025 and in Q1 2026 is tabulated in Table 1 below.

Table 1. The PLN UID Bali's Project Capacity of Power Distribution Strengthening

No	Unit	Activity	City, District Location	Details 2025	Details Q1 2026
1	UP3 Bali Selatan	Network Reliability Improvement	- Badung Dist. - Denpasar City - Tabanan Dist.	MV (JTM): 125,08 kms LV (JTR): 105,50 kms Substation: 81.310 KVA	MV (JTM): 29,84 kms LV (JTR): 16,58 kms Substation: 27.495 KVA
2	UP3 Bali Timur	Network Reliability Improvement	- Bangli Dist. - Gianyar Dist. - Klungkung Dist. - Karangasem Dist.	MV (JTM): 55,47 kms LV (JTR): 120,45 kms Substation: 34.295 KVA	MV (JTM): 24,45 kms LV (JTR): 38,16 kms Substation: 6.275 KVA

3	UP3 Bali Utara	Network Reliability Improvement	- Jembrana Dist. - Buleleng Dist. - Tabanan Dist.	MV (JTM): 28.79 kms LV (JTR): 73,60 kms Substation: 9.375 KVA	MV (JTM): 13,30 kms LV (JTR): 10,55 kms Substation: 970 KVA

2.2. Monitoring the Pre-Construction Period

Constructing medium voltage (JTM) or low voltage (JTR) network might affect in ecological, physical, and social aspects at pre-construction stage. In PLN UID Bali, many of JTM and JTR construction have been conducted for mostly residents and industries. Before projects have been carried out, the UP3, a sub unit of PLN UID analyse the potential effects to environment, land, residents, indigenous people and cultural heritage through screening form, seen in Appendix 5. The trees cutting and trimming under Right of Way (ROW) activities must be performed to ensurethe networks reliability with the permission of landowners in agreement documents. A clear ROWroute and written agreement shown in Appendix 15 and Appendix 11, respectively. The Figure 2 and 3 below show the application of safety distance and trimming along the ROW in this project.



Figure 2. ROW and Safe Distance on Distribution Power Lines, 2025 and Q1 2026



Figure 3. Tree Trimming Around Power Lines, 2025 and Q1 2026

2.3. Monitoring the Construction Period

During construction activities, the third parties, who will be responsible on doing the construction, must meet all the requirements of PLN standard and government regulation like CSMS certified contractor, HIRARC, working permit, and standard operational procedures implementation, filled in contract document between PLN UID Bali and vendors. For instance, installation and demolition of JTM, substation cubicle, JTR at UP3 Bali Timur. According to contract document 0022.SPK/DAN.01.02/F05030000/2024, the vendor has complied the requirements and assured the projects have been worked properly as accommodated in Appendix 12 and 13. Figure 4 below shows an example of CSMS Certificate owned by one of PLN UID Bali Work Contractor and figure 5 shows the usage of safety sign as a work sign.



Figure 4. example of CSMS Certificate



Figure 5. Safety Sign as a Work Sign, 2025 and Q1 2026

2.4. Monitoring the Operational Period

Workers and society are the most affected parties during the operational stage. On the other side, waste is an affecting resource appears in this phase. The replacement of old transformers, for example, occurs during the transportation of the old transformer to the warehouse and there must be no oil leakage from the transformer. Storage warehouse for transformers and waste materials containing hazardous substances and hazardous waste as well as those containing PCBs must fulfill minimum criteria of having: a cover (rooftop or other cover), a waterproof basin, and a drainage separated collection channel for leakage, because although the transformer is a waste, it is still the asset of PLN that must be maintained properly. Since 2024, PLN UID Bali have had proposed a budget for the construction of a transformer waste warehouse cover designed in accordance with the applicable regulations. However, in 2025 and Q1 2026 several transformer warehouses in the PLN UID Bali still have had not protected with proper cover, that might bring other issues. The existing transformer warehouse is as seen in Figure 5 below.

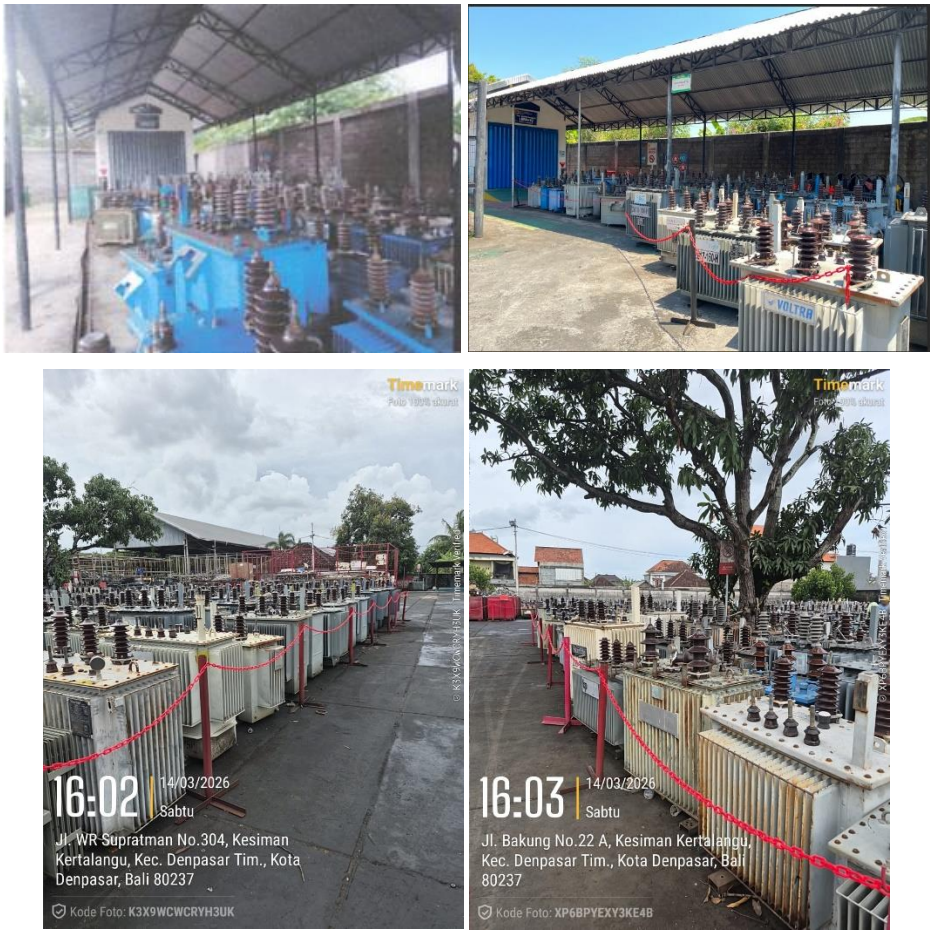


Figure 6. Transformer Warehouse Existing Condition, 2025 and Q1 2026

2.5. Warehouse Monitoring Results

Warehouses for hazardous waste are different from material warehouses. Every PLN UID Bali unit has its own materials warehouse. The materials such as miniature circuit breaker (MCB), cables, and other equipment are grouped according to their type and specific physical or mechanical properties. These are monitored by using excel or online warehouse application of *Aplikasi Gudang Online – AGO*.

The hazardous waste temporary disposal site is used for hazardous waste generated from power distribution activities such as used lubricating oil and battery or used battery. Hazardous waste management is carried out with a third party who has a hazardous waste management permit from the Minister of Environment and Forestry. The hazardous waste temporary storage at PLN UID Bali is equipped with an oil trap which functions to prevent any oil from dripping out of the boundary. Figure 6 below shows the UID Bali hazardous waste temporary storage.

Before the hazardous waste is given to the third party to be managed, it is stored at hazardous waste temporary storages in several areas in Bali Province, with the operating permit for each hazardous waste temporary disposal site (TPS – Tempat Penampungan Sementara) seen in Appendix 2. In 2025, PLN UID Bali has developed and integrated environmental procedures for handling hazardous waste (LB3) with Integrated Management System (IMS) of PLN UID Bali as seen in Appendix 17. The site/warehouse safety facilities are regularly inspected and monitored (Figure 8). The site/warehouse also equipped with a fire alarm and a fire hydrant for emergency fire safety and response, as corrective action for the lack of emergency equipment. The construction of this infrastructure commenced on August 28, 2025 (Figure 9). The condition of the hazardous waste temporary storages in the PLN UID Bali can be seen in Appendix 9.



Figure 7. Hazardous Waste Temporary Storage, 2025 and Q1 2026



Figure 8. Warehouse Inspection



Figure 9. Installation of Fire Hydrant

As noted, one type of hazardous waste generated is the used transformer oil. Based on the Ministry of Environment and Forestry Regulation No. P.29/MENLHK/SETJEM/PLB.3/12/2020, PCBs are prohibited from being used and it is still found in transformer oil. PLN UID Bali is managing PCBs by taking an inventory of offline and online transformers, visual testing based on the year of manufacture and transformer capacity, and conducting tests on transformers that may indicate contained PCBs. The criteria for transformers potentially containing PCBs are transformer with a year of manufacturing before 1997, wet type, a minimum power of 100 kVA, an outlet, and, or dielectric oil with a trade name in accordance with Appendix I of the Ministry of Environment and Forestry Regulation No. P.29/MENLHK/SETJEM/PLB.3/12/2020.

The PCBs testing have been done in stages. By 2024, a PCBs test using the gas chromatography method has been carried out for 11 offline transformer oil samples and 36 online transformer oil. For 11 previously tested offline transformer oil using the dexsil method containing PCBs, after further work using the gas chromatography method, no PCBs containing transformer have been found. Similarly, for 36 other samples of oil, results have been obtained that the samples do not contain PCBs. Transformers that do not contain PCBs will be managed as ATTB material, and the transformer oil will be handed over to third parties as

described earlier. There was no activity of PCBs test in 2025 and the next PCBs test will be held in April 2026. The results of PCBs testing bythe gas chromatography method can be seen in Appendix 10, with the PCBs test activity and storage as in Figure 7 and 8 respectively.

Over all PLN UID Bali material warehouses have complied with the standards implemented by PLN with details shown in Appendix 20.



Figure 10. Transformer Online Oil Sampling for PCBs Test, 2024

PLN UID Bali has three (3) temporary storage facilities for hazardous waste in Tohpati Warehouse, Pemaron Warehouse and Kapal Warehouse. The company has made efforts to provide appropriate storage areas based on Indonesian Government Regulation Number 22 of 2021 on Implementation of Environmental Protection and Management. Based on Central PLN data, each disposal location has been equipped with a roof, concrete floor, storage for damaged transformers, transformer oil emptying facilities, drainage system, warehouse yard connected with traps. fat or oil, oil traps, eyewash, first aid, fire extinguishers, sorting hazardous waste based on each category, housekeeping and transformation labeling. However, some storage areas may require slight repairs in the following year due to the age of the warehouse and natural conditions as well as the results of water monitoring from grease traps before the water is discharged into the environment, that will be tested in the following year.

2.6. Health and Safety Monitoring

Since most of the activities at PLN UID Bali carry a risk of injuries, disabilities and probable death or fatalities for workers, health and safety must always come first in all phases of the work process. PLN UID Bali has launched an app called INSPEKTA to track various health and safety non conformities, including risky behaviors and hazardous environments. Each worker has a

single account to use to report dangerous situations involving the workplace. In any event reported in the app, PLN Headquarters would have a close monitoring on the reports in order to implement repair. The INSPEKTA Monitoring Report for UID Bali is displayed in Table 2 below.

Table 2. INSPEKTA Monitoring Report

Statistik Unit dari Kategori

Direktorat Distribusi | Unit Induk Distribusi | -- Unit Pelaksana -- | -- Subunit Pelaksana | 2025-01-01 | 2025-12-31 | Filter | Reset

#	Unit	Unsafe Act	Unsafe Condition	Nearmiss	Accident	Ketidaksesuaian Administrasi	Pencemaran Lingkungan	Gangguan Keamanan
	Unit Induk Distribusi Bali	3	91	0	0	0	0	0
	UP2D Bali	5	224	0	0	3	0	0
+	UP3 Bali Selatan	44	1.400	0	0	1	0	0
+	UP3 Bali Timur	15	2.229	0	0	0	0	0
+	UP3 Bali Utara	37	1.472	0	0	0	0	0
	Total	**104**	**5.416**	**0**	**0**	**4**	**0**	**0**

Statistik Unit dari Kategori

Direktorat Distribusi | Unit Induk Distribusi | -- Unit Pelaksana -- | -- Subunit Pelaksana | 2026-01-01 | 2026-12-31 | Filter | Reset

#	Unit	Unsafe Act	Unsafe Condition	Nearmiss	Accident	Ketidaksesuaian Administrasi	Pencemaran Lingkungan	Gangguan Keamanan
	Unit Induk Distribusi Bali	0	29	0	0	0	0	0
	UP2D Bali	0	83	0	0	0	0	0
+	UP3 Bali Selatan	14	412	0	0	1	0	0
+	UP3 Bali Timur	3	667	0	0	0	0	0
+	UP3 Bali Utara	9	540	0	0	1	0	0
	Total	**26**	**1.731**	**0**	**0**	**2**	**0**	**0**

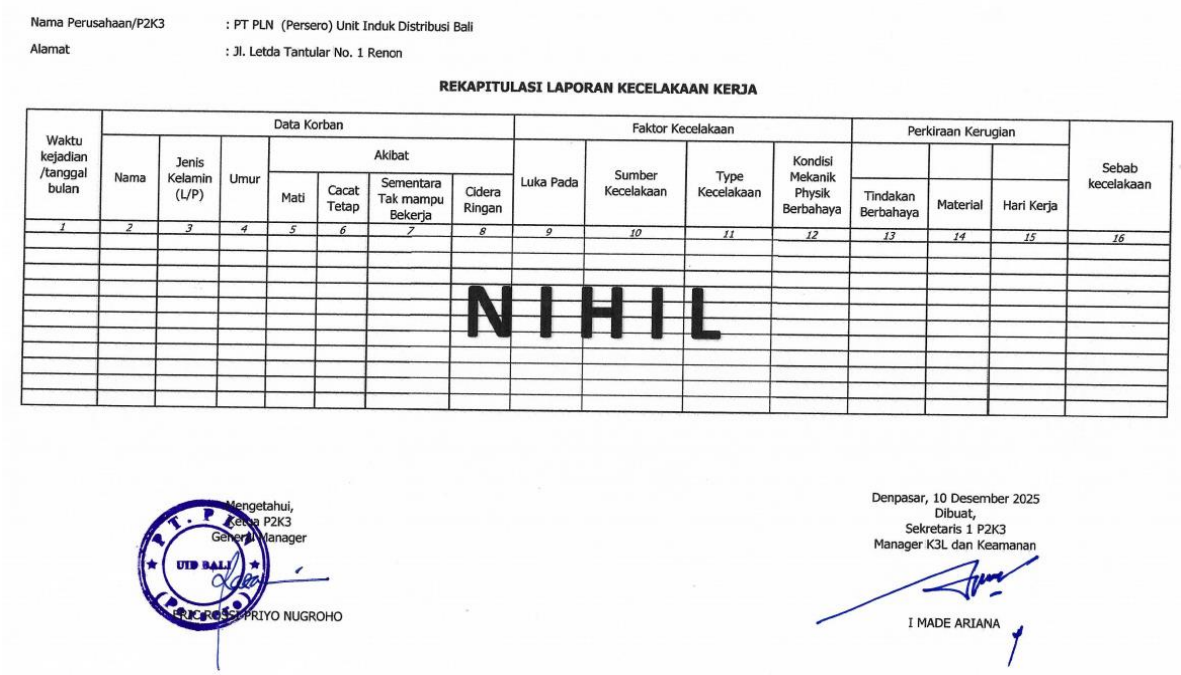
Throughout 2025, the number of unsafe conditions were nearly to 99%, 5416 of 5524 cases in PLN UID Bali, about 1.9% were unsafe actions, and 0.1% were near miss incidents. No work accident was happened in 2025. And in the first quarter of 2026, from 1759 cases, 1731 cases or 98.4% were unsafe conditions, with 1.48% were unsafe actions, and 0.1% were near miss incidents. In response to numerous reports of working in unsafe conditions, PLN UID Bali is taking action to enhance its safety management. Management is now implementing and supervising Standard Operating Procedures (SOPs) for all tasks, including Network Maintenance as well as Low and Medium Voltage Substations. Additionally, field monitoring is being conducted with mandatory reporting via the INSPEKTA website. To investigate whether reporting has improved, the updated records can be viewed via INSPEKTA, as shown in Table 3.

Table 3. INSPEKTA Monitoring Report of Improvement, 2025

Unit	Open	Progress	Closed	RKAP	Rejected	Total (F/U * Faktor Kali)	Total Approved * 3	Effort Factor
UP2D Bali	1	1	101	6	0	323	327	98.78 %
UP3 Bali Selatan	2	38	414	121	0	1681	1725	97.45 %
UP3 Bali Timur	0	26	776	49	0	2527	2553	98.98 %
UP3 Bali Utara	0	10	704	35	0	2237	2247	99.55 %
Unit Induk Distribusi Bali	0	6	31	3	0	114	120	95 %

To maintain the curtailment of risks or accidents occur in the workplace, the third parties must comply standard regulation before working, such as filling working permit, having contractor safety management system (CSMS) certificate re on Figure 6, and wearing personal protective equipment as written in the contract documents.

The figures below are yearly recapitulation for accidents in work, electrical installation or public infrastructure in PLN UID Bali 2025 respectively, while the recapitulation for 2026 would be published at the end of the year. The recapitulation of work accidents in 2025 is zero as explained in the Figure 11 below.



Nama Perusahaan/P2K3 : PT PLN (Persero) Unit Induk Distribusi Bali

Alamat : Jl. Letda Tantular No. 1 Renon

REKAPITULASI LAPORAN KECELAKAAN KERJA

Waktu kejadian /tanggal bulan	Data Korban							Faktor Kecelakaan				Perkiraan Kerugian			Sebab kecelakaan
	Nama	Jenis Kelamin (L/P)	Umur	Akibat				Luka Pada	Sumber Kecelakaan	Type Kecelakaan	Kondisi Mekanik Physik Berbahaya	Tindakan Berbahaya	Material	Hari Kerja	
				Mati	Cacat Tetap	Sementara Tak mampu Bekerja	Cidera Ringan								
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

NIHIL

Mengetahui,
Ketua P2K3
General Manager

PRIYO NUGROHO

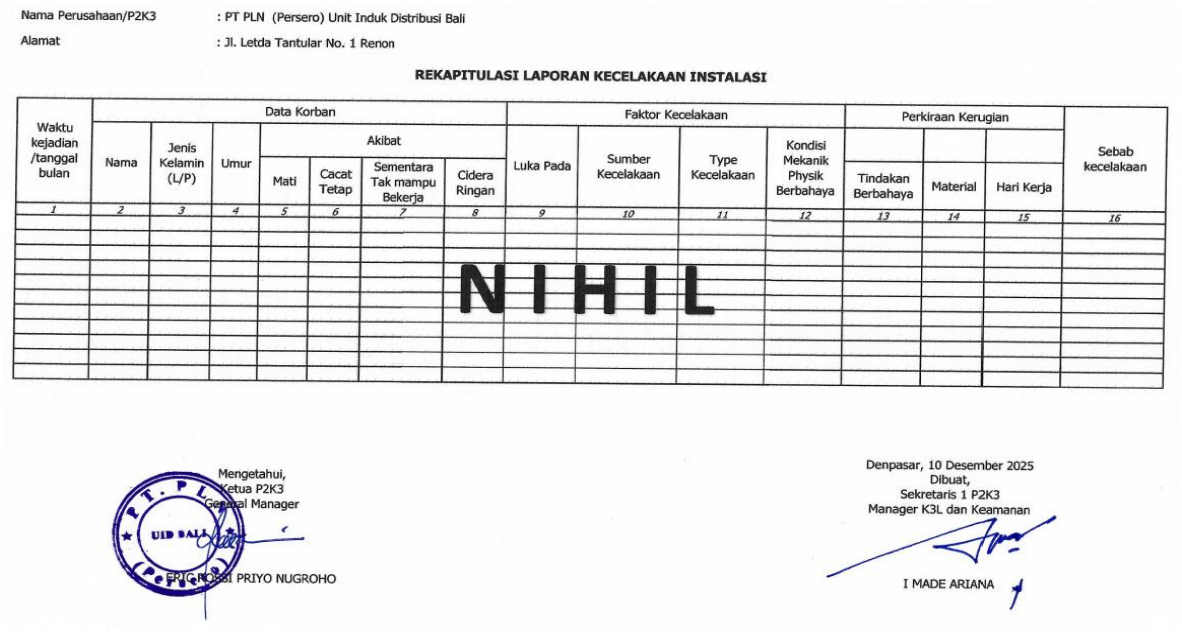
Denpasar, 10 Desember 2025
Dibuat,
Sekretaris 1 P2K3
Manager K3L dan Keamanan

I MADE ARIANA

Figure 11. Work Accident Report 2025

In 2025, there were no accident related to electrical installation or public infrastructure in PLN

UID Bali work area, as seen in Figure 12 and 13 below.



Nama Perusahaan/P2K3 : PT PLN (Persero) Unit Induk Distribusi Bali
Alamat : Jl. Letda Tantular No. 1 Renon

REKAPITULASI LAPORAN KECELAKAAN INSTALASI

Waktu kejadian /tanggal bulan	Data Korban							Faktor Kecelakaan				Perkiraan Kerugian			Sebab kecelakaan
	Nama	Jenis Kelamin (L/P)	Umur	Akibat				Luka Pada	Sumber Kecelakaan	Type Kecelakaan	Kondisi Mekanik Physik Berbahaya	Tindakan Berbahaya	Material	Hari Kerja	
				Mati	Cacat Tetap	Sementara Tak mampu Bekerja	Cidera Ringan								
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

NIHIL

Mengetahui,
Ketua P2K3
General Manager

ERIC ROSSI PRIYO NUGROHO

Denpasar, 10 Desember 2025
Dibuat,
Sekretaris 1 P2K3
Manager K3L dan Keamanan

I MADE ARIANA

Figure 12. Electrical Installation Accident Report 2025



Nama Perusahaan/P2K3 : PT PLN (Persero) Unit Induk Distribusi Bali
Alamat : Jl. Letda Tantular No. 1 Renon

REKAPITULASI LAPORAN KECELAKAAN MASYARAKAT UMUM

Waktu kejadian /tanggal bulan	Data Korban							Faktor Kecelakaan				Perkiraan Kerugian			Sebab kecelakaan
	Nama	Jenis Kelamin (L/P)	Umur	Akibat				Luka Pada	Sumber Kecelakaan	Type Kecelakaan	Kondisi Mekanik Physik Berbahaya	Tindakan Berbahaya	Material	Hari Kerja	
				Mati	Cacat Tetap	Sementara Tak mampu Bekerja	Cidera Ringan								
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

NIHIL

Mengetahui,
Ketua P2K3
General Manager

ERIC ROSSI PRIYO NUGROHO

Denpasar, 10 Desember 2025
Dibuat,
Sekretaris 1 P2K3
Manager K3L dan Keamanan

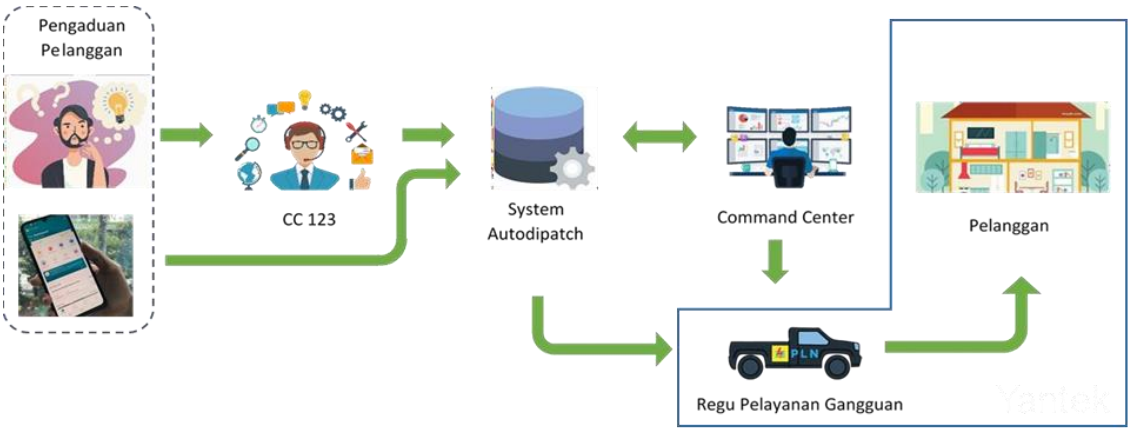
I MADE ARIANA

Figure 13. Public Accident Report 2025

2.7. Mechanism for Handling Customer Complaints

PT PLN (Persero) always improves service to customers, including complaints about electricity services. Currently PLN customers and public in general can submit complaints via call center 123 and through the PLN Mobile application. PLN provides a fast and real time complaint service to provide the best experience for customers.

Through the PLN Mobile application, customers can track the process of handling disruptions in real time. The mechanism for handling Customer complaints is as illustrated in the Figure 11 below.



NO	URAIAN	STANDAR WAKTU (MENIT)	PELANGGAN	CC 123	SYSTEM AUTO DISPATCH	COMMAND CENTER	REGU PELAYANAN TEKNIK	PELANGGAN/ LOKASI
A. kondisi Normal (tidak ada Alih Regu atau Posko)								
1	Pelanggan melakukan pengaduan melalui : a. Telfon dan media lainnya ke CC123 atau	1	1a	1a				
	b.Aplikasi PLN Mobile	1	1b					
2	System Autodispatch mengirim WO ke Regu Pelayanan Teknik, Operator Command Center memantau WO dari Aplikasi APKT System Autodispatch	1			2	2		
3	Regu Pelayanan Teknik menerima WO dari sistem autodispatch melalui APKT Mobile	1					3	
4	Regu Pelayanan Teknik menuju Lokasi Pelanggan	45 *					4	
5	Petugas Yantek melakukan penanganan pengaduan di lokasi alamat pelapor sesuai SOP Pekerjaan dan Standar PS4 (Penampilan Sikap Senyum Salam dan Sapa)							5
6	1. Petugas Yantek menginput ke Aplikasi APKT Mobile bahwa WO sudah di terima dan ditindaklanjuti. 2.Petugas Yantek menyelesaikan waktu tanggap dan waktu perbaikan sesuai durasi dilapangan. 3.petugas Yantek memilih kode gangguan sesuai pekerjaan yang telah di selesaikan. a. Fasilitas b. Sub Fasilitas c. Equipment d. Event Demage e. Tindakan f. Standar Waktu g. Penyebab h. Grup Penyebab i. Cuaca j. Material meliputi jumlah, jenis, type, merk (scan QR Code)	180 *					6	
7	Pekerjaan selesai						7	

Figure 14. The Mechanism for Handling Customer Complaints

In handling complaints, service officers will receive reports from the command center or from auto dispatch as a follow-up to customer reports via command center 123 or the PLN Mobile application. The service officer will immediately contact the customer and go to the customer's location. The following Table 3 is an example of a customer complaint report in 2025 and Q1 2026, with the duration time of handling complaint, and Table 4 is the recapitulation of customer complaint reports for 2025 and Q1 2026. There was no grievance related to social and environmental aspect in PLN UID Bali in 2025 and Q1 2026.

Table 4. Example of the Customer Complaint Report in 2025

No Laporan	Tgl Lapor	Dalam Proses Bidang	Selesai Bidang Unit	Durasi Response Time	Durasi Recovery Time	Status	IDPEL/NO METER	Nama Pelapor	Alamat Pelapor	No Tlp Pelapor	Rayon	Uraian
KS525123100484	31/12/2025 17:28:11	31/12/2025 17:43:05	31/12/2025 18:38:01	0 - 0 : 14 : 54	0 - 1 : 9 : 50	Selesai	551005110659/551005110659	Fahmi Mu***	JL IL. LABAK SA***	628573***	ULP DENPASAR	pelanggan sudah dikonfirmasi via wa terkait dengan pembelian token yang gagal namun dana terpotong sudahdijelaskan
KS525123100231	31/12/2025 10:35:53	31/12/2025 10:37:41	31/12/2025 10:40:15	0 - 0 : 1 : 48	0 - 0 : 4 : 22	Selesai	552001448060/552001448060	DEWA MAD***	DN KAWAN No. ***	628214***	ULP GIANYAR	Yth. Bapak/Ibu Pelanggan PLN, Terkait dengan pengaduan prihal permohonon pemindahan kwh meter, akan kami tindaklanjuti dan petugas survey kami akan mengecek ke lokasi *maksimal 3 hari kerja dari tanggal permohonan* apabila masih ada hal yang belum jelas dapat menghubungi PIC Bapak Junedy di nomor +62 813-3702-1337 (no call/chat only). Demikian kami sampaikan ittas perhatian dan kerjasama yang baik kami ucapkan terima kasih. *Mohon ijin untuk proses keluhan kami closed di aplikasi.*
KS525123100088	31/12/2025 07:25:24	31/12/2025 07:33:20	31/12/2025 07:34:32	0 - 0 : 7 : 56	0 - 0 : 9 : 8	Selesai	551201028476/14621899546	putu agu***	JL RAYA ULUWATU***	628980***	ULP KUTA	sudah info via wa kepelanggan

Table 5. Example of the Customer Complaint Report in Q1 2026

No Laporan	Tgl Lapor	Dalam Proses Bidang	Selesai Bidang Unit	Durasi Response Time	Durasi Recovery Time	Status	IDPEL/NO METER	Nama Pelapor	Alamat Pelapor	No Tlp Pelapor	Permasalahan Pelapor	Rayon
KS526022800730	28/02/2026 19:08:08	28/02/2026 19:26:07	28/02/2026 19:42:15	0 - 0 : 17 : 59	0 - 0 : 34 : 7	Selesai	551004951586/551004951586	satria***	JL IMAM BONJOL ***	628062***	APP	ULP DENPASAR
KS526022800550	28/02/2026 15:38:25	28/02/2026 15:46:11	28/02/2026 16:13:45	0 - 0 : 7 : 46	0 - 0 : 35 : 20	Selesai	551202082376/551202082376	GdeRama***	JL GG. SANDAT 1***	628180***	APP	ULP KUTA
KS526022800351	28/02/2026 12:19:25	28/02/2026 12:21:27	28/02/2026 12:51:04	0 - 0 : 2 : 2	0 - 0 : 31 : 39	Selesai	552001181510/552001181510	Wayan yu***	DN PURNA DESA D***	628786***	APP	ULP GIANYAR
KS526022800293	28/02/2026 11:23:54	28/02/2026 11:26:26	28/02/2026 11:31:47	0 - 0 : 2 : 32	0 - 0 : 7 : 53	Selesai	551100692191/551100692191	luh ade ***	JL DOUBLE SIX N***	628138***	APP	ULP KUTA
KS526022800245	28/02/2026 10:29:57	28/02/2026 10:37:30	28/02/2026 10:39:33	0 - 0 : 7 : 33	0 - 0 : 9 : 36	Selesai	551201237677/321040202795	adi****	PR JLN RAYA PEC***	628121***	APP	ULP KUTA
KS526022800195	28/02/2026 09:35:29	28/02/2026 09:40:27	28/02/2026 09:52:05	0 - 0 : 4 : 58	0 - 0 : 16 : 36	Selesai	552002028709/552002028709	indra pr***	JL SERMA DARYA ***	628288***	APP	ULP GIANYAR
KS526022800101	28/02/2026 07:20:59	28/02/2026 08:02:38	28/02/2026 08:17:05	0 - 0 : 41 : 39	0 - 0 : 56 : 6	Selesai	551100116075/01105308462	wayan su***	JL KURU SETRA G***	628191***	APP	ULP KUTA
KS526022700609	27/02/2026 13:34:07	27/02/2026 13:39:56	27/02/2026 13:42:00	0 - 0 : 5 : 49	0 - 0 : 7 : 53	Selesai	8627909147/8627909147	Anita Wa***	JL TEL**********	628770***	APP	ULP KUTA
KS526022700512	27/02/2026 13:18:18	27/02/2026 13:30:48	27/02/2026 13:38:26	0 - 0 : 12 : 30	0 - 0 : 20 : 8	Selesai	551200117035/551200117035	gung tam***	JL TEGALINGGA****	628123***	APP	ULP GIANYAR
KS526022700509	27/02/2026 12:16:27	27/02/2026 12:31:15	27/02/2026 12:38:49	0 - 0 : 14 : 48	0 - 0 : 22 : 22	Selesai	512000989526/552000989526	I Wayan ***	BR PANECA No.0 ***	628199***	APP	ULP GIANYAR
KS526022700405	27/02/2026 10:50:07	27/02/2026 10:54:50	27/02/2026 11:08:06	0 - 0 : 4 : 43	0 - 0 : 17 : 59	Selesai	551004901309/551004901309	I MADE B***	JL KEBO IWA DN ***	628222***	APP	ULP DENPASAR
KS526022700367	27/02/2026 10:19:58	27/02/2026 10:22:45	27/02/2026 10:54:33	0 - 0 : 2 : 47	0 - 0 : 34 : 35	Selesai	551003535047/551003535047	komang g***	JL MATAHARI GG ***	628311***	APP	ULP DENPASAR
KS526022700305	27/02/2026 09:37:13	27/02/2026 09:40:17	27/02/2026 09:50:33	0 - 0 : 3 : 4	0 - 0 : 13 : 20	Selesai	551200496153/551200496153	indra pr***	BR BATAN ANCAK ***	628214***	APP	ULP GIANYAR
KS526022700223	27/02/2026 08:31:39	27/02/2026 08:33:36	27/02/2026 08:45:58	0 - 0 : 2 : 24	0 - 0 : 14 : 46	Selesai	8627909147/8627909147	Anita Wa***	JL TEL**********	628193***	APP	ULP KUTA
KS526022700215	27/02/2026 08:26:59	27/02/2026 08:35:09	27/02/2026 08:42:58	0 - 0 : 8 : 10	0 - 0 : 15 : 59	Selesai	552003069088/552003069088	joko***	BR BELALUAN No. ***	628228***	APP	ULP GIANYAR
KS526022700179	27/02/2026 07:53:34	27/02/2026 07:54:50	27/02/2026 08:21:25	0 - 0 : 1 : 16	0 - 0 : 27 : 51	Selesai	551400755417/551400755417	oki***	JL JL KERTHA W***	628123***	APP	ULP SANUR
KS526022700098	27/02/2026 06:34:34	27/02/2026 07:10:55	27/02/2026 07:12:53	0 - 0 : 36 : 21	0 - 0 : 38 : 19	Selesai	552001922984/552001922984	ANDRI RI***	JL PERUMAHAN HA***	628133***	APP	ULP GIANYAR
KS526022601138	26/02/2026 17:56:29	26/02/2026 18:00:58	26/02/2026 18:16:36	0 - 0 : 4 : 29	0 - 0 : 20 : 7	Selesai	551200759872/551200759872	nyoman s***	JL RAYA TAMPAKS***	628133***	APP	ULP GIANYAR
KS526022601037	26/02/2026 16:50:21	26/02/2026 17:01:11	26/02/2026 19:35:59	0 - 0 : 10 : 50	0 - 2 : 45 : 38	Selesai	551003472111/95610203472	ilham sa***	GG MIRAH KECUBU***	628311***	APP	ULP DENPASAR
KS526022600892	26/02/2026 15:20:24	26/02/2026 15:49:57	26/02/2026 17:17:19	0 - 0 : 29 : 33	0 - 1 : 56 : 55	Selesai	551004788758/551004788758	TEGUH SA***	JL GUNUNG INDRA***	628510***	APP	ULP DENPASAR
							551001993394/551001993394	Sita Sue***	PR CIPTA SELARA***	628131***	APP	ULP DENPASAR

Table 6. Recapitulation of Customer Complaint Reports for the Year 2025

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
APP						
1	Alat Pembatas tidak berfungsi	15,648	15,647	99.99%	1	0.01%
2	Alat Ukur Paskabayar tidak berfungsi	369	369	100%	0	0%
3	Alat Ukur Prabayar tidak berfungsi	892	892	100%	0	0%
4	Instalasi / Wiring tidak berfungsi	12	12	100%	0	0%
5	Keypad/lampu indikator pada APP tidak berfungsi	30	30	100%	0	0%
6	Pelanggan berkeberatan dialihkan ke APP Prabayar	1	1	100%	0	0%
7	Proses Migrasi, belum ada realisasinya	17	17	100%	0	0%
TOTAL		**16,969**	**16,968**	**99.99%**	**1**	**0.01%**
Cater						
1	Keakuratan hasil catat meter	379	379	100%	0	0%
2	Kurang Tagih	1	1	100%	0	0%
3	Lebih Tagih	50	50	100%	0	0%
4	Petugas Cater Jarang Datang	5	5	100%	0	0%
TOTAL		**435**	**435**	**100%**	**0**	**0%**
EV Home Charging						
1	Charger Tidak Berfungsi	2	2	100%	0	0%
2	Diskon Tambah Daya Bundling HCS	1	1	100%	0	0%
3	Kendala Instalasi Home Charger	2	2	100%	0	0%
4	PB/PD Layanan Bundling HCS	44	44	100%	0	0%
5	Proses Integrasi Charge.in	13	13	100%	0	0%
6	Reschedule Jadwal Pemasangan	1	1	100%	0	0%
7	Tidak Mendapatkan Diskon Tarif	8	8	100%	0	0%
8	Umum	254	254	100%	0	0%
TOTAL		**325**	**325**	**100%**	**0**	**0%**
Informasi						
1	APP	5,453	5,453	100%	0	0%
2	Cater	46	46	100%	0	0%
3	Drop Tegangan	209	209	100%	0	0%
4	Kondisi Jaringan Listrik	3,777	3,777	100%	0	0%
5	P2TL	36	36	100%	0	0%
6	PB	881	881	100%	0	0%
7	PD	1,893	1,893	100%	0	0%
8	PJU	3	3	100%	0	0%
9	PS	718	718	100%	0	0%
10	PTL Sering Padam	145	145	100%	0	0%
11	Penanganan Gangguan dengan cara sambung langsung	687	687	100%	0	0%
12	Penanganan gangguan namun belum disertai penyegelan kembali	20	20	100%	0	0%

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
13	Stimulus / Subsidi Listrik	58	58	100%	0	0%
14	Tagihan Listrik dan Token	700	700	100%	0	0%
15	Tagihan Susulan	23	23	100%	0	0%
16	Tusbung	104	104	100%	0	0%
17	Umum	9,414	9,414	100%	0	0%
TOTAL		**24,167**	**24,167**	**100%**	**0**	**0%**
Integritas						
1	Petugas Meminta uang tambahan /Tip	5	5	100%	0	0%
2	Petugas Mengancam/Mengintimidasi	3	3	100%	0	0%
3	Petugas kurang Sopan	12	12	100%	0	0%
4	Petugas menawarkan Jasa (Calo)	3	3	100%	0	0%
TOTAL		**23**	**23**	**100%**	**0**	**0%**
Pasang Baru (PB)						
1	Bantuan Pasang Baru Listrik / CSR	54	54	100%	0	0%
2	Proses PB, belum ada realisasinya	5,351	5,351	100%	0	0%
3	Proses PD/TD, belum ada realisasinya	1	1	100%	0	0%
4	Restitusi	174	174	100%	0	0%
TOTAL		**5,580**	**5,580**	**100%**	**0**	**0%**
Pemutusan Penyambungan (Tusbung)						
1	Salah Putus	93	93	100%	0	0%
2	Sudah Bayar Belum Disambung	28,016	28,016	100%	0	0%
TOTAL		**28,109**	**28,109**	**100%**	**0**	**0%**
Penyambungan Sementara (PS)						
1	Proses PS, belum ada realisasinya	492	492	100%	0	0%
2	Restitusi	7	7	100%	0	0%
TOTAL		**499**	**499**	**100%**	**0**	**0%**
Perubahan Data						
1	Berhenti Berlangganan	350	350	100%	0	0%
2	Penggantian alamat email Invoice	7	7	100%	0	0%
3	Penyesuaian UJL	1	1	100%	0	0%
4	Proses Migrasi Data, belum ada realisasinya	10	10	100%	0	0%
5	Ubah Alamat	19	19	100%	0	0%
6	Ubah Nama	256	256	100%	0	0%
7	Ubah No Telp/NIK/NPWP	4	4	100%	0	0%
TOTAL		**647**	**647**	**100%**	**0**	**0%**
Perubahan Daya (PD)						
1	Daya Terpasang Tidak Sesuai Daya Kontrak	18	18	100%	0	0%
2	Proses PD/TD, belum ada realisasinya	1,207	1,207	100%	0	0%
3	Restitusi	168	168	100%	0	0%
TOTAL		**1,393**	**1,393**	**100%**	**0**	**0%**
Program Konversi Kompor Induksi						
1	Kompor Rusak / Mati	24	24	100%	0	0%

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
TOTAL		**24**	**24**	**100%**	**0**	**0%**
SPBKLU						
1	Informasi	2	2	100%	0	0%
TOTAL		**2**	**2**	**100%**	**0**	**0%**
SPKLU R2						
1	Aplikasi	1	1	100%	0	0%
2	Kabinet	1	1	100%	0	0%
TOTAL		**2**	**2**	**100%**	**0**	**0%**
SPKLU R4						
1	Aplikasi	5	5	100%	0	0%
2	Informasi	4	4	100%	0	0%
3	Kabinet	24	24	100%	0	0%
4	Supporting Infra/Komunikasi	1	1	100%	0	0%
TOTAL		**34**	**34**	**100%**	**0**	**0%**
Tagihan Listrik dan Token						
1	Gagal Bayar	14	14	100%	0	0%
2	Gagal Input Token	2,499	2,499	100%	0	0%
3	Konversi sisa token	756	756	100%	0	0%
4	Koreksi Rekening	35	35	100%	0	0%
5	Mengajukan Berlanganan Invoice	41	41	100%	0	0%
6	Rekening belum terbit	6	6	100%	0	0%
7	Restitusi	4	4	100%	0	0%
8	Salah membayar Rekening	6	6	100%	0	0%
9	Tidak bisa beli Token	118	118	100%	0	0%
10	Token Expired	7	7	100%	0	0%
11	Token sudah dimasukan, namun Kwh tidak bertambah	80	80	100%	0	0%
12	Token tidak terbit	61	61	100%	0	0%
TOTAL		**3,627**	**3,627**	**100%**	**0**	**0%**
GRAND TOTAL		**81,836**	**81,835**	**100%**	**1**	**0%**

Table 7. Recapitulation of Customer Complaint Reports for the Q1 2026

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
APP						
1	Alat Pembatas tidak berfungsi	5,478	5,478	100%	0	0%
2	Alat Ukur Paskabayar tidak berfungsi	11	11	100%	0	0%
3	Alat Ukur Prabayar tidak berfungsi	196	196	100%	0	0%
4	Keypad/lampu indikator pada APP tidak berfungsi	3	3	100%	0	0%
5	Proses Migrasi, belum ada realisasinya	1	1	100%	0	0%
TOTAL		**5,689**	**5,689**	**100%**	**0**	**0%**
Cater						
1	Keakuratan hasil catat meter	141	141	100%	0	0%
2	Kurang Tagih	3	3	100%	0	0%
3	Lebih Tagih	17	17	100%	0	0%
TOTAL		**161**	**161**	**100%**	**0**	**0%**
EV Home Charging						
1	PB/PD Layanan Bundling HCS	3	3	100%	0	0%
2	Umum	144	144	100%	0	0%
TOTAL		**147**	**147**	**100%**	**0**	**0%**
Informasi						
1	APP	1,021	1,021	100%	0	0%
2	Cater	15	15	100%	0	0%
3	Drop Tegangan	94	94	100%	0	0%
4	Kondisi Jaringan Listrik	800	800	100%	0	0%
5	P2TL	4	4	100%	0	0%
6	PB	282	282	100%	0	0%
7	PD	586	586	100%	0	0%
8	PJU	1	1	100%	0	0%
9	PS	210	210	100%	0	0%
10	PTL Sering Padam	33	33	100%	0	0%
11	Penanganan Gangguan dengan cara sambung langsung	301	301	100%	0	0%
12	Penanganan gangguan namun belum disertai penyegelan kembali	7	7	100%	0	0%
13	Stimulus / Subsidi Listrik	7	7	100%	0	0%
14	Tagihan Listrik dan Token	133	133	100%	0	0%
15	Tagihan Susulan	6	6	100%	0	0%
16	Tusbung	27	27	100%	0	0%
17	Umum	2,632	2,632	100%	0	0%
TOTAL		**6,159**	**6,159**	**100%**	**0**	**0%**

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
3	Petugas menawarkan Jasa (Calo)	1	1	100%	0	0%
TOTAL		**12**	**12**	**100%**	**0**	**0%**
Pasang Baru (PB)						
1	Bantuan Pasang Baru Listrik / CSR	1	1	100%	0	0%
2	Proses PB, belum ada realisasinya	2,814	2,813	99.96%	1	0.04%
3	Restitusi	47	47	100%	0	0%
TOTAL		**2,862**	**2,861**	**99.97%**	**1**	**0.03%**
Pemutusan Penyambungan (Tusbung)						
1	Salah Putus	26	26	100%	0	0%
2	Sudah Bayar Belum Disambung	10,603	10,603	100%	0	0%
TOTAL		**10,629**	**10,629**	**100%**	**0**	**0%**
Penyambungan Sementara (PS)						
1	Proses PS, belum ada realisasinya	139	139	100%	0	0%
2	Restitusi	2	2	100%	0	0%
TOTAL		**141**	**141**	**100%**	**0**	**0%**
Perubahan Data						
1	Berhenti Berlangganan	96	96	100%	0	0%
2	Penggantian alamat email Invoice	1	1	100%	0	0%
3	Ubah Alamat	7	7	100%	0	0%
4	Ubah Nama	79	79	100%	0	0%
5	Ubah No Telp/NIK/NPWP	1	1	100%	0	0%
TOTAL		**184**	**184**	**100%**	**0**	**0%**
Perubahan Daya (PD)						
1	Daya Terpasang Tidak Sesuai Daya Kontrak	1	0	0%	1	100%
2	Proses PD/TD, belum ada realisasinya	406	406	100%	0	0%
3	Restitusi	54	54	100%	0	0%
TOTAL		**461**	**460**	**99.78%**	**1**	**0.22%**
Program Konversi Kompor Induksi						
1	Kompor Rusak / Mati	7	7	100%	0	0%
TOTAL		**7**	**7**	**100%**	**0**	**0%**
SPKLU R2						
1	Kabinet	2	2	100%	0	0%
TOTAL		**2**	**2**	**100%**	**0**	**0%**
SPKLU R4						
1	Aplikasi	2	2	100%	0	0%
2	Informasi	4	4	100%	0	0%
3	Kabinet	5	5	100%	0	0%
TOTAL		**11**	**11**	**100%**	**0**	**0%**
Tagihan Listrik dan Token						
1	Gagal Bayar	1	1	100%	0	0%
2	Gagal Input Token	337	337	100%	0	0%
3	Konversi sisa token	267	267	100%	0	0%

NO	JENIS KELUHAN	LAPORAN				
		TOTAL	SUDAH SELESAI		BELUM SELESAI	
			JML	%	JML	%
4	Koreksi Rekening	1	1	100%	0	0%
5	Mengajukan Berlanganan Invoice	22	22	100%	0	0%
6	Restitusi	1	1	100%	0	0%
7	Salah membayar Rekening	1	1	100%	0	0%
8	Tidak bisa beli Token	23	23	100%	0	0%
9	Token Expired	2	2	100%	0	0%
10	Token sudah dimasukan, namun Kwh tidak bertambah	27	27	100%	0	0%
11	Token tidak terbit	1	1	100%	0	0%
TOTAL		683	683	100%	0	0%
GRAND TOTAL		27,148	27,146	99.99%	2	0.01%

2.8. Records of Training, Stakeholders Engagement and Grievance Redress Mechanism(GRM) Implementation

Workforces and communities have joined trainings by PLN UID Bali for upgrading hard and soft skills. For employees, the training is organized by PLN Pusdiklat, the National Certification Authority, the Ministry of Labour or other certified institutions. Training for community is by using the Corporate Social Responsibility (CSR) program. PLN UID Bali has sponsored many CSR programs like educational facilities in Jembrana, Badung and Karangasem, a digital library facility in Bangli, tree planting in Kesiman and micro and medium sized enterprises as seen in Figure 12 below.



Figure 15. CSR Programs at PLN UID Bali, 2025



Figure 16. CSR Programs at PLN UID Bali, Q1 2026

PLN UID Bali has carried out education to the public through regular monthly electricity safety outreach. Electricity safety outreach is carried out in every sub-district within the PLN UID Bali work area. In this socialization, PLN UID Bali has provided understanding to the public regarding the importance of continuity in the distribution of electricity to support the activities of the wider community. Continuity of electricity distribution can be influenced by network conditions that do not comply with a safe distance from trees or buildings around the electricity network (ROW). In 2025 and in Q1 2026 there have been no complaints from the public regarding environmental and social safeguards aspects. PLN UID Bali has facilitated individuals to explain problems via call center 123 and PLN Mobile, and get information about programmes in PLN by social media like Instagram, twitter and face book, and local radios.

2.9. Summary of Key Findings

During 2025 and Q1 2026, the issues in PLN UID Bali were:

- Transformer warehouses have not been protected by cover in several warehouses.
- No activity of PCBs Test and the test will be conducted in April 2026.

CHAPTER III
CONCLUSION AND RECOMMENDATION

This ESMP Monitoring Report of 2025 and Q1 2026 of the AIIB – PLN Strengthening Distribution Networks in East Java and Bali Project has been prepared for submission to AIIB. The current state of PLN UID Bali environmental monitoring and mitigation efforts is shown in this ESMP Monitoring Report. The conclusion drawn from this ESMP Monitoring Report are as described below.

- The project has been successfully carried out on locations that have the necessary resources and overall execution capacity to carry out the plan;
- The periodic environmental monitoring and management during the operation phase, as mandated by the UKL-UPL, has been carried out and has not revealed any significant deviations from the relevant regulations and AIIB safeguards standards;
- With regard to the findings on the condition of transformer warehouse in numerous PLN UID Bali units, the project is deemed to comply with the majority of the commitments stated in the UKL-UPL and HSE criteria.

The recommendation in terms of improving the environmental, social, health, and safety performance within the reporting period is as follows:

- To maintain the high standard of HSE performance during the next phase of the project and to be committed to a safe workplace and the prevention of work-related injuries;
- To continue the frequency of monitoring as required in the UKP-UPL;
- To continue meaningful communication and consultation with the community and application of the PLN's established Grievance Redress Mechanism;
- To maintain the hazardous waste management and assure the hazardous waste temporary storage complied with the technical standards;
- To minimize network interferences and customer's complaints.

APPENDICES

Appendix 1. UID Bali Detailed Business Location

a. PT PLN (Persero) UID Bali at Provincial level, Jl. Letda Tantular No. 1 Renon Denpasar, Coordinate: -8.66890835282275, 115.22236313864876
b. PT PLN (Persero) South Bali Customer Service Implementation Unit (UP3), Jl. Sutoyo No. 1 Denpasar, Coordinate: -8.662975997274057, 115.21718778136479 in charge of 5 Customer Service Units (ULPs), namely:
    - PT PLN (Persero) Denpasar Customer Service Unit at Jl. Sutoyo No.1 Denpasar, Coordinate: -8.662975997274057,115.21718778136479 with working areas covering West Denpasar Subdistrict, South Denpasar Subdistrict, and Denpasar City;
    - PT PLN (Persero) Sanur Customer Service Unit at Jl. Sutoyo No. 1 Denpasar, Coordinate: -8.662975997274057,115.21718778136479 with working areas covering East Denpasar Subdistrict and Sanur tourism area Denpasar City;
    - PT PLN (Persero) Kuta Customer Service Unit at Jl. Sunset Road Denpasar, Coordinate: -8.715288709535134,115.18612591205337 with working areas covering Kuta and South Kuta, and Nusa Dua tourism area Badung Regency;
    - PT PLN (Persero) Mengwi Customer Service Unit at Jl. Raya Abianbase Kapal Mangupura Badung, Coordinate: -8.582998094249401, 115.18084781019982 with working areas covering: North Kuta, Abiansemal, Mengwi and Petang, Badung Regency;
    - PT PLN (Persero) Tabanan Customer Service Unit at Jl. Gajah Mada No. 1 Tabanan, Coordinate: -8.539529003323475, 115.127633190573 with working areas covering Baturiti, Kediri, Tabanan, Marga, Penebel, Pupuan, Selemadeg, West Selemadeg, East Selemadeg, and Kerambitan.

c. PT PLN (Persero) East Bali Customer Service Implementation Unit (UP3) at Jl. Batu Tabih No. 53 Semarapura, Coordinate: -8.543227910084275, 115.39338005464771 in charge of 4 Customer Service Units (ULPs), namely:
    - PT PLN (Persero) Gianyar Customer Service Unit at Jl. Kebo Iwa No. 2 Gianyar, Coordinate: -8.542243502737268, 115.32244953153018 with working areas covering: Blahbatuh, Gianyar, Payangan, Sukawati, Tampaksiring, Tegalalang, and Ubud, Gianyar Regency;

- PT PLN (Persero) Bangli Customer Service Unit at Jl. Brigadir Jenderal Ngurah Rai, No. 89, Bangli, Coordinate: -8.454139769049217, 115.3549877964377 with working areas covering: Bangli, Kintamani, Susut, and Tembuku;
- PT PLN (Persero) Klungkung Customer Service Unit at Jl. Ngurah Rai No. 40, Central Semarapura, Klungkung Subdistrict, Klungkung Regency, Bali 80752 Coordinate: -8.530806050711842, 115.39834744088712 with working areas covering: Banjarangkan, Dawan, Klungkung, and Nusa Penida;
- PT PLN (Persero) Karangasem Customer Service Unit at Jl. Nenas No. 4 Karangasem, Coordinate -8.436736207682705, 115.60372371529525 with working areas covering: Abang, Bebandem, Karangasem, Kubu, Manggis, Rendang, Selat, and Sidemen.

d. PT PLN (Persero) North Bali Customer Service Implementation Unit at Jl. Udayana, Banjar Tegal, Buleleng Subdistrict, Buleleng Regency, Bali 81116, Singaraja, Coordinate: -8.118149559185468, 15.08535791550887 in charge of 5 Customer Service Units (ULPs), namely:
   - PT PLN (Persero) Tejakula Customer Service Unit at Jl. Raya Singaraja – Amlapura, Tejakula, Sukadana, Kubu, Karangasem Regency, Bali 80811, Coordinate: -8.101440666873719, 115.35697467405446 in Buleleng Regency with working areas covering: Tejakula and Kubu (addition);
   - PT PLN (Persero) Singaraja Customer Service Unit at Jl. Ngurah Rai No. 68, Coordinate: -8.113548696069648, 115.09193355163754 Buleleng Regency, with working areas covering: Banjar, Buleleng, Sawan, and Sukasada;
   - PT PLN (Persero) Seririt Customer Service Unit at Jl. Sudirman No. 91-119, Seririt, Seririt Subdistrict, Buleleng Regency, Bali 81153, Coordinate: -8.19258430725858, 114.94107779670303 with working areas covering Pupuan and Seririt;
   - PT PLN (Persero) Negara Customer Service Unit at Jl. Gatot Subroto No. 33, Pendem, Negara Subdistrict, Jembrana Regency, Bali 82221, Coordinate: -8.360019687384124, 114.62504885142576 with working areas covering: Jembrana, Mendoyo, and Pekutatan;
   - PT PLN (Persero) Gilimanuk Customer Service Unit in Gilimanuk, Melaya Subdistrict, Jembrana Regency, Bali, Coordinate: -8.173337957309164, 114.43889215437481 with working areas covering Gilimanuk Subdistrict, Jembrana Regency and Gerogak Subdistrict, Buleleng Regency.

e. PT PLN (Persero) Bali Distribution Regulating Implementation Unit with the working areas throughout Bali related to the operation of the 20kV medium voltage network.

Appendix 2. List of Environmental Approvals and Permits

a. PT PLN (Persero) North Bali Customer Service Implementation Unit

- SPPL of Office Building of PT (PLN (Persero) North Bali Customer Service Implementation Unit at Jl. Udayana No. 27 Singaraja, dated 12 October 2017
- SPPL of Office Building of PT (PLN (Persero) Tejakula Customer Service Unit, at Jl. Raya Singaraja-Karangasem Singaraja, dated 12 October 2017
- SPPL of Office Building of PT (PLN (Persero) Seririt Customer Service Unit, at Jl. Sudirman No. 96 Seririt Singaraja, dated 8 June 2017
- SPPL of Office Building of PT (PLN (Persero) Gilimanuk Customer Service Unit at Gilimanuk Village, Jembrana Regency, dated 21 November 2017
- DPPL Recommendation Letter from Environmental Office of Buleleng Regency No. 660.1/551/KLH/2009 dated 29 November 2009, on Activity of Office Building of PT (PLN (Persero) Singaraja Customer Service Unit
- Recommendation Letter from Environmental Office of Jembrana Regency No. 660.1/267.1/LHKP dated 7 September 2003, on Activity of Office Building of PT (PLN (Persero) Negara Customer Service Unit
- Environmental Permit from Bali Governor No. 660.03/226/IV-A/DISPMPT dated 5 January 2018, on Activity of 20 KV Medium Voltage Electricity Network in West Bali National Park (TNBB)
- Environmental Permit from Environmental Office of Buleleng Regency No. 660.1/3589/IL/DLH/2018 dated 21 December 2018, on Activity of Pemaron Material Warehouse of PT PLN (Persero) North Bali at Jl. Singaraja Gilimanuk
- SPPL of Office Building of PT (PLN (Persero) U North Bali Customer Service Implementation Unit at Jl. Udayana No. 27 Singaraja, dated 12 October 2017

b. PT PLN (Persero) East Bali Customer Service Implementation Unit

- Recommendation from Environmental Agency of Klungkung Regency No. 660.1/164/DPLH/2017 dated 6 November 2017, on Activity of Office Building of PT PLN (Persero) East Bali Customer Service Unit
- SPPL of Office Building of PT (PLN (Persero) Gianyar Customer Service Unit at Jl. Kebo Iwa No. 2 Gianyar, dated 12 October 2017
- SPPL of Office Building of PT (PLN (Persero) Bangli Customer Service Unit at Jl. Ngurah Rai No. 89B Bangli, dated 04 October 2017

- SPPL of Office Building of PT (PLN (Persero) Klungkung Customer Service Unit at Jl. Ngurah Rai No. 40 Semarapura, dated 5 December 2017
- SPPL of Office Building of PT (PLN (Persero) Karangasem Customer Service Unit at Jl. Nenas No. 04 Karangasem, dated 11 December 2017

c. PT PLN (Persero) South Bali Customer Service Implementation Unit
   - Environmental Permit No. 164/72/1296/DB/DPMPTSP/2018 from One Stop Integrated Investment Service Denpasar City, dated 26 March 2018 on Activity of Office Building of PT PLN (Persero) South Bali Area, Denpasar Rayon and Prima Area at Jl. Sudirman No. 2 Denpasar
   - Decree of Regent of Tabanan No. 64 of 2010 dated 15 February 2010, on Stipulation of DPPL of Activity of Office of PT PLN (Persero) Tabanan Customer Service Unit at Jl. Gajahmada No. 1 Tabanan
   - Environmental Permit from OSS Institution with NIB: 8120003820135 dated 06 April 2020 by Regent of Badung, on Activity of Office Building of PT PLN (Persero) Kuta Customer Service Unit at Jl. Sunset Road Kuta Badung

d. PT PLN (Persero) Bali Distribution Management Implementation Unit
   - Environmental Permit from One Stop Integrated Investment Service Denpasar City No: 164/235/6134/DB/DPMPTSP/2017 dated 28 November 2017, on Activity of Office of PT PLN (Persero) Bali Distribution Management Implementation Unit
   - Environmental Permit from Regent of Badung No. 660.4/793/IL/LH/20015 dated 23 December 2015, on Activity of Material Warehouse of PT PLN (Persero) Bali Distribution Management Implementation Unit

e. PT PLN (Persero) Bali Distribution Main Unit
   - Environmental Permit from One Stop Integrated Investment Service Denpasar City No. 164/51/1760/DT/BPPTSP & PM/2016 dated 11 March 2016, on Activity of PT PLN (Persero) Bali Distribution Main Unit at Jl. Letda Tantular No. 1 Renon Denpasar
   - Environmental Permit from One Stop Integrated Investment Service Denpasar City No. 164/191/5262/DT/DPMPTSP/2017 dated 10 October 2017, on Tohpati Material Warehouse of PT PLN (Persero) Bali Distribution, South Bali UP3 and East Bali UP3
   - Decree of the Regent of Tabanan No. 180/1417/03/HK&HAM/2019 dated 17 June 2019, on Environmental Business and/or Activity Permit of Bedugul House Building Construction of PT PLN (Persero) UID Bali

- Environmental Permit from One Stop Integrated Investment Service Denpasar City No. 660.3/5895/IV-ADISPMPT dated 16 December 2019, on Activities of 20 kV Medium Voltage Network and Distribution Substation in Bali Province
- Environmental Management and Monitoring Efforts No. SK.9508/MENLHK-PKTL/PDLUK/PLA.4/11/2022 concerning Approval of the Statement of Capability for Environmental Management for Development and Operational Activities of the Fast Charging, Ultra-Fast Charging, and Home Charging Public Electric Vehicle Charging Station Network System in Bali Province.

Appendix 3. List of Indonesia's Environmental and Social Regulations

A. Environmental

Regulations Acts

1. Undang-Undang No. 5 Tahun 1960 tentang Peraturan Dasar Pokok-Pokok Agraria;
2. Undang-Undang No. 5 Tahun 1990 tentang Konservasi Sumber Daya Alam Hayati dan Ekosistemnya;
3. Undang-Undang No. 7 Tahun 1994 tentang Ratifikasi Perjanjian Pembentukan Organisasi Perdagangan Dunia;
4. Undang-Undang No. 5 Tahun 1994 tentang Ratifikasi Konvensi PBB tentang Keanekaragaman Hayati (UN-CBD);
5. Undang-Undang No. 39 Tahun 1999 tentang Hak Asasi Manusia;
6. Undang-Undang No. 41 Tahun 1999 tentang Kehutanan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
7. Undang-Undang No. 13 Tahun 2003 tentang Ketenagakerjaan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
8. Undang-Undang No. 17 Tahun 2004 tentang Ratifikasi Protokol Kyoto untuk Konvensi Kerangka Kerja PBB tentang Perubahan Iklim;
9. Undang-Undang No. 24 Tahun 2007 tentang Penanggulangan Bencana;
10. Undang-Undang No. 26 Tahun 2007 tentang Penataan Ruang, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Karya;
11. Undang-Undang No. 30 Tahun 2007 tentang Energi;
12. Undang-Undang No. 14 Tahun 2008 tentang Keterbukaan Informasi Publik;
13. Undang-Undang No. 19 Tahun 2009 tentang Ratifikasi Konversi Stockholm tentang bahan Pencemar Organik yang Persisten;
14. Undang-Undang No. 30 Tahun 2009 tentang Ketengalistrikan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
15. Undang-Undang No. 32 Tahun 2009 tentang Perlindungan dan Pengelolaan Lingkungan Hidup, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
16. Undang-Undang No. 36 Tahun 2009 tentang Kesehatan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;

17. No.31 Tahun 2004 tentang Perikanan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
18. Undang-Undang No. 11 Tahun 2010 tentang Cagar Budaya;
19. Undang-Undang No. 17 Tahun 2013 tentang Organisasi Kemasyarakatan;
20. Undang-Undang No. 18 Tahun 2013 tentang Pencegahan dan Pemberantasan Perusakan Hutan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
21. Undang-Undang No. 1 Tahun 2014 tentang Pengelolaan Wilayah Pesisir dan Pulau-Pulau Kecil, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
22. Undang-Undang No. 21 Tahun 2014 tentang Panas Bumi, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
23. Undang-Undang No. 22 Tahun 2019 tentang Sistem Budi Daya Pertanian Berkelanjutan, dengan perubahan Undang-Undang No. 11/2020 tentang Cipta kerja.

Government Regulations

1. Peraturan Pemerintah No. 21 Tahun 2008 tentang Manajemen Bencana
2. Peraturan Pemerintah No. 70 Tahun 2009 tentang Konservasi
3. Peraturan Pemerintah No. 50 Tahun 2012 tentang Penerapan Sistem Manajemen Keselamatan dan Kesehatan Kerja;
4. Peraturan Pemerintah No. 34 Tahun 2018 tentang Sistem Standardisasi dan Penilaian Kesesuaian Nasional;
5. Peraturan Pemerintah No. 22 Tahun 2021 Tentang Penyelenggaraan Perlindungan dan Pengelolaan Lingkungan Hidup;
6. Peraturan Pemerintah No. 5 Tahun 2021 tentang Penyelenggaraan Perizinan Berusaha Berbasis Risiko;

Presidential Decrees, Instructions, and Regulation

1. Instruksi Presiden No. 9 Tahun 2000 tentang Pengarusutamaan Gender dalam Proses Pembangunan
2. Keputusan Presiden No. 32 Tahun 1990 tentang Pengelolaan Kawasan Lindung
3. Keputusan Presiden No. 23 Tahun 1992 tentang Ratifikasi Konvensi Wina untuk Perlindungan Lapisan Ozon dan Protokol Montreal tentang Zat yang Menguras Lapisan Ozon sebagaimana Disesuaikan dan DIubah oleh Pertemuan Kedua Para Pihak London, 27-29 Juni 1990
4. Keputusan Presiden No. 46 Tahun 2005 Perubahan atas Protokol Montreal tentang

Zat yang Menguras Lapisan Ozon

5. Instruksi Presiden No. 10 Tahun 2011 tentang Penundaan Pemberian Izin Baru dan Penyempurnaan Tata Kelola Hutan Alam Primer dan Lahan Gambut
6. Peraturan Presiden No. 92 Tahun 2020 tentang Kementerian Lingkungan Hidup dan Kehutanan;
7. Peraturan Presiden No. 98 Tahun 2021 tentang Penyelenggaraan Nilai Ekonomi Karbon untuk Pencapaian Target Kontribusi yang Ditetapkan Secara Nasional dan Pengendalian Emisi Gas Rumah Kaca dalam Pembangunan Nasional

Ministry Decrees and Regulations

1. Keputusan Kepala Badan Pengelolaan Dampak Lingkungan No. 299 Tahun 1996 tentang Arah Teknis Penilaian Sosial dalam AMDAL;
2. Keputusan Kepala Badan Pengelolaan Dampak Lingkungan No. 124 Tahun 1997 tentang Penilaian Kesehatan Masyarakat dalam AMDAL;
3. Keputusan Menteri Lingkungan Hidup (MLH) No. 45 Tahun 2005 tentang Pedoman Penyusunan Laporan Realisasi Rencana Pengelolaan Lingkungan (RKL) dan Rencana Pemantauan Lingkungan (RPL);
4. Peraturan Menteri Pertanian No. 1 Tahun 2007 tentang Bahan Aktif yang Dilarang dan Pestisida Terbatas;
5. Peraturan Menteri Kehutanan No 30 Tahun 2009 tentang Prosedur Implementasi untuk Mengurangi Emisi dari Deforestasi dan Degradasi Hutan (REDD);
6. Keputusan MLH No. 31 Tahun 2009 tentang Arah dan Kontrol Penerapan Manajemen Lingkungan, Ekolabel, Produksi Bersih, dan Penggunaan Teknologi Lingkungan di Daerah;
7. Keputusan MLH No. 31 Tahun 2009 tentang Arah dan Kontrol Penerapan Manajemen Lingkungan, Ekolabel, Produksi Bersih, dan Penggunaan Teknologi Lingkungan di Daerah;
8. Keputusan MLH No. 9 Tahun 2010 tentang Pedoman Keluhan Masyarakat dan Penanganan Keluhan yang Disebabkan oleh Polusi dan/atau Degradasi;
9. Peraturan Menteri Kehutanan No. 6 Tahun 2010 tentang Norma, Standar, Prosedur dan Kriteria untuk Pengelolaan Hutan di Unit Pengelolaan Hutan Lindung;
10. Keputusan MLH No. 5 Tahun 2012 tentang Jenis Rencana Bisnis dan/atau Kegiatan yang tunduk pada Analisis Dampak Lingkungan;
11. Permen Lingkungan Hidup No. 17 Tahun 2012 tentang Pedoman Keterlibatan Masyarakat dalam Proses Penilaian Dampak dan Izin Lingkungan;
12. Keputusan MLH No. 17 Tahun 2012 tentang Partisipasi Publik dalam AMDAL dan

Izin Lingkungan;

13. Keputusan MLH No. 15 Tahun 2013 tentang Pengukuran, Pemberitahuan, dan Verifikasi Tindakan Mitigasi untuk Perubahan Iklim;
14. Peraturan Menteri Pertanian No. 64 Tahun 2013 tentang Sistem Pertanian Organik;
15. Peraturan Menteri Pertanian No. 107 Tahun 2014 tentang Pengawasan Pestisida;
16. Keputusan Menteri Lingkungan Hidup dan Kehutanan (MLHK) No. 6347/MenLHK-PKTL/IPSDH/PLA.1/11/2016 tentang Penetapan Peta Indikatif Penundaan Pemberian Izin Baru Pemanfaatan Hutan, Penggunaan Kawasan Hutan, dan Perubahan Peruntukan Kawasan Hutan dan Areal Penggunaan Lain (Revisi XI);
17. Peraturan Menteri Perindustrian No. 40/M-IND/PER/7/2016 tentang Pedoman Teknis untuk Pengembangan Kawasan Industri;
18. Peraturan MLHK No 72 Tahun 2017 tentang Pedoman Pelaksanaan Pengukuran, Pelaporan dan Verifikasi Aksi dan Sumber Daya Pengendalian Perubahan Iklim;
19. Peraturan Kementerian Lingkungan Hidup dan Kehutanan (KLHK) No. P.31/MENLHK/SETJEN/SET/.1/5/2017 tentang Pedoman Pengarusutamaan Gender di Lingkungan dan Kehutanan dan Peraturan Menteri Kehutanan No. P.65/Menhut-II/2011 tentang Pedoman Perencanaan dan Penganggaran Responsif Gender di Sektor Kehutanan;
20. Keputusan MLHK No. P.22/MENLHK/SETJEN/SET.1/3/2017 tentang Prosedur Pengaduan tentang Polusi dan/atau Kerusakan Lingkungan dan/atau Penghancuran Hutan;
21. Peraturan Menteri Perhubungan No. 11 Tahun 2017 tentang Perubahan Ketiga atas Peraturan Menteri Perhubungan Nomor PM 75 Tahun 2015 tentang Penyelenggaraan Analisis Dampak Lalu Lintas;
22. Keputusan MLHK No. 26/2018 tentang Pedoman Penyusunan dan Peninjauan dan Pemeriksaan Dokumen Lingkungan dalam Penerapan Pengajuan Tunggal secara langsung;
23. Keputusan MLHK No. P.23/MENLHK/SETJEN/KUM.1/7/2018 tentang Kriteria untuk Bisnis dan/atau Kegiatan yang Memerlukan Perubahan Izin;
24. Keputusan MLHK No. P.24/MENLHK/SETJEN/KUM.1/7/2018 tentang Pembebasan Kewajiban untuk Mempersiapkan AMDAL untuk Bisnis dan/atau Kegiatan yang Berlokasi di Kabupaten/Kota Menyiapkan Detail Rencana Tata Ruang;
25. Keputusan MLHK No.P.25/MENLHK/SETJEN/KUM.1/7/2018 tentang Pedoman Penentuan Bisnis dan/atau Kegiatan yang Memerlukan Tindakan Pengelolaan dan Pemantauan Lingkungan dan Surat Pernyataan tentang Pengelolaan dan Pemantauan Lingkungan;

26. Keputusan MLHK No. 38 Tahun 2019 tentang Jenis Rencana Bisnis dan/atau Kegiatan yang tunduk pada Analisis Dampak Lingkungan;
27. Peraturan Menteri Pekerjaan Umum dan Perumahan Rakyat No. 21/PRT/M/2019 tentang Pedoman Sistem Manajemen Keselamatan Konstruksi;
28. Peraturan Menteri Pertanian No. 38 Tahun 2020 tentang Penyelenggaraan Sertifikasi Perkebunan Kelapa Sawit Berkelanjutan Indonesia;
29. Peraturan Menteri Energi dan Sumber Daya Mineral No. 11 Tahun 2021 tentang Pelaksanaan Usaha Ketenagalistrikan.

Local Government Regulations

1. Bali Province Regional Regulation Number 1 of 2017 concerning Environmental Protection and Management;
2. Regulations of the Governor of Bali Number 8 of 2007 Relating to Environmental Quality Standards and New Environmental Damage Criteria;
3. Source Based Waste Management Regulations of the Governor of Bali Number 47 of 2019.

PLN Regulations

1. PLN Board of Directors Decree No. 134.K/DIR/2007 concerning Environmental, Health, and Safety Policy;
2. PT PLN (Persero) Decree No. 200.K/DIR/2009 concerning Revision of Decision No. 059.K/DIR/2009 concerning PT PLN (Persero) Performance Level Evaluation System;
3. PT PLN (Persero) Decree No. 114.K/DIR/2010 concerning Transformer Power;
4. Decision of the PLN Board of Directors (PLN Decision) No. 473/2010 Construction Standards for Low Power Electric Networks (for distribution lines);
5. PLN Board of Directors Decree No. 606/2010 Construction Standards for Medium Voltage Electricity;
6. PLN Board of Directors Decree No. 605/2010 Construction Standards for Distribution Substations and Transmitting Substations;
7. Board of Directors Regulation No. 501/2012 concerning Public Information Openness (KIP);
8. PLN Board of Directors Decree No. 0520-2.K/DIR/2014 concerning Collection of Maintenance Guidelines for Main Station Equipment; Directors Regulation of PT PLN (Persero) No. 0250.K/DIR/2016 concerning Occupational Safety Guidelines at PT PLN (Persero);
9. Directors Regulation of PT PLN (Persero) No. 0251.K/DIR/2016 concerning Electrical Installation Safety Guidelines at PT PLN (Persero);

10. Directors Regulation of PT PLN (Persero) No. 0252.K/DIR/2016 concerning Public Safety Guidelines at PT PLN (Persero);
11. Directors Decree of PT PLN (Persero) No. 0325.K/DIR/2021 concerning Contractor Safety Management System;
12. Decision of the PLN Board of Directors (PLN Decision) regarding FABA and Gypsum Waste Management;
13. PLN Board of Directors Decree No. 0028.P/DIR/2015 concerning Organizational Structure, Responsibilities, and Main Duties in the Human Resources Management Directorate of PT PLN (Persero);
14. PLN Board of Directors Decree No. 0250.P/DIR/2016 concerning Work Safety Guidelines at PT PLN (Persero);
15. PLN Board of Directors Decree No. 0252.P/DIR/2016 concerning Public Safety Guidelines in PT PLN (Persero);
16. PLN Director Regulation No. 0179.P/DIR/2016 concerning Organizational Structure.

B. Social

Regulations Acts

1. Undang-Undang No. 5 Tahun 1960 tentang Peraturan Dasar tentang Pokok-Pokok Agraria;
2. Undang-Undang No. 7 Tahun 1984 tentang Ratifikasi Konvensi tentang Penghapusan Segala Bentuk Diskiriminasi terhadap Perempuan (CEDAW);
3. UU No. 39 Tahun 1999 tentang Hak Asasi Manusia;
4. UU No. 11 Tahun 2005 tentang Ratifikasi Kovenan Internasional tentang Hak Ekonomi, Sosial dan Budaya (ICESCR);
5. Undang-Undang No. 11 Tahun 2009 tentang Kesejahteraan Sosial, dengan perubahan Undang-Undang No.14 Tahun 2019 tentang Pekerja Sosial;
6. Undang-Undang No. 30 Tahun 2009 tentang Ketenagalistrikan, dengan perubahan Undang-Undang No. 11 Tahun 2020 tentang Cipta Kerja;
7. Undang-Undang No. 13 Tahun 2011 tentang Penanganan Fakir Miskin;
8. Undang-Undang No. 2 Tahun 2012 tentang Pengadaan Tanah untuk Pembangunan bagi Kepentingan Umum;
9. Undang-Undang No. 7 Tahun 2012 tentang Penanganan Konflik Sosial.

Government Regulations

1. Peraturan Pemerintah (PP) No. 23 Tahun 2014 tentang Perubahan Atas Peraturan Pemerintah Nomor 14 Tahun 2012 tentang Kegiatan Usaha Penyediaan

Tenaga Listrik;

2. PP No. 2 Tahun 2015 tentang Implementasi Undang-Undang No. 7 Tahun 2012 tentang Penanganan Konflik Sosial;
3. PP No. 45 Tahun 2017 tentang Partisipasi Masyarakat dalam Pengelolaan Pemerintahan Lokal;
4. PP No. 62 Tahun 2018 tentang Mitigasi Dampak Sosial pada Masyarakat dalam Pengadaan Tanah untuk Pembangunan Nasional;
5. PP No. 18 Tahun 2021 tentang Hak Pengelolaan, Hak Atas Tanah, Satuan Rumah Susun dan Pendaftaran Tanah;
6. PP No. 19 Tahun 2021 tentang Penyelenggaraan Pengadaan Tanah bagi Pembangunan untuk Kepentingan Umum.

Presidential Instructions and Regulation

1. Instruksi Presiden No. 9 Tahun 2000 tentang Pengarusutamaan Gender dalam Pembangunan Nasional;
2. Instruksi Presiden No. 10/2011 tentang Penangguhan Pemberian Izin Baru dan Peningkatan Tata Kelola Hutan Alam dan Lahan Gambut;
3. Instruksi Presiden No. 1/2016 tentang Akselerasi Implementasi Strategi Nasional
4. Peraturan Presiden (Perpres) No. 4/2016 tentang Percepatan Pembangunan Infrastruktur Ketenagalistrikan;
5. Perpres No. 88/2017 tentang Penyelesaian Penguasaan Tanah di Kawasan Hutan;
6. Perpres No. 56/2018 tentang Perubahan Kedua dari Peraturan Presiden No. 3/2016 yang mencantumkan Proyek Strategis Nasional.

Ministry Regulations

1. Peraturan Kepala Badan Pertahanan Nasional No. 5 Tahun 2012 tentang Pedoman Teknis Pengadaan Tanah, dengan perubahan Permen Agraria/Kepala BPN No. 6 Tahun 2015 tentang Perubahan Atas Peraturan Kepala Badan Pertahanan Nasional Nomor 5 Tahun 2012 tentang Petunjuk Teknis Pelaksanaan Pengadaan Tanah;
2. Peraturan Menteri Dalam Negeri No. 1 Tahun 2016 tentang Pengelolaan Aset Desa;
3. Peraturan Menteri Energi dan Sumber Daya Mineral No. 33 Tahun 2016 Solusi Teknis untuk Tanah, Bangunan, dan/atau Pohon yang Dimiliki oleh Masyarakat di dalam Kawasan Hutan untuk Percepatan Pembangunan Infrastruktur Listrik;
4. Peraturan Menteri Keuangan No. 56 Tahun 2017 tentang Perubahan atas Peraturan Menteri Keuangan No. 101/PMK01/2014 tentang Penilaian Publik, dengan

perubahan Peraturan Menteri Keuangan No. 228/PMK.01/2019 tentang perubahan Kedua Atas Peraturan Menteri Keuangan Nomor 101/PMK.01/2014 Tentang Penilaian Publik;

5. Peraturan Menteri Energi dan Sumber Daya Mineral (ESDM) No. 27 Tahun 2018 tentang Kompensasi untuk Tanah, Bangunan, dan/atau Pabrik di Bawah Ruang Bebas Saluran Transmisi Listrik
6. Peraturan Menteri Desa, Pembangunan Daerah Tertinggal, dan Transmigrasi 16 Tahun 2019 tentang Musyawarah Desa;
7. Peraturan Menteri ESDM No. 2 Tahun 2019 tentang Perubahan Atas Peraturan Menteri ESDM No 18 Tahun 2015 tentang Ruang Bebas dan Jarak Bebas Minimum Pada Saluran Udara Tegangan Tinggi, Saluran Udara Tegangan Ekstra Tinggi, dan Saluran Udara Tegangan Tinggi Arus Searah Untuk Penyaluran Tenaga Listrik;
8. Peraturan Menteri Agraria/Kepala BPN No. 18 Tahun 2019 tentang Tata Cara Penatausahaan Tanah Ulayat Kesatuan Masyarakat Hukum Adat;
9. Peraturan Menteri Agraria/Kepala BPN No. 17 Tahun 2019 tentang Izin Lokasi, dengan perubahan Peraturan Menteri Agraria/Kepala BPN No. 13 Tahun 2020 tentang Perubahan atas Peraturan Menteri Agraria dan Tata Ruang/Kepala Badan Pertahanan Nasional Nomor 17 Tahun 2019 tentang Izin Lokasi;
10. Peraturan MLHK No. 17 Tahun 2020 tentang Hutan Adat dan Hutan Hak;
11. Peraturan Menteri Badan Usaha Milik Negara No. PER-05/MBU/04/2021 tentang Program Tanggung Jawab Sosial dan Lingkungan Badan Usaha Milik Negara.

PLN Regulations

1. Keputusan Direksi (Kepdir) PLN No. 605 Tahun 2010 tentang Standar Konstruksi untuk Gardu Distribusi Daya dan Gardu Switching;
2. Kepdir PLN N0. 4606 Tahun 2010 tentang Standar Konstruksi untuk Jaringan Tenaga Tegangan Menengah;
3. Kepdir PLN No. 473 Tahun 2010 tentang Standar Konstruksi untuk Jaringan Listrik Tegangan Rendah;
4. Kepdir PLN No. 366 Tahun 2007 tentang Tanggung Jawab Sosial Perusahaan;
5. Kepdir PLN No. 344 Tahun 2016 tentang Prosedur Pengadaan Tanah di PLN;
6. Keput Kepdir PLN No. 289 Tahun 2013 tentang Pengadaan Tanah untuk Tujuan Penyediaan Listrik, Biaya Operasional Pengadaan Tanah, dan Biaya Kompensasi Operasional.

Appendix 4. List of Standard Operational Procedure in Distribution Lines Construction

National Regulations and Standards

1. Indonesian National Standard (SNI) No. 04-0225-2000 concerning Electrical Installations forBuildings

PLN Standards

1. Directors Decree of PT PLN (Persero) No. 473.K/DIR/2010 concerning Construction Standards ofLow-Voltage Electric Power Networks
2. Directors Decree of PT PLN (Persero) No. 474.K/DIR/2010 concerning Construction Standards ofElectric Power Networks;
3. Directors Decree of PT PLN (Persero) No. 475.K/DIR/2010 concerning Engineering Design Criteriaof Electric Power Distribution Construction;
4. Directors Decree of PT PLN (Persero) No. 605.K/DIR/2010 concerning Construction Standards ofDistribution Substation and Power Switching Substation;
5. Directors Decree of PT PLN (Persero) No. 606.K/DIR/2010 concerning Construction Standards ofMedium Voltage Power;
6. Procedure No. PT-HSSE-27 concerning Environmental and Social Safeguard Procedures for Distribution Network Works Performed by Third Parties at PT PLN (Persero).

PLN UID Bali Internal Procedures

1. Procedure of PLN UID Bali No. DISBALI-IPM-B.06 Control of Shrink Measurement and Evaluation
2. Procedure of PLN UID Bali No. DISBALI-IPM-B.01 Planning of Operational Patterns and Distribution System Maintenance
3. Procedure of PLN UID Bali No. DISBALI-IPM-B.02 Logistics Control
4. Procedure of PLN UID Bali No. DISBALI-IPM-B.07 Distribution Asset Management

- **Appendix 5. Screening Form of PT PLN (Persero) Bali Distribution Main Unit for Sub-Projects in 2022**

  The evidence can be found in the following link and folder “5. Appendix 5”:

  https://tinyurl.com/Appndx05

- **Appendix 6. Environmental Reporting Receipts**

  The evidence can be found in the following link and folder “6. Appendix 6”:

  https://tinyurl.com/Appendix6

- **Appendix 7. Work Environment Measurement Report**

  The evidence can be found in the following link and folder “7. Appendix 7”:

  https://tinyurl.com/Appndx07

- **Appendix 8. Hazardous Waste Management**

  The evidence can be found in the following link and folder “8. Appendix 8”:

  https://tinyurl.com/Appndx08

- **Appendix 9. Hazardous Waste Temporary Storage**

  The evidence can be found in the following link and folder “9. Appendix 9”:

  https://tinyurl.com/Appndx09

- **Appendix 10. PCBs Test Report with Dexsil Method**

  The evidence can be found in the following link and folder “10. Appendix 10”:

  https://tinyurl.com/Appndx10

- **Appendix 11. Public Consultation Written Agreements**

  The evidence can be found in the following link and folder “11. Appendix 11”:

  https://tinyurl.com/Appndx11

- **Appendix 12. OHS Act in Contract Documents**

  The evidence can be found in the following link and folder “12. Appendix 12”:

  https://tinyurl.com/Appndx12

- **Appendix 13. OHS Document Implementation**

  The evidence can be found in the following link and folder “13. Appendix 13”:

  https://tinyurl.com/Appndx13

- **Appendix 14. Emergency Preparedness and Response Plan**

  The evidence can be found in the following link and folder “14. Appendix 14”

  https://tinyurl.com/Appndx14

- **Appendix 15. Right of Way and Safety Distance**

  The evidence can be found in the following link and folder “15. Appendix 15”:

https://tinyurl.com/Appndx15

- **Appendix 16. OHS Audit**

  The evidence can be found in the following link and folder “16. Appendix 16”:
  https://tinyurl.com/Appndx16

- **Appendix 17. Environmental Management System Procedure**

  The evidence can be found in the following link and folder “17. Appendix 17”:
  https://tinyurl.com/Appndx17

- **Appendix 18. Corporate Social Responsibility**

  The evidence can be found in the following link and folder “18. Appendix 18”:
  https://tinyurl.com/Appndx18

- **Appendix 19. ESMP Matrix**

  The evidence can be found in the following link and folder “19. Appendix 19”:
  https://tinyurl.com/Appndx19

- **Appendix 20. Warehouse Standardization**

  The evidence can be found in the following link and folder “20. Appendix 20”:
  https://tinyurl.com/Appndx20