

DRAFT AMENDED CONSUMER
SERVICE MANUAL

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CHAPTER 1

PRELIMINARIES

1.1 AIMS AND OBJECTIVES OF CONSUMER SERVICE MANUAL

The Consumer Service Manual lays down the instructions in pursuance of Section 21 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 read with Rule 9 of the NEPRA Licensing (Distribution) Rules, 1999 which shall be administered by a distribution licensee to ensure safe, effective and reliable supply of electric power.

1.2 SCOPE OF CONSUMER SERVICE MANUAL

The Consumer Service Manual is applicable to all consumers served by the distribution licensee (DISCO to insert its name) including the Bulk Power Consumers (where applicable) and includes without limitation the following matters, namely:

- (a) Form and manner of application by the consumer for obtaining electric service connection, along with details of any documents to be submitted in support of the application.
- (b) Time-frame for providing service connection to the consumer.
- (c) Procedure and manner for installation of meters and other facilities for connection.
- (d) The procedure and manner for billing, the time limit of payment of bills and procedure for collection of bills.
- (e) Fees and charges for connection, installation of meters, other facilities for connection and reconnection.
- (f) Procedure for issuing disconnection notice to consumer for non-payment of bills and the procedure thereof for disconnection of electric supply in case of non-payment and reconnection after payment of outstanding dues.
- (g) Collection of arrears upon or following reconnection.
- (h) Procedure for disconnection and the charges and penalties for illegal abstraction/theft of electric power or for use of electric power for purposes other than those specified in the application for connection and service.
- (i) Requirement of safety and security.
- (j) Efficient use of electric power including with reference to characteristics of supply or usage such as time of day, week or season.
- (k) Procedure and the time-frame for handling and redressal of different types of consumer complaints.

The Consumer Service Manual shall also act as the code of conduct of a distribution licensee and to be used in conjunction with the provisions of Distribution Code, Performance Standards (Distribution) Rules, 2005 (**Annexure-I**), Eligibility Criteria Regulation, 2003 (**Annexure-II**), Rules and regulations when and where applicable.

1.3 INTERFACES WITH CONSUMER FORUMS

(DISCO to insert its name) shall make efforts to have interface with the Consumer Forums/ Councils and Associations. Efforts shall be made to improve DISCO-Consumer relationship and the consumer's awareness about utility's programs/ activities/ services. Consumer Services Centers and One-Window Operations shall be established for the convenience of the consumers operating round the clock.

1.4 DEFINITIONS

(DISCO to insert its name) operating in pursuance of the distribution license granted by NEPRA is allowed to charge only such tariff as approved by NEPRA. Such tariff provides for the terms and conditions of tariff applicable to different categories of consumers also determined by NEPRA. The definitions of the following terms are accordingly as per the determinations of NEPRA as amended from time to time. A copy of the current applicable Tariff Terms and Conditions as approved by NEPRA is annexed with this manual, as **Annexure-III**.

1. **Agricultural Supply:** As defined in the Tariff Terms and Conditions;
2. **Billing Demand:** As defined in the Tariff Terms and Conditions;
3. **Billing Period:** As defined in the Tariff Terms and Conditions;
4. **Energy Charges:** As defined in the Tariff Terms and Conditions;
5. **Fixed Charges:** As defined in the Tariff Terms and Conditions;
6. **General Supply:** As defined in the Tariff Terms and Conditions;
7. **Maximum Demand:** As defined in the Tariff Terms and Conditions;
8. **Industrial Supply:** As defined in the Tariff Terms and Conditions;
9. **Maximum Demand Indicator (MDI):** As defined in the Tariff Terms and Conditions;
10. **Month:** As defined in the Tariff Terms and Conditions;
11. **Power Factor:** As defined in the Tariff Terms and Conditions;
12. **Temporary Supply:** As defined in the Tariff Terms and Conditions;

OTHER DEFINITIONS

13. **Applicable Documents:** means the rules and regulations issued in pursuance of the Act by the Authority, from time to time, relating to the generation, distribution and transmission license, the grid code, the distribution codes, Consumer Service Manual and any documents, instruments, approvals or authorizations issued or granted by the Authority in exercise of its power under the Act.
14. **Applicant:** means any person who applies to a distribution licensee for provision of electric power service or modification thereof.
15. **Application:** A request to the authorized office of the DISCO for an electric service connection on the prescribed form. (Form annexed as Annexure IV);
16. **Bulk Power Consumer (BPC):** means a consumer who purchases or receives electric power, at one premises, in an amount of one megawatt or more or in such other amount and voltage level and with such other characteristics as the Authority may determine and the Authority may determine different amounts and voltage levels and with such other characteristics for different areas;
17. **Circle:** means the administrative area of jurisdiction within the DISCO headed by Manager / Superintending Engineer
18. **Common Distribution System (CDS):** means the distribution system as defined in the Eligibility Criteria Regulations, 2003;
19. **Company:** means a company formed and registered under Companies Ordinance 1984.
20. **Conductor:** means a wire, cable or other form having suitable capacity for carrying electric current and used for movement or delivery of electricity;

21. **Connected Load:** means total load that is connected to an electric supply system or installed at premises;
22. **Connecting Point:** means the point where the dedicated distribution system of the applicant is connected with the existing common distribution system;
23. **Consumer:** means a person or his successor-in -interest who purchases or receives electric power for consumption and not for delivery or re-sale to others, including a person who owns or occupies a premises where electric power is supplied;
24. **Consumer's Mailing Address:** means the address specified in the consumer's Application and Power Supply Contract form for the purpose;
25. **Consumer Sub Station:** means a sub station furnished, installed, owned and maintained by the consumer;
26. **Consumption:** means the amount of electricity used and measured over a given period of time;
27. **Court:** means the court of sessions designated as Electricity Utilities Court empowered to take cognizance of an offense under the provisions of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898);
28. **Declared Voltage:** means the voltage required to be supplied at the consumers' terminals with permissible variations according to Performance Standards (Distribution) Rules, 2005;
29. **Dedicated Distribution System (DDS):** means that part of the distribution system, required to supply power for the sole consumption of an applicant and not for supplying power to any other consumer and shall comprise of the distribution system from the connecting point up to the interconnection point of the applicant including the metering and service wire and such other connection arrangement;
30. **Distribution Sub Station:** means a sub station furnished, installed, owned and maintained by the DISCO/Licensee;
31. **Distribution Lines:** mean overhead lines and/or underground facilities consisting of conduit and cable which are operated at nominal distribution voltages;
32. **Distribution Facilities:** means electrical facilities operating at distribution voltage and used for movement or delivery of electric power;
33. **DISCO:** means a utility/entity engaged in the business of distribution of electric power as licensed by NEPRA;
34. **Drop-Out Fuse:** means a current interrupting device, the mechanism of which is so designed that on melting of a fuse link the fuse carrier drops out to exhibit an open gap in the primary circuit;
35. **Earthing or Grounding:** means electrical connection to general mass of earth in such a manner as to ensure, at all times, an immediate discharge of energy;
36. **Consumer Eligibility Criteria:** means criterion for a non discriminatory provision of distribution service and sale of electric power to all the consumers within the service territory of a distribution company prescribed by NEPRA vide SRO.743 (I)/2003 dated July 26, 2003, as amended from time to time.
37. **Energy Meter:** means a device that registers the quantity of electrical energy over a period of time;
38. **Horsepower (HP):** means a practical unit of power representing the ability to do work by some kinds of electrical equipment. One HP is equivalent to 746 watts of electrical power;
39. **Interconnection Point:** means the point where the metering installation and protection apparatus of the consumer is connected to the dedicated distribution system;
40. **Interruption:** means loss of electric power to one or more consumers;
41. **Load Factor:** means the ratio of average load over a designated period to the peak load in that period;
42. **NEPRA:** means National Electric Power Regulatory Authority;
43. **Nominal Voltage:** means a suitable approximate value of voltage used to designate or identify a system;
44. **NTDC:** means National Transmission and Dispatch Company as licensed by NEPRA;
45. **Overloading:** means a condition under which part of the system is subject to a electric power/current in excess of the normal design rating of that part of the system and not due directly to system fault current;

46. **Power Factor:** means the ratio of kWh to kVAh recorded during the month or the ratio of kWh to the square root of sum of square of kWh and kVARh.
47. **Premises:** means the building/site /location where Electric Power is required/ consumed;
48. **Primary Service Connection:** means any connection which is provided at 11 kV or above;
49. **Provincial Office of Inspection:** means the office established by a Provincial Government under Section 38 of the NEPRA Act;
50. **Public Lighting Supply:** means a supply given to a Government Department/ Agency or a Housing Society charged with public lighting, for the purpose of illuminating public lamps within the area of its jurisdiction;
51. **Reliability:** means the degree of performance of the elements of the electric power system that results in electricity being delivered to consumers within specified standards;
52. **Running Load:** means quantum of demand in KWs, recorded by metering equipment installed at the consumer's premises at any given time interval.
53. **Rural Area:** means the area falling within the jurisdiction of all rural local bodies including without limitation Union Councils, Tehsil Councils and Zila Councils;
54. **Sanctioned Load:** means the load in kilowatts sanctioned by the DISCO;
55. **Service Drop:** means the cable of appropriate current carrying capacity to connect the CDS/DDS to the Premises at the inter connection point. The maximum length of this cable shall be such that the voltage at the inter connection point does not fall below the specified limits;
56. **Service Territory:** means the area specified in the distribution licence within which the licensee is authorized to conduct the distribution business and, subject to the provisions of rule 7 of NEPRA Licensing (Distribution) Rules, 1999, the second-tier supply business;
57. **Secondary Service Connection:** means a connection which is provided at 400 volts or below;
58. **Service Wires or Connection:** means the group of cables/conductors, whether overhead or underground, necessary to connect the service entrance conductors of the consumer to the DISCO's supply line, regardless of the location of the DISCO,s meters or transformers;
59. **Sponsored Dedicated Distribution System:** means where a Common Distribution System (CDS) doesn't exist and is required to be developed for provision of service on behalf of expected applicants by any person/agency other than the applicant(s) such person/agency shall be called the Developer/Sponsor (D/S) and such a system for the purpose of ECR, 2003 will be referred as the "Sponsored Dedicated Distribution System (SDDS)".
60. **Successor-in-Interest:** Successor-in-interest is one who follows another in ownership or control of property. A successor-in-interest retains the same rights as the original owner, with no change in substance. (Blacks Law Dictionary, Seventh Ed)
61. **Tariff Schedules:** means the rates, charges, terms and conditions for generation of electric power, transmission, distribution services and sales of electric power to consumers by DISCO as approved by NEPRA and notified by the Government of Pakistan;
62. **Underground Distribution System:** means an electric distribution system with all wires installed underground except those wires within surface-mounted equipment enclosures;
63. **Urban Area:** means the area falling within the jurisdiction of all urban local bodies or development authorities including without limitation Town Committees, Municipal Committees, Municipal Corporations, Metropolitan Corporations and Cantonment Boards;
64. **Voltage:** means difference of potential or "electric pressure" in an electrical circuit measured in volts;
65. **Voltage Drop:** means the reduction in the voltage between two reference points;
66. **Voltage Fluctuation:** means a series of voltage changes or a cyclic variation of voltage;

1.5 ACRONYMS / ABBREVIATIONS (TO BE UPDATED BY EACH DISCO)

A& PSC	-	Application and Power Supply Contract
AMO or SDO	-	Assistant Manager Operations or Sub Divisional Officer (Sub Division)
AMR	-	Automatic Meter Reading
CE	-	Chief Engineer
CEO	-	Chief Executive Officer
CP Form	-	Commercial Procedure Form
DCC	-	DISCO Computer Center
DCM	-	Deputy Commercial Manager
DCO	-	Disconnection Order
DG (COM)	-	Director General, Commercial
DISCO	-	Distribution Company
DM or XEN	-	Divisional Manager or Executive Engineer (Division)
DN	-	Demand Notice
ERO	-	Equipment Removal Order
GM (CS)	-	General Manager, Customer Services
kWh	-	Kilo Watt Hour
LP	-	Late Payment
LS I	-	Line Superintendent, Grade - I
LS II	-	Line Superintendent, Grade - II
M (COM)	-	Manager Commercial
MCO	-	Meter Change Order
MDI	-	Maximum Demand Indicator
MO or SE	-	Manager Operations or Superintending Engineer (Circle)
MS I	-	Meter Supervisor, Grade - I
MS II	-	Meter Supervisor, Grade - II
MSB	-	Meter Security Box
NEPRA	-	National Electric Power Regulatory Authority
PEPCO	-	Pakistan Electric Power Company
POI	-	Provincial Office of Inspection
RCO	-	Reconnection Order
RO	-	Revenue Officer/AM(CS)
SCO	-	Service Connection Order
SR	-	Store Requisition
TD	-	Technical Director

CHAPTER 2

NEW CONNECTION/EXTENSION AND REDUCTION OF LOAD

2.1 GENERAL INFORMATION

Information desired from DISCO (DISCO to insert its name) relating to subject matters covered by this Manual may be obtained by personal call, by telephone, or by mail and is also available on the web. DISCO (DISCO to insert web address)
The local office of the area is the main contact office where a separate window is available in addition to the consumer service centers established by DISCO (DISCO to insert its name), to provide all necessary information required regarding application for new connections and all other matters relating to consumer services and provision of electric power services.

2.2 APPLICATION FOR SERVICE CONNECTION

- (a) **Application and Power Supply Contract (A&PSC)** Forms in English and Urdu are available free of charge in each sub-divisional/divisional/circle office of DISCO (DISCO to insert its name) and on the DISCO (DISCO to insert its name) webpage. **(as annexure IV)**
- (b) An applicant shall be required to fill in the forms and attach the required supporting documents as detailed therein.
- (c) Any assistance or information required in filling the application form shall be provided to the applicant by the DISCO (DISCO to insert its name) staff in the office where form is to be submitted.
- (d) Application for new connection duly filled in along with supporting documents can be submitted online at DISCO web site (DISCO to insert its name) or at the concerned office in person or by post (registered mail, courier etc.). After the receipt of Application Form along with the required documents the DISCO (DISCO to insert its name) Office shall issue an acknowledgement receipt and a serial number to the applicant for further reference/processing etc. The receipt as acknowledgement of the forms shall be issued by the DISCO (DISCO to insert its name) office as follows:
 - Online receipt
 - In person
 - By postpaid envelope
 - Any other appropriate method

2.3 DOCUMENTS TO BE ATTACHED WITH THE APPLICATION

Documents to be attached with the Application and Power Supply Contract are as follows:

- (a) Ownership proof of the premises where connection is required
- (b) An affidavit by the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that he/she shall pay the DISCO (DISCO to insert its name) any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on.

- (c) If the applicant is a tenant or a person other than the landlord then no objection certificate from the landlord along with the ownership proof and affidavit mentioned above are required.
- (d) Attested copies of CNIC of the applicant and a witness.
- (e) The power of attorney (in case of a Company), in favor of the applicant to the effect that the applicant is authorized to sign the application and execute agreement on behalf of the Company.
- (f) If the connection is applied in the name of a company, duly incorporated under the law, then following additional documents shall be attached:-
 - i) Certificate of incorporation;
 - ii) Resolution of Board of Directors authorizing a person to sign and execute the application and agreement form;
 - iii) Charge creation certificate issued by the Securities and Exchange Commission of Pakistan equivalent to the amount of security;
 - iv) List of directors with complete addresses and copies of their computerized national identity cards.
- (g) Wiring test report duly issued by Electric Inspector or his authorized contractor shall be submitted alongwith the application form.
- (h) In case of Commercial and Industrial connection, Income Tax Certificate from the Federal Board of Revenue is necessary under Section 181-AA of Income Tax Ordinance.
- (i) In case of connection for stone crushing plants NOC from Environmental Protection Agency and other relevant departments is necessary.
- (j) In case of change of name/extension or reduction of load, a certificate from the Revenue Office, DISCO (DISCO to insert its name) to the effect that no arrears are outstanding against the premises. Wiring test report would be required in case of extension/reduction of load.

2.4 COST ESTIMATE AND DEMAND NOTICE

Connection charges are payable according to the rates approved by the Authority pursuant to Rule 11 of the National Electric Power Regulatory Authority Licensing (Distribution) Rules, 1999 and Article -9 of Distribution License

- (a) The application will be processed and approved as per the provisions of Consumer Eligibility Criteria and DISCOs Commercial Procedure Manual. The provisions of Grid Code and Distribution Code will be adhered to where applicable. A demand notice of cost estimate and security deposit shall subsequently be issued by the DISCO (DISCO to insert its name) office for payment by the applicant.
- (b) Demand Notices for Service Connection cost and Security Deposit shall be sent under registered post or courier to ensure their delivery to the applicant or applicant may receive it personally, for that receipt may be obtained from applicant for record. A period of 30 days for payment of Demand Notice is given In genuine cases, grace period of 30 days may be allowed for payment of the demand notices on the request of the applicant.

- (c) For payment, branches of designated banks authorized to receive the Demand Notice charges, and due date etc. shall be mentioned in the demand notice. The bank shall receive payment as per demand notice and issue an acknowledgement receipt etc.
- (d) Subsequent to the deposit of payment mentioned in the demand notices the applicant shall execute the power supply contract with the (DISCO to insert its name) in triplicate
- (e) (DISCO to insert its name) shall determine new final priority number of connection to each application after the demand notices have been paid.
- (f) DISCO may issue estimate for installation of reclaimed transformer/serviceable material on request of the new connection applicant if such material/transformer is available with the DISCO.

2.5 APPROVAL OF APPLICANT'S INSTALLATION

Before any electrical wiring or energy consuming apparatus is connected to the DISCO (DISCO to insert its name) distribution system, the same shall be subject to inspection and testing by the DISCO (DISCO to insert its name) and no connection shall be made to the DISCO (DISCO to insert its name) system without the prior inspection/satisfaction of the DISCO (DISCO to insert its name).

2.6 For a multi-story building or a premises with separate portions, more than one connection will be provided subject to the fulfillment of the following:

- Separate portions
- separate electric circuitry
- separate kitchens
- separate gas meters preferably
- separate entrances preferably

2.7 CATEGORIES OF APPLICANTS

(a) For processing applications for new connections of all types, these are divided into following five categories:

CATEGORY-1 (Sanctioning Authority-SDO/AMO)

For supply at voltage level upto 400 V and load upto 15 kW.

CATEGORY-2 (Sanctioning Authority-XEN/DMO)

For supply at voltage level upto 400 V and load above 15 kW but not exceeding 70 kW.

CATEGORY-3 (Sanctioning Authority-SE/Manager (O))

For supply at voltage level upto 400 V and load above 70 kW but not exceeding 500 kW.

CATEGORY-4 (Sanctioning Authority-CEO)

For supply at voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW.

CATEGORY-5 (Sanctioning Authority-BOD)

For supply at voltage level 66 kV and above for all loads.

- (b) The concerned Office of DISCO (DISCO to insert its name) examines each application to decide whether a connection can be given in accordance with the standing instructions issued from time to time. If a connection cannot be given, the Application Form is returned to the applicant with the reasons clearly stated on the form. If a connection is feasible, the application is accepted for processing and signed on behalf of the Company by an official of the concerned office and acknowledgement is given to the applicant. The prospective consumer will submit Wiring Test Report (Inspected & duly verified by the office of Electric Inspector) at the time of submission of new connection application in the concerned office of DISCO (DISCO to insert its name). Time schedule for various steps for processing new connections applications of different categories as mentioned above is at annexure-VI:

Note:

The above mentioned officers are empowered to process and approve cases for change of name, change of tariff, change of site and reduction/extension of load.

2.8 TIME FRAME FOR A NEW CONNECTION

Time schedule for all categories of new connections is indicated at Annexure VI

2.9 Shifting of Connections:

The load sanctioning Authority will approve shifting of connections subject to the following conditions:

- i) The new proposed site is within the same circle.
- ii) The new proposed site is in the name of owner of the connection or in the name of his/her legal heir duly verified from land revenue record. In case, new site is in the name of legal heir, change of name of connection will also be processed as per 2.3 (i).
- iii) The consumer shall make payment of dismantling charges, installation charges and cost of extra material required for shifting of connection to new site.
- iv) The consumer shall make payment of updated security deposit.
- v) The consumer shall make payment of outstanding dues .
- vi) The loading position/ voltage drop of the feeder and loading of transformer at new proposed site remains within permissible limits.
- vii) The new proposed site qualifies for connection.

CHAPTER 3
RELOCATION OF DISTRIBUTION FACILITY AND TEMPORARY CONNECTION

3.1 Relocation of Distribution Facility

(a) Due to Public Works

If, for public improvement such as street widening, grading, excavating sidewalk spaces, or for other reasons beyond the DISCO's (DISCO to insert its name) control, the DISCO (DISCO to insert its name) has to move distribution facilities from the existing position or new facility is to be provided for improvement of the system, the shifting/relocation/addition of the facility (overhead or underground) shall be carried out at the cost of the sponsoring agency and not the affected consumer(s) or concerned DISCO (DISCO to insert its name).

(b) On Applicant's/ Consumer's Request

If an applicant/ consumer requires the relocation of a distribution facility for convenience, because of construction, or otherwise the DISCO (DISCO to insert its name) shall, at the consumer's expense, relocate its Distribution facility

(c) If a distribution facility is constructed over any existing building/house without the consent of the owner of the premises/house then the said distribution facility is to be relocated if request to this effect is made by the consumer and cost so incurred is to be borne by the DISCO. However the owner will have to bear the expenses of relocation, in case no objection was raised at the time of construction of distribution facility.

(d) If any consumer/person constructs house under/near any existing distribution facility and then requests for relocation of the same, it shall be relocated at consumer's expense.

Note: In all above cases, provision of right of way will be the responsibility of the applicant requesting for the relocation of the distribution facility.

The above provisions are also applicable for relocation of transmission facility.

3.2 Repair or Replacement of General Supply Service Wire.

Routine repair/replacement of service wires feeding the consumer premises up to the metering point shall be the responsibility of the DISCO (DISCO to insert its name)

3.3 TEMPORARY CONNECTION

(a) An applicant may apply for temporary connection for the following purposes:
i) Illumination and lighting for weddings, festival, functions, exhibitions or national and religious ceremonies, etc.
ii) Construction of buildings
iii) Testing of industrial equipments
iv) Any other emergent requirement of temporary nature

(b) A temporary electric power supply connection shall be provided by the DISCO (DISCO to insert its name) for a specific time period not exceeding three months which is further extendable on three month basis up to completion of the specific job/project for which the temporary connection was obtained .

(c) In case of any existing premises, if a new construction/renovation/extension work is required, then the consumer has to apply for a new temporary connection. However he/she may opt for using electricity from the existing

connection for which applicable tariff will be that of a temporary connection. In case the consumer does not apply for temporary connection, the tariff will be automatically changed by the DISCO from existing to temporary tariff till the objective for temporary nature of work is accomplished.

3.3.1 Procedure for Application

- (a) The applicant shall apply for temporary connection to the competent load sanctioning Authority as per corresponding regular category of connection.
- (b) The applicant shall attach NOC/Authorization from the local Authority (where applicable) along with the documents as mentioned in the application form.
- (c) The sanctioning authority shall approve in accordance with the Eligibility Criteria Regulations, 2003.
- (d) The applicant shall be served with Demand Notice for the cost relating to the Dedicated Distribution System and security* which will be deposited with the designated bank. For capital contribution, the terms of Eligibility Criteria regarding payments shall be applicable.

*The amount against the security shall include:

The amount as per applicable tariff and load equal to the cost of expected consumption of electricity during the approved temporary connection period.

- (e) The DISCO (DISCO to insert its name), after the receipt of necessary payment and certificate, shall provide the electric power connection immediately as per priority maintained for temporary connections.

3.3.2

- (a) The DISCO (DISCO to insert its name) shall provide temporary electric connection to the **applicant** on his demand for a specified period and disconnect the same after the expiry of this period unless extended further on the request of the consumer and confirmation by the DISCO (DISCO to insert its name) that the purpose for which temporary connection is required, still exists.
- (b) The consumer shall apply for extension in the sanctioned period at least one week before the expiry of the sanctioned period. The consumer shall pay in advance as security an amount equal to the expected consumption of the period applied for extension.
- (c) The DISCO (DISCO to insert its name) shall discontinue service without notice whenever it is no longer temporary in character, or it is used for unauthorized purposes.
- (d) After the expiry of the contracted period or after the period when connection is no more required and is disconnected, the material/ equipment will be retained by the DISCOs and the cost of equipment installed for temporary connection shall be reimbursed to the consumer at depreciated rates. However, in case a permanent connection(s) is/ or applied for the same premises, the material installed for temporary connection will be utilized.

CHAPTER 4

ENERGY METER INSTALLATION

4.1 GENERAL

This chapter covers installation of energy meters at the premises of consumers of all categories receiving electric power from the DISCO (DISCO to insert its name).

The DISCO (DISCO to insert its name) shall provide the appropriate metering equipment at the cost of the consumer for all types of consumer categories. However, in case of non-availability of meter/metering equipment with the DISCO (DISCO to insert its name), against new connection, extension/reduction of load or replacement of defective meter, the consumer may be asked to procure the equipment according to the specifications as approved by the DISCO to avoid delay in installation of meter/metering equipment.

4.2 METER LOCATION

- (a) It shall be the responsibility of the consumer to provide a safe and accessible location to the DISCO (DISCO to insert its name) for the installation of the metering equipment at his premises. In such cases, safe custody of the metering equipment is the responsibility of the consumer. In case of non-availability of a suitable place for installation of the metering equipment at the consumer's premises, DISCO may install the metering equipment at its pole/structure. In such cases, safe custody of the metering equipment is the responsibility of the DISCO.
- (b) In case of theft of metering equipment or damage due to any accident, the information must be communicated by the consumer in written form to the concerned office of DISCO immediately, however, taking further legal action in this regard rests with the DISCO.
- (c) The meters shall be installed at a reasonable height from the ground level or at a level from where the meter reading is possible without using climbing devices.
- (d) For multi-occupancy buildings, the metering equipment of all the consumers residing in that building shall be installed at any appropriate location of the building.
- (e) Should the consumer at any time requires the metering equipment to be shifted to another place or position within the same premises, he shall give not less than 7 days notice to the DISCO, giving reasons also. The DISCO after its satisfaction may shift the metering equipment upon receipt of such a request upon deposit of such shifting charges by the consumer as demanded through a demand notice by the DISCO.

4.3 METER INSTALLATION

- (a) The DISCO shall make its best endeavor to install the meters in accordance with the latest industry standards and workmanship to ensure safety and security of the metering equipment.
- (b) When metering equipment is installed in a multiple-occupancy building (two or more occupants), the meter shall be labeled with the name and reference number of the consumer.

4.4 Meter Replacement and Bill Adjustment:

- (a) In case of replacement of a meter, the consumer's account shall not be liable to any adjustment on the basis of any discrepancy detected in the impugned metering equipment where the discrepancy is not attributable to any act or omission of the consumer. No adjustment shall be made against the consumer's account without issuing notice and assigning reasons thereof.
- (b) If at any time the DISCO (DISCO to insert its name), doubts the accuracy of any metering equipment, the DISCO may after informing the consumer, install another duly calibrated and tested metering equipment (check metering equipment) in series with the impugned metering equipment to determine the difference in consumption or maximum demand recorded by the check metering equipment and that recorded by the impugned metering equipment during a fixed period. If on such comparative test being made the impugned metering equipment should prove to be incorrect, the impugned metering equipment shall be removed from the premises with the consent of the consumer, and the DISCO in the absence of any interference or alteration in the mechanism of the impugned metering equipment being detected by the DISCO, shall install a "correct meter" without any further delay. Similarly if a meter is burnt, it shall be replaced immediately. The cost of replacement will be borne by the DISCO, if the cause of damage is not attributable to the consumer and vice versa.
- (c) Where it is not possible for the DISCO to install check metering equipment of appropriate capacity (due to non-availability of such equipment or otherwise) in series with the impugned metering equipment, to check the accuracy of the impugned metering equipment as described above, the DISCO shall, after informing (in writing) the consumer, test the accuracy of the impugned metering equipment at site by means of Rotary Sub-Standard or digital power analyzer. If on such test being made, the impugned metering equipment should prove to be in-correct than a correct meter shall be installed within a period of three month. However, the impugned defective meter shall remain at site in series with the correct meter for a period of three month from the date of installation of correct meter, so that the consumer may have opportunity and time to agitate the matter at any competent forum In case if a correct meter is not available then the multiplying factor shall be charged accordingly till the replacement with correct meter provided that the slowness/fastness is established.
- (d) For b & c above, if a meter has been found defective during the checking on a specified date, charging of a detection bill for the quantum of energy lost because of malfunctioning of metering equipment shall not be more than three previous billing cycles keeping in view the variation in consumption. A consumer will be charged on the basis of defective code w.e.f. the date, the meter became defective and was not recording the actual consumption of energy. The maximum period of charging on defective code will three billing cycles. In case of any litigation, the DISCO has to prove with documentary evidence regarding the non-availability of the metering equipment. The basis of charging of defective code will be 100% of the consumption recorded in the same month of previous year or average of the last 11 months whichever is higher.
- (e) Where a consumer is not satisfied with the accuracy of the meter, he may inform the DISCO of his desire for the said metering apparatus be checked at site in his presence. Upon receiving such a request, the DISCO will issue a demand notice as meter challenge fees for the checking of the said meter and will check the accuracy of the said meter within SEVEN working days from the date of receipt of payment of such challenge fee (as approved by NEPRA) by installing a duly calibrated check meter in series with the impugned meter or in the absence of a check meter, through a Rotary Sub Standard or digital power analyzer

accompanied by an engineer of the DISCO's metering and testing laboratory. If upon checking the meter is found to be recording beyond the permissible limits, the meter shall be changed immediately on cost of DISCO and due credit be given for excessive units up to three billing cycles. .

- (f) Where any consumer gives a notice in writing to the DISCO and informs of having requested the POI to check the accuracy of the DISCO's metering equipment installed at his premises or the status of the meter regarding it being defective or otherwise, the DISCO shall not remove or take off the impugned metering equipment from the consumer's premises until the Electric Inspector has conducted a test of the impugned metering equipment at site, in the presence of DISCO's authorized representative, by means of a duly calibrated check meter installed in series with the impugned meter or through a Rotary Sub Standard or digital power analyzer and has given the result of his test.
- (g) In case of display wash of any meter, the DISCO should immediately install a healthy meter and retrieve the data of the impugned meter within one month and actual consumption is required to be charged to the consumer as per data downloading /retrieval report. The consumer's account shall not be liable to any adjustment if data is not retrieved within one (01) month.

CHAPTER 5

SECURITY DEPOSITS

5.1 Security Deposits

- (a) For all service connections, after sanction a demand notice for security deposit as per the rate approved by NEPRA shall be issued to the applicant for depositing the same in the designated bank branch.
- (b) A period of 30 days for payment of Demand Notice is given. In genuine cases, a grace period of 30 days may be allowed for payment of the demand notices on the request of the applicant.

5.2 TRANSFER OF SECURITY DEPOSIT

- (a) Security deposit is non transferable except as follows:

- i) **Relocation of Premises**

If the consumer moves to a new location within the Exclusive Service Territory of DISCO and requests for a new connection at that location.

- ii) **Change of Name**

If the consumer sells the premises where the connection is installed, it shall be obligatory upon the new owner to apply to DISCO for a change of name. Such an application shall be accompanied by written consent of the previous owner regarding transfer of Security Deposit in the name of new owner. However, no consent of the previous owner will be required, when a company has been sold or merged with another company through a court-sanctioned merger and in case of an individual, through some sale deed.

- iii) **Through Succession**

Upon death of the consumer, the Security Deposit shall be transferred according to the Succession Certificate granted by the court of competent jurisdiction.

- iv) **Successor-in-Interest:**

When a person has been declared as Successor-in-Interest by a court of law.

Provided that for i & ii above the Security Deposit shall be updated and for iii and iv above no updation of security deposit is required. The security deposit will be transferred if no arrears are outstanding.

- (b) In case of change of tariff category, shifting of site and change of ownership (except through succession and successor-in-interest vide a court-sanctioned merger), the security amount shall be updated according to prevailing rates. In case of extension of load, the amount of security at prevailing rates shall be recovered to the extent of incremental load and not on the entire load.' (c) For the purpose of calculating the security deposit, the fraction of a kilowatt (for loads above one kilowatt) which is equal to or more than half kilowatt, shall be taken as one kilowatt, and the fraction which is less than half a kilowatt shall be ignored.

- (c) The security amount deposited by the consumer at the time of getting connection shall be refunded at the time of permanent disconnection after getting approval for the refund from the load sanctioning authority. (Provided there is no other amount outstanding against the consumer). The security deposit amount can also be adjusted in the final bill, if applied by the consumer.
- (d) The option of Bank Guarantee in lieu of security deposit shall be available to the industrial consumers under B-3 and B-4 categories only. The existing B-3 and B-4 category consumers can also avail option of Bank Guarantee by withdrawing their previous security deposits from DISCO and submit a bank guarantee to the satisfaction of the DISCO on new security rates for a validity period of three years.'

CHAPTER 6

METER READING AND BILLING

6.1 METER READING

- (a) Meter reading of all the consumers of a DISCO is carried out on a routine basis each month to record the consumption of energy consumed by each consumer during a given period (Billing cycle/billing month). The meter reading is generally taken/recorded by the local staff of the distribution company. For the purpose; the consumers of each sub division are divided into a number of batches and sub- batches. The meter reading program shall be prepared in such a way that the meters of a batch are normally read on the same dates each month.
- (b) Meter readings of all types of connections with load up to 25 kW are required to be taken by the Meter Readers. Reading of Maximum Demand indicators of connections having load over 25 kW are to be recorded by the senior officers of the distribution company
- (c) **Meter readings are taken preferably through mobile snapshots/hand held units to ensure taking correct readings. The snapshots of meter reading are printing on electricity bill.** In case the meter reading card is maintained by a consumer, following shall be noted:
- i) Date of reading
 - ii) meter reading /MDI
 - iii) Units consumed during the month
 - iv) remarks in case of any discrepancy observed
 - v) meter reader and consumer initials
- (d) Meter Readers shall also check the irregularities/discrepancies in the metering system at the time of reading meters / taking snap shots and report the same in the reading book/discrepancy book or through any other appropriate method as per the practice. The concerned officer/official will take corrective action to rectify these discrepancies.
- (e) DISCO (DISCO to insert its name) may develop alternative meter reading program and/or establish revised designations for meter readers as per DISCO Commercial Organization Plan.

6.2 PERCENTAGE CHECKING

(a) By Line Superintendent Incharge:

The Line Superintendent Incharge of group of 11 kV Feeders will carry out the following checks over the readings recorded by the Meter Readers and bills delivered by Bill Distributors in a month, over and above the discrepancies already noted by him from the readings supplied by the Meter Reader.

- General 5%
- Industrial 15%
- Tube wells 15%

He ensures by his percentage check that losses are brought down to bare minimum and bills are delivered to the consumers. He will report to the SDO/AM (O) through the Supervisor the discrepancies in meter reading and non/delay in delivery of electricity bills by the Bill Distributors.

(b) By Meter Reading Section Supervisor:

The Meter Reading Section Supervisor will also exercise at least 15% check on Industrial and Tube well Consumers and meter readings/bill distribution at premises having connected load up to 25 kW and up to 20 general consumers per week, and report to the SDO/AM (O) any discrepancy noticed on the readings recorded by the Meter Reader(s) and Line Superintendent and non/delay in delivery of electricity bills by the Bill Distributors.

(c) By SDO/AM (O)

The SDO/AM (O) will physically check at site readings and distribution of bills of at least 2% of Industrial and Tube well Connections with connected load up to 25 kW each month and at least 5 meters per day unless there are extenuating circumstances. Two meters to be checked should be those which the Meter Readers had read the previous day. He will initiate disciplinary action against the Meter Reader who do not record correct meter reading and Bill Distributors who fail to deliver the bills as reported by L/S Incharge/Supervisor Meter Reading Section besides irregularities noticed by himself.

(d) By Executive Engineer/Deputy Manager (Operation)

The XEN/DM (O) will physically check at site at least 10% readings of meters of industrial and commercial consumers having connected load above 25 kW and up to 500 kW and at least 2 meters a day, one meter independently i.e. which has not been checked by the SDO/AM (O). He will also check delivery of bills to consumers whose readings are checked as mentioned above.

(e) By Superintending Engineer/Manager (Operation)

The SE/Mgr. (O) will physically check at site at least 15% meter readings/delivery of bills of consumers having connected load over 500 kW and at least 5 meters and delivery of bills per week as follows:

- a) One meter checked by the SDO/AM (O)
- b) One meter checked by XEN/DM (O)
- c) Three other meters

(f) The percentage check register should be maintained by Line Superintendent Incharge, Meter Reading Section Supervisor, SDO/AM (O), Executive Engineer/DM (O) and Superintending Engineer/Manager (O) for above checking and the same should be accountable documents:

Note: However the primary responsibility for correct meter reading will rest on the official who read monthly meter reading in routine.

6.3 Meter Reading of AMR

- (a) AMR system consists of AMR smart meters, Hardware & Software for Meter Data Collection (MDC) End User interface & secure communication system for meter data management through GSM technology
- (b) The Consumption of energy of all categories of customers in AMR system are recorded online through GSM/GPRS based smart meters installed to the customers & usually available for billing at the end of every calendar month.
- (c) The AMR Meter communicates with MTI galaxy server twice a day and sends KWH (Peak/Off Peak), KVARH (Peak/Off Peak), MDI (Peak/Off Peak) voltages & currents on each phase, Power factor, customer information, instant reads, billing, meter summery & all related attributes & their reports on real time.
- (d) The record of every attribute of reading/consumption is saved from the date of installation of smart meter in the MTI Galaxy/data server & can be accessed at any time by the DISCO Officer having user access & password.
- (e) The reading on the face of Electricity Bill & meter for each month is exactly the same due to no human intervention, thereby improving customer service, efficiency and

minimizing operating expenditures & consumer complaints. The reading file of healthy AMR Meters on billing month end is extracted from MTI Galaxy Software & is available for billing, while the billing of mute meters is carried out manually as per prevailing commercial procedure of DISCO till the time when the meter becomes alive and starts communication with MTI Galaxy again.

- (f) A separate dedicated Batch has been created for AMR customers & all customers have been shifted to that batch, whose billing is carried out as per schedule made by DISCO

6.4 Electricity Bill

- (a) The Electricity consumption bill shall generally contain the following information

INFORMATION	DESCRIPTION
Billing Period	The period for which bill is being issued.
Reference No.	A dedicated number allotted to a consumer for identification.
Tariff	The applicable rates and charges approved by NEPRA for the category of connection.
Load	The load sanctioned for the connection.
Date of connection	The date on which the meter was installed
Reading Date	The date on which the meter reading is taken.
Issue Date	The date on which bill is issued to the Consumer.
Due Date	The date by which amount of the bill is to be paid. However, if the due date falls on a holiday, the due date shall be the next working day.
Present meter reading	The meter reading taken on the reading date
Previous meter reading	The meter reading taken on the previous month reading date
Snap shots	The snap shot of present meter reading including exported meter reading in case of net metering.
Total units Consumed	The units consumed during a Billing Period or estimated consumption in case of defective meter.
Billing History	Details of billing by the DISCO and payment by the consumer for the period of 12 months.
Total cost of Electricity	The cost as per applicable tariff of total units consumed or estimated consumption in case of defective meter.
Installments	Any amount to be paid as per installments allowed by the Competent Authority.
GST	The General Sales Tax levied by the Government of Pakistan
Amount Payable Within due date	Total current amount of all the payment items as mentioned in the bill including arrears amount, if any
Arrears	Unpaid amount of the bill.
Late Payment Surcharge (LPS)	The amount levied on account of non-payment of bill within due date,
Amount Payable After due date	Total of amount payable within due date and Late Payment surcharge.
Fixed Charges	As defined in Tariff Terms & Conditions.
Variable Charges	As defined in Tariff Terms & Conditions.
Billing Demand	As defined in Tariff Terms & Conditions.
ED	Electricity Duty levied by the Provincial Government.
Other Charges	These charges include Fuel Adjustment charge, PTV Fee, Withholding Tax, any other charge/surcharge levied by the Federal Government etc.
Other particulars	Name and address of consumer, name of division/sub-division/feeder, contact number for Complaint, Contact number of XEN/SDO
Address	Addresses of concerned sub-divisions, NEPRA head office /regional office, Electric Inspector/Provisional office of Inspection

- (b) In cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have been accumulated to give relief to the consumers.
- (c) The consumers are advised to read the "INSTRUCTIONS FOR THE PAYMENT OF BILLS" given on the Monthly Electricity bill for their knowledge and guidance. The monthly bill may also be downloaded from DISCO's website in case of non-receipt of bill on usual delivery dates.

6.5 TIME PERIOD FOR PAYMENT OF BILLS

The due date for payment of bills shall be within 15 days from the issue date of the bills. However, the consumers will have clear 7 days from the date of actual delivery of the bill for the purpose of payment. DISCO may develop alternative method for distribution /dispatch of electricity bill electronically (i.e. through e-mail, WhatsApp etc.)

6.6 PROCEDURE FOR BILLS DISTRIBUTION

- (a) The Bill Distributor shall deliver the bills at the premises of the consumers within a day of receipt of the bill by them for distribution
- (b) The electricity bill shall be available on DISCO's website for downloading & payment

6.7 COLLECTION /PAYMENT OF ELECTRICITY BILLS

- (a) All Commercial Bank Branches and Post Offices of the respective City/District where connection exists shall be collecting Electricity Bills from consumers who have been given option to deposit their Electricity Bills in any designated bank branch/post office. Online payment and payment through ATM cards or through Credit Cards or through cheques at designated bank branches can also be made where possible. NADRA KIOSK are also authorized to collect electricity bills.
- (b) In order to avoid late payment surcharge, consumers shall pay their bills in bank branches in cash or through Pay Orders /Bank Drafts /Crossed Cheques. Consumers can also make payments to Revenue Offices through Crossed Cheques or Bank Drafts.(For payments to avoid levy of late payment surcharge made through cheques a grace period of at least three days be given for the realization of payment and these days are included in the fifteen 15 days grace period).

CHAPTER 7

TARIFF

7.1 TARIFF

Tariff means the rates, charges, terms and conditions for generation of electric power, transmission, interconnection, distribution services and sales of electric power to consumers by a DISCO. DISCOs shall charge only such tariff from consumers as is approved by NEPRA and duly notified by Government of Pakistan from time to time.

7.2 AVAILABILITY OF SCHEDULE OF TARIFF

The schedule of tariff as approved by NEPRA and notified by the Government of Pakistan, shall be made available in DISCO offices and shall be provided to the consumers on demand free of cost (copy thereof is attached as Annexure III). **The schedule of tariff will also be made available by the DISCO at its website.** All consumer queries/clarifications in respect of applicable tariff shall be adequately addressed by the DISCO.

7.3 POWER FACTOR PENALTIES

The penalties for low power factor shall be levied according to the "Terms and Conditions" of approved tariff of respective category as annexed at Annexure-III with this document.

7.4 CHANGE OF TARIFF

(a) The following consumer categories can apply to DISCO for change of tariff:

- i. Consumers within A category
- ii. Commercial Category into Industrial Category and vice-versa
- iii. Seasonal industrial connection to non-seasonal and vice-versa

(b) The following instructions are laid down in connection with the change of tariff:

- i. Change of tariff will be allowed by the connection sanctioning authority
- ii. Change of tariff will be allowed if found technically feasible
- iii. Change of tariff will be allowed if no dues are outstanding
- iv. Cost of material required for change of tariff will be paid by the consumer
- v. Already installed material at site, if serviceable will be utilized
- vi. The security deposit is to be updated at prevailing rates
- vii. New agreement on prescribed form is to be made between the consumer and DISCO

(c) The consumer shall apply, at least 30 days in advance, for the change of his existing tariff to the competent load sanctioning Authority.

(d) The consumer shall submit the application for change of tariff along with the required documents as mentioned in the application form.

(e) DISCO shall accord approval for change of tariff within 30 days of receipt of application after site verification and confirmation of other information provided by the consumer in his application.

7.5 MIS-USE OF TARIFF

- (a) The consumer shall, in no case use the connection for the purpose other than for which it was originally sanctioned. In case of violation, the consumer is liable for disconnection and/or penal action. The phrase for a purpose other than for which a connection was sanctioned means if a connection was initially sanctioned under one category for example domestic tariff (A-1) and is used for commercial purpose i.e. A-2.
- (b) DISCO shall serve seven (7) days clear notice to the consumer who is found mis-using his approved/sanctioned tariff. However, DISCO shall immediately change the tariff and shall determine the difference of charges of the previous period of mis-use to be recovered from consumer. The maximum period of such charges shall not be more than THREE billing cycles.

CHAPTER 8

DISCONNECTION AND RECONNECTION

8.1 DISCONNECTION

A premises is liable to be disconnected if the consumer is a defaulter in making payments of the energy consumption charges bill(s), or the consumer is involved in theft of electricity or the consumer is involved in misuse of tariff or a consumer illegally reconnects his electricity connection, or if a consumer has extended his load beyond the sanctioned load even after receipt of a notice, or If he is using the electric connection for a purpose other than for which it was sanctioned. The phrase for a purpose other than for which a connection was sanctioned means if a connection was initially sanctioned under one category for example domestic tariff (A-1) and is used for commercial purpose i.e. A-2. The connection of the consumer may be disconnected at his own request. .

8.2 DISCONNECTION PROCEDURE

- (a) The consumer shall be bound to pay his energy bill within due date specified in the bill or with the late payment surcharge if paid after due date, before the issuance of the next month bill. The connection shall not be disconnected if any consumer fails to deposit the current month bill provided that there are no outstanding dues.
- (b) In case of non payment of the previous month electricity bill, the DISCO upon expiry of the due date given for payment, shall serve a clear 7 days notice to the defaulting consumer to either clear the outstanding dues with the current bill or face disconnection.
- (c) Upon non receipt of payment even after the expiry of the notice period, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored by the DISCO until full payment along with late payment surcharge has been made by the consumer. If the consumer fails to pay the bill up to the next month billing cycle within the due date, the DISCO shall issue ERO and remove the metering equipment / material and shall allot permanently disconnected code. The electricity supply will only be restored upon payment of outstanding dues and completion of other requirements given in reconnection policy.
- (d) The power supply of the consumers who are allowed by the DISCO to make the payment in installments shall not be disconnected provided that the consumer is making payment of the installments. However, if a consumer further defaults in making payment of installments, the power supply of such a consumer shall be disconnected without any further notice and shall only be restored after receipt of all arrears.
- (e) The power supply of a defaulting consumer shall not be disconnected who has lodged a complaint/petition against any wrong billing or any dispute relating to the payment of energy bill with, the Provincial Office of Inspection or NEPRA or any other forum wherein restraining orders have been issued.
- (f) If a consumer extends his existing load beyond the sanctioned load he shall be issued a notice to apply for extension of load within one month of the receipt of notice. The DISCO shall disconnect the power supply if the consumer fails to avail this opportunity.

8.3 DISCONNECTION ON CONSUMER'S REQUEST.

Temporary disconnection of supply is allowed to a consumer on his/her request, for a period of ninety (90) days subject to the following terms and conditions:-

- a) That the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection.
- b) That exemption in payment of minimum/fixed charges will be admissible for the actual period of disconnection subject to a maximum of ninety (90) days consecutive days during a period of twenty four consecutive months;
- c) That no reconnection fees shall be charged if the consumer gets the connection restored immediately after the expiry of the period of disconnection allowed to him/her;
- d) A seasonal consumer or a consumer whose connection is lying disconnected shall not be eligible to the allowance given in the temporary disconnection;
- e) After the expiry of the period allowed for disconnection as per clause (b) above, the connection shall be deemed to have been restored for payment of minimum/fixed charges even if the consumer does not request for reconnection and does not use electricity. In case the consumer defaults in making the future bills, his/her connection may be disconnected and equipment installed at his premises to supply energy be removed after service of notice as per disconnection procedure. Restoration of supply to such a premises shall also be regulated as per the Reconnection Policy as given in section 8.4.

A consumer who intends to get his/her premises disconnected shall apply to the load sanctioning Authority of the connection concerned, who will arrange the final bill from the Revenue Officer concerned. After payment of final bill, the respective load sanctioning Authority will approve the disconnection. Disconnection for consumers supply shall be effected through removal of, such facilities to avoid misuse of electricity during the period of disconnection.

8.4 RECONNECTION

The disconnected premises shall be reconnected at the request of the consumer if all outstanding electricity charges are paid and subject to the following policy.

(a) RECONNECTION POLICY

A disconnected premises shall only be reconnected after recovery of all outstanding energy consumption charges and Minimum/Fixed Charges as follows:

(A)	For General Supply Tariff- A-1, A-2 & A-3 (single phase only)	Minimum/fixed charges of Rs 100 only for any period.
(B)	For General Supply-Tariff A-1 A-2 & A-3(3-Phase Connections)	a. Minimum/fixed charges for actual period of disconnection of supply if period of disconnection is up to ninety days. (+ amount of arrears due up to date of permanent disconnection). b. In case the period of disconnection of supply is more than ninety days and upto three years then the minimum/fixed charges will be recovered @ one month for every quarter in addition to the minimum/fixed charges for ninety days. Period less than a quarter will be ignored for the purpose of recovery of minimum//fixed charges (+ amount of arrears due up to date of permanent disconnection). c. If the period of disconnection is more than
(C)	For Industrial Supply Tariff (B-1, B-2, B-3, B-4)	
(D)	For Agriculture tube well and lift irrigation pumps Tariff - D	
(E)	For Flat Rate Tariff - D-1	

		three years from the date of disconnection, minimum fixed charges for the disconnected period beyond three years from the date of disconnection up to the date of reconnection shall be recovered in addition to the charges laid down in (a) and (b) above. The minimum/fixed charges for period beyond three years shall be @ one month for every year. Period less than a year shall be ignored in calculations.
(F)	For Bulk Supply Tariff (C-1, C-2, C-3)	NIL
(G)	For Public Lighting Tariff-G	NIL
(H)	For ONE Point supply to Residential colonies attached to the premises of industrial supply consumers, who have their own distribution facility. Tariff-H	NIL
(I)	For Seasonal Industrial Supply Tariff -F (As specified in Tariff Terms and Conditions and as amended from time to time)	Where a "Seasonal Supply" consumer does not come forward to have his seasonal Industry re-connected with the Company's Supply System in any ensuing season, the service line and equipment belonging to the Company and installed at his premises shall be removed after expiry of 60 days of the date of commencement of the season previously specified by the consumer at the time of his obtaining new connection/re-connection. However, at least ten clear days notice in writing under registered post shall be necessary to be given to the consumer before removal of service line and equipment from his premises as aforesaid, to enable him to decide about the retention of connection or otherwise. No Supply Charges shall be recovered from a disconnected seasonal consumer for any season during which he does not come forward to have his seasonal Industry re-connected with the Company's Supply System.

(b) Cost of material to be recovered at the time of reconnection.

- i) The material and equipment which is removed from the site as a result of disconnection shall be kept in the sub divisional office (AMO's office) for 365 days from the date of disconnection and an entry to this effect shall be made in a register to be kept for this purpose. It shall be re-installed after payment of reconnection charges without recovering cost thereof on application for reconnection within 365 days to be reckoned from the date of disconnection. If a disconnected consumer does not come forward for reconnection within 365 days from the date of disconnection, then the removed material and equipment shall be returned to the store. Removed material and equipment shall be taken on stock and it shall be issued as stock material by the concerned office.
- ii) In case a disconnected consumer applies for reconnection after the expiry of 365 days of disconnection but within three years from the date of disconnection, credit on depreciated value of the removed material shall be given in the estimate for reconnection provided cost



of the removed material was originally borne by the consumer or it was wholly subsidized by an external agency outside the DISCO or if such cost had not element of subsidy by the DISCO. No credit of the cost of the removed material will be accorded where it was partially subsidized by the DISCO under any approved package. (Cost of such material and equipment under any partial scheme will be treated as if cost of the removed material was originally borne by DISCO and as such no credit for depreciated value of subsidized cost will be provided).

- iii) In case a disconnected consumer applies for reconnection after a period of three years from the date of disconnection, no credit of the cost of the removed material shall be accorded, even if he had originally paid the entire cost of the material and equipment at the time of obtaining connection.
- iv) In case of reconnection of a disconnected premises where no arrears are outstanding against the premises and due to some reason serviceable equipment is available at site, DISCO may utilize such equipment and cost of such material will not be recovered from the consumer subject to the satisfaction of the DISCO that the material is genuine, and operationally safe. The equipment may be tested by the DISCO for its satisfaction and cost in this regard will be borne by the consumer.

On receipt of payments the DISCO shall issue reconnection orders for implementation by the field office after fulfilling the formalities as per Reconnection Policy mentioned above and immediately regularize the billing after execution of reconnection.

8.5 SECURITY DEPOSIT AND CHARGES FOR RECONNECTION

(a) Once a consumer applies for reconnection, he shall be charged security deposit as per the following policy:

- i) For consumers whose security has not been adjusted against the outstanding arrears and their disconnected period is also less than or equal to 365 days no additional security deposit shall be charged.
- ii) For consumers whose security has been adjusted against the arrears and their disconnected period is within 365 days or less only the amount of adjusted security shall be charged.
- iii) For consumers whose security has not been adjusted against arrears but their disconnected period is more than 365 days, for such consumers the difference in amount between the security deposit already available with the DISCO and the prevailing rate at the time of reconnection shall be charged.
- iv) For consumers whose security has been adjusted against the arrears and their disconnected period is also more than 365 days, for such consumers the security at the prevailing rate shall be charged.

(b) Reconnection fee shall be recovered as per following rates for the amount of the arrears on the basis of which DCO/ERO was affected:

i)	For arrears upto Rs. 1000/-	Rs. 100/-
ii)	For arrears between Rs. 1,001/- and Rs. 5000/-	Rs. 300/-
iii)	For arrears between Rs. 5,001/- and Rs. 15000/-	Rs. 900/-
iv)	For arrears between Rs. 15001/- and Rs. 1 Lac	Rs. 2000/-
v)	For arrears between Rs. 1 Lac to Rs. 5 Lac	Rs. 2500/-
vi)	For arrears over Rs. 5 Lac	Rs. 10,000/-
vii)	For connection disconnected due to other reasons i.e. disconnected on technical grounds, for unauthorized extension in load, or seasonal consumers disconnected due to season off or disconnected due to misuse of applicable tariff, no reconnection fees shall be charged.	Nil.

(c) All the disconnected consumers, having disconnected period of more than three years shall have the option to apply for a new connection in the same premises subject to clearance of all dues outstanding against previously disconnected connection. In such cases nothing on

account of fixed charges/minimum charges for disconnected period shall be debited against the premises previously disconnected, if new connection is sought instead of "Reconnection". For this purpose the security amount originally deposited by the consumer shall be adjusted against the arrears of the previous account number and the arrear bill of balance amount to be served to the consumer. In case the amount of Security Deposit is more than the arrears, then the balance amount will be adjusted in the cost estimate. Upon payment of the balance amount, the consumer can apply for a new connection as per new connection policy given in Consumer Service Manual. If due to some reasons serviceable equipment is available at site, DISCO may utilize such equipment and cost of such material will not be recovered from the consumer subject to the satisfaction of the DISCO that the material is genuine, and operationally safe. The equipment may be tested by the DISCO for its satisfaction and cost in this regard will be borne by the consumer. DISCO may issue estimate for installation of reclaimed transformer/serviceable material on request of the applicant if such material/transformer is available with the DISCO.

(d) All the disconnected consumer having disconnected period of more than five (05) years cannot apply for reconnection and are required to apply for a new connection in accordance with the procedure laid down in Chapter 2 of this Manual.

(e) Relief to industrial as well as agricultural tube well consumers shall be given as per insensitive package introduced from time to time. Consumers are advised to contact their local DISCO office for further details.

(f) The disconnected consumers whose arrears have partially or totally been set aside by Courts, POI, NEPRA or DISCO's competent authorities or have been allowed part payments shall be allowed reconnections on deposit of remaining arrears or their first installment.

8.6 COLLECTION OF ARREARS UPON OR FOLLOWING RECONNECTION

(a) Causes of Increase of Amounts in Arrears

- i) The consumers who default in making payments by due dates shall be issued Disconnection Notices printed on monthly Electricity Consumer Bills. The connections of consumers who still do not make payments of their arrears shall be disconnected on the maturity of disconnection notices after expiry of the stipulated period.
- ii) The consumers who sell their houses shops, industries, seasonal factories, etc without making payment of electricity bills, DISCO (DISCO to inserts its name) shall recover the arrears from the new occupants of the defaulting premises.

(b) Recovery of Arrears Amount

Recovery of arrears from the consumers shall be made through their regular monthly bills. If the monthly bills are not paid in time necessary action for disconnection of such consumers shall be taken according to the procedure as described in Chapter No.8 "DISONNECTION AND RECONNECTION".

(c) Proceedings against Disconnected Defaulting Consumers

In case consumers fail to pay the arrears amount, all legal measures/actions shall be initiated against such consumers for recovery of outstanding dues in accordance with law.

CHAPTER- 9

DISHONEST ABSTRACTION, CONSUMPTION OR USE OF ENERGY

9.1 THEFT OF ELECTRICITY/ENERGY

a) DIRECT THEFT OF ELECTRICITY BY REGISTERED/ UN REGISTERED CONSUMERS OF A DISCO.

- i) If a premises/person is found to be hooked directly with the DISCO's supply line by bypassing the metering equipment or the metering equipment is missing at site (where the safe custody of the meter is the responsibility of the consumer) , or supply is restored illegally on disconnected premises, or if the consumer is using electricity direct from the DISCO's (DISCO to insert its name) supply line and/or the person living in the premises is not a consumer of the DISCO (DISCO to insert its name), or meter found but no record exists then the DISCO (DISCO to insert its name) shall inter-alia process the case as theft of electricity. For all such cases duly authorized officer of the DISCO (not below the rank of Grad 17) will file a complaint before the Court with reasons to be recorded in writing along with full particulars of the offense committed.
- ii) All theft cases as mentioned above would be dealt by DISCO (DISCO to insert its name) strictly in accordance with relevant clauses of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898). The disconnection of electricity shall be carried out immediately under the supervision of Sub Divisional Officer of the area or any other authorized Officer of the DISCO (DISCO to insert its name). The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the court during the trial. After trial the case property will be retained by the DISCO with the permission of the court. The material shall be returned to the store and will be taken on a stock and issued as stock material by the concerned office of DISCO.
- iii) DISCO (DISCO to insert its name) shall be authorized to recover its loss by raising a detection bill as per its own procedure provided that the maximum period of charging in such cases shall be restricted to twelve (12) months as per the following formula:

$$\text{No of Units} = \text{Load} \times \text{Load Factor} \times 730 \times \text{No of Months}$$

Where:

Load is the connected load / or running load whichever is higher

Load Factor as per annexure-VIII

730 = Average number of hours in a Month

- iv) For fool proof evidence of theft, photos and/or videos shall be recorded for consideration by the competent forum.

b) ILLEGAL ABSTRACTION OF ELECTRICITY BY REGISTERED CONSUMERS

The following indications shall lead to further investigations by DISCO for illegal abstraction of electricity. For such cases the DISCO (DISCO to insert its name) shall observe the procedure as laid down under 9.1(c).

- i) Prize bond/postal order/meter security slip removed.
- ii) Bond/Terminal cover seal of the meter broken/bogus/tampered.
- iii) Terminal cover of the meter missing.
- iv) Holes made in the KWH meter bodies.
- v) MSB of the meter showing signs of tampering.
- vi) Meter hanging loose/tilted/physically unbalanced.
- vii) Meter glass broken.

- viii) Meter dead stop/burnt.
- ix) Meter sticking.
- x) Meter digits upset.
- xi) Meter running reverse.
- xii) CT / PT damaged
- xiii) EPROM damaged.
- xiv) Neutral broken.
- xv) Glass smoky/unable to read
- xvi) Polarity changed
- xvii) Shunt in meter
- xviii) Chemical in use
- xix) Meter body repasted
- xx) AMR meter communication error
- xxi) Any other means which can cause interference in true recording of quantum of energy (Units) by the metering equipment.

c) PROCEDURE FOR ESTABLISHING ILLEGAL ABSTRACTION:

1) Upon knowledge of any of the items in 9.1(b), the concerned office of the DISCO (DISCO to insert its name) will act as follows:

- (i) Secure meter without removing it in the presence of the owner/occupier or his Authorized representative.
- (ii) Install check meter and declare it as billing meter
- (iii) The DISCO may take photos / record video showing theft of electricity for consideration by the competent forum.
- (iv) Once confirmed that illegal abstraction is being done, serve notice to the consumer informing him of the allegations, the findings and the requirement of a written reply from the consumer.
- (v) Should wait for seven working days for receipt of reply
- (vi) The reply to the notice shall be examined by the officer higher in grade than the inspecting officer. If the reply is not convincing or if no reply is received or if the allegations as leveled are proved, the inspecting office with the approval of the next higher office will immediately serve a detection bill for the energy loss limited to the period of three billing months or six months with the approval of CEO previous from the date of establishment of illegal abstraction as elaborated at 9.1(c) (2).
- (vii) The detection bill along with a disconnection notice for payment within seven days will be issued by the inspecting office.
- (viii) The detection bill will be assessed on the basis of any of the following keeping in view the nature of the case i.e. on case to case basis, change in occupancy of the premises etc.;

a) No of Units = Load x Load Factor x 730 x no of Months

Where:

Load is the connected load / or sanctioned load whichever is higher

Load Factor as per Annexure -VIII

730 = Average No of Hours in a Month

Provided that units already charged during the detection period will be deducted

b) Previous consumption

c) On the basis of future undisputed consumption if no previous credible consumption is available.

- (ix) Upon payment of the detection bill, the tampered meter shall be replaced by the DISCO (DISCO to insert its name) immediately at the cost of consumer and no further action will be taken by the DISCO (DISCO to insert its name).

- 2) The maximum period for charging in such cases shall be restricted to three billing cycles for general supply consumers i.e. A-1, A-2 & A-3. For period beyond three billing cycles up to a maximum of six months is subject to approval of the Chief Executive of the DISCO (DISCO to insert its name). The CEO may delegate its powers and authorize a committee of Chief Engineer / Director level officers to allow charging of detection bill upto six months to general supply consumers after proper scrutiny so that no injustice is done. Also for such cases action will also be initiated against the officer in charge for not being vigilant enough. For other consumer classes, the period of charging can be more than three billing cycles up to a maximum of six billing cycles.
- 3) If the consumer objects payment or disputes over the quantum of the units detected by the DISCO, the appellat authority for revision of detection bill would be the review committee of the DISCO (DISCO to insert its name) headed by the next higher officer. The consumer will also be given personal hearing by the review committee.
- 4) In case the consumer does not make payment and also does not dispute over the quantum of energy assessed, then after the expiry of the stipulated period his premises be disconnected and the procedure for disconnection and reconnection as per Chapter 8 be followed thereafter.
- 5) In case, the dispute remains unresolved even after exhaustive review, the duly authorized officer of the DISCO (not below the rank of Grad 17) after getting approval of the Chief Executive Officer may file a complaint before the Court in accordance with relevant clauses of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898).

CHAPTER 10
CONSUMER COMPLAINTS

10 GENERAL

10.1 Complaints in respect of new connections, meter reading and billing, electric supply failures and other matters relating to supply of electric power services shall be handled by DISCOs expeditiously. In order to redress consumer complaints, Consumer Services Centers shall be approached for all types of complaints to be lodged by the consumers. Additionally, One Window Operations are established in the DISCO offices wherein all types of complaints are received from the consumers who are given acknowledgement of the same with definite dates for their replies according to time frame for handling and redressal of such complaints.

DISCO shall handle a complaint in accordance with the procedure as laid down in this chapter.

10.2 COMPLAINTS REGARDING NEW CONNECTIONS

Complaints in respect of non-availability of Application and Power Supply Contract (A&PSC) and other material, delay in issuance of Demand Notices etc. shall be attended properly and connections given as per procedure and time schedule laid down in relevant chapter (s).

10.3 COMPLAINTS REGARDING BILLING

(a) Common billing complaints including but not limited to the following shall be entertained for redressal /reply within the time as given below:

- i) Errors in bills arising from wrong meter readings, wrong calculation of charges, etc (within 7 days from the receipt of complaint).
- ii) Tariff changes.(within 30 days from the receipt of complaint)
- iii) Defective meters (within 2 billing cycles for meters charged under defective code).
- iv) Wrong application of surcharge, eg late receipt of bank scrolls or loss of a scroll (within 3 days of receipt of complaint).
- v) Adjustments arising on various matters including extension of due date and waiver of surcharge (within 3 days from the receipt of complaint).
- vi) Generally, the data for bills preparation is not sent in time to the DISCOs Computer Center. This has consequential effects and in turn consumer bills are delayed as they do not get SEVEN clear days for payment of bills. In such cases the Officers of DISCO (DISCO to insert its name) can extend the date in accordance with powers delegated to them.
- vii) Bills calculated on an average basis are usually on the higher side which need reconsideration and correction from the next higher authority (within 15 days from the receipt of complaint).
- viii) Detection bills are prepared on the basis and for a period not acceptable to the consumers (if referred to DISCO decision within 15 days from the date of receipt of request).

- ix) Detection bills issued on mere assumptions or reasons which cannot be attributed to consumers involvement in illegal act/theft of energy (if referred to DISCO decision within 7 days from the date of receipt of the complaint).
- x) Wrong billing due to wrong meter reading (within 3 days from the receipt of complaint).
- xi) Delay in issue of 1st Bill against New Connections (Maximum of Two billing cycles). The consumer should receive his 1st bill within 2 months of the date of connection. The bill should have the appropriate slab for the period. If delivered later, it should have appropriate slab corresponding to the number of months for which the accumulated reading bill delivered).
- xii) Inclusion of paid amounts in next months bills. Revenue Officers (ROs) as well as Bank Managers, Incharge Post Office where the last bills were paid are competent to amend the bills (same day) upon production of previous paid bill.
- xiii) Arithmetical Errors: ROs and SDOs are both competent to correct such bills forth with upon receipt of the complaint.
- xiv) Late delivery of bills: As printed on the reverse of the monthly bills, in such cases the Officers of DISCO (DISCO to insert its name) can extend the date in accordance with powers delegated to them.
- xv) Issuance of duplicate bill: SDOs and ROs and In-charge Customer Services Centers are competent to issue the duplicate bills. (Same day). Consumers having internet facility can also download their electricity bills from the DISCO's web site.
- xvi) Change of Tariff: The complaints pertaining to change of tariff shall be resolved within 30 days from the date of receipt of complaint.
- xvii) Late intimation of input data after the implementation of Meter Change Orders (MCO), delayed implementation of MCOs even after replacement of meters (Suitable number of installments to pay the outstanding amounts are allowed by the load sanctioning authority proportionate to the delay).

(b) All the above complaints regarding billing shall be registered in the Sub Divisional Office or Consumer Service Center or One-Window Operation in DISCO offices wherein dates for their rectification shall be given to the complainants as per procedure and time frame for handling and redressal of complaints. All these complaints shall also be monitored by DISCO Complaint Cells.

Time Frame for the redressal of each category of the above complaint is given in the various Chapters of this Manual and above also. A performance appraisal of all such complaints shall be carried out at the end of each financial year of the DISCO. The consumers are encouraged to approach NEPRA in case their complaints are not handled by the DISCO according to this Manual.

10.4 COMPLAINTS REGARDING FAILURE OF ELECTRIC SUPPLY

- (a) Common complaints regarding failure of electric supply are mentioned as below:
- i) Individual complaints of consumers regarding failure/fluctuation of supply voltage other complaints of technical nature which can be rectified locally.
 - ii) Collective complaints due to fault on 11 kV feeder.
 - iii) Collective complaints due to fuse blown up on 11 kV side of distribution transformer.
 - iv) Collective complaints due to damage of distribution transformer.
 - v) Frequent Tripping of 11 kV feeders.
 - vi) Touching of branches of trees with the 11 kV/LT conductors.
 - vii) Defect in 11 kV/LT jumpers, insulation, etc.
 - viii) Entangling of string used for kite flying with 11 kV/LT lines.
 - ix) Leakage of current in poles/structures/other equipment installed on the system.
 - x) Low voltage at consumer's premises.
 - xi) Fluctuations in the system due to deposit on joints of copper/aluminum conductor.
 - xii) Substandard quality of supply/maintenance.
 - xiii) Any other technical complaint.

For technical complaints, the time frame is specified in the NEPRA Performance Standards (Distribution) Rules, 2005. Abstract of the standards are given in Annexure - I of this Manual.

- (b) The complaints shall normally be attended to in the following order of priority:
- i) Attend leakage of current immediately on receipt of such complaint.
 - ii) Attend collective complaints of consumers.
 - iii) In case of damage of transformer, this should be replaced with trolley mounted transformer if available in the sub division or after arranging from some other sub division to meet with the emergency till proper transformer is arranged for replacement.
 - iv) Trimming of branches of trees touching the electric lines as well as other preventive maintenance work shall be carried out in order to avoid unnecessary trippings/damage to electric installations as per well-advertised programme.
 - v) Attend individual complaints of consumers.
 - vi) The complaints regarding low voltage at consumer's premises shall be investigated by Sub Divisional Officer and remedial measures taken so as to improve the voltage thereby reducing the chances of damage to electric gadgets of the consumers.
 - vii) The complaints regarding sub-standard quality of supply shall also be investigated by the Sub-Divisional Officer and remedial measures adopted so as to improve the same.
- (c) At the end of each shift in the complaint office an abstract shall be prepared as follows:
- i) Number of complaints received
 - ii) Number of complaints attended
 - iii) Number of complaints lying un-attended with Sr. Nos. and reasons.
- (d) The DISCO shall have independent Complaint Offices to attend such complaints. These complaint offices shall work on 24-hours basis even during holidays. The working of these complaint offices is to be supervised by higher officers as well as DISCO's Complaint Cells.

(e) **SPECIAL ARRANGEMENTS FOR HANDLING SPECIAL REQUESTS FROM ELDERLY AND HANDICAPPED CONSUMERS**

DISCO shall make special arrangements for handling requests from elderly and handicapped consumers with regard to consumer related issues.

(f) **CONSUMER SERVICES**

The DISCO shall develop online complaint management system for online filing of complaints by the consumers. Moreover, the DISCO shall place the following on its website for information of general public:

- i) Consumer Service Manual;
- ii) NEPRA Performance Standards (Distribution) Rules, 2005;
- iii) NEPRA Eligibility Criteria
- iv) Tariff information;
- v) Distribution Code;
- vi) All kinds of forms required by a consumer.

CHAPTER 11

TRANSFORMER AND CONSUMER SUB STATION

11 TRANSFORMER INSTALLATION ON CONSUMER'S PROPERTY

11.1 GENERAL

In case of consumers of Category I to IV (as defined in Chapter 2) where line voltage (11000 volts or higher up to 132kV) is stepped down on the consumer's property to the service voltage required by the consumer, the facilities necessary to accommodate the transformer or transformers and the related equipment will be either:

- a) A Distribution Sub Station, if furnished, installed, owned, and maintained by the DISCO, or
- b) A Consumer Sub Station, if furnished, installed, owned, and maintained by the consumer.

11.2 DISTRIBUTION SUB STATION

The DISCO will install a Sub Station for such General Purpose consumers. The DISCO shall ensure that all the installations are in accordance with the DISCOs approved design specifications and standards.

11.3 CONSUMER SUB STATION

The responsibility for the provision of space, installation and maintenance of step down transformer and all allied equipment in a consumer substation shall be that of the consumer. The layout of the substation, the equipment installed must meet the specifications, design and standards as approved by the DISCO. The equipment may be supplied by the DISCO on payment. However, for such facilities, the responsibility of the DISCO shall only be up to the metering point (Interconnection point).

For such installations, the consumer shall provide land/space for the lines which will extend to and from the substation and obtain consents, way-leaves and authorizations pertaining to the right of way.

11.4 CONSUMER OWNED GRID STATION

Consumers of Category V (for supply at 66 kV and above) shall at their own sole risk and expense, furnish, install and maintain in good and safe condition all electrical wires, lines, machinery and apparatus of any kind or character which may be required for:

- a) Receiving electrical energy from the DISCO/NTDC system; and
- b) Utilizing such energy, by installing step down transformer and all other allied accessories and equipment including protection devices at the consumer premises.
- c) The consumer will be responsible for the payment of construction charges and all costs associated with line extensions payable as per provision laid down in the Consumer Eligibility Criteria.
- d) The design of the station shall conform to DISCO/NTDC design practices, guidelines and applicable safety codes.

11.5 METERING EQUIPMENT AND INSTALLATION REQUIREMENTS

- a) Meter installation shall comply with Pakistan Standard Institute (PSI) or International Electric Technical Commission (IEC) standard or Standards developed/adopted by the DISCO /NTDC.
- b) The DISCO/NTDC shall determine the location and method of installation for all metering equipment as provided in the distribution code, Grid Code and related manuals.
- c) Whenever any electrical wiring is modified, new metering equipment complying with these service requirements shall be used, except when in the opinion of the DISCO/NTDC the existing metering equipment is satisfactory and adequate to register all energy to be supplied.
- d) Line side (unmetered) conductors and load side (metered) conductors are prohibited from occupying the same enclosure.

11.6 GROUNDING SYSTEM

As defined in Distribution Code, Grid Code and the PSI Wiring Regulations, proper neutral and protective earthing/grounding system shall be installed by the consumer and checked by authorized representative of DISCO and NTDC.

11.7 FIRE EXTINGUISHERS

Suitable fire extinguishers shall be provided and maintained by the owner agency to meet with any hazardous situation.

CHAPTER 12

SAFETY AND SECURITY

12.1 GENERAL

In order to prevent accidents which may result in injury or death, or damage to public or DISCO/NTDC property, the consumers shall abide by the general safety requirements of the "Safety Code".

DISCO/NTDC shall take all the safety and security measures to avoid fatal/non fatal accidents. The consumers shall be educated through all possible means to observe safety measures in order to avoid any casualty especially during the monsoon season.

12.2 OBLIGATIONS OF DISCO/NTDC

DISCO/NTDC shall monitor and implement the safety and security plan for consumers. The safety and security objectives can be achieved by adopting good engineering practice, including the following measures:

- a) Operation and maintenance of DISCO's/NTDC electrical distribution system /Network shall be carried out only by the DISCO's/NTDC authorized and trained personnel.
- b) The DISCO's/NTDC system equipment, including overhead lines, poles/structures/towers underground cables, transformers, panels, cutouts, meters, service drops, etc. shall be installed and maintained in accordance with good engineering and utility practice.
- c) To ensure proper operation of the DISCO's/NTDC network under abnormal conditions (short-circuits, overloading, etc.) appropriate protective relays shall be installed and properly coordinated.
- d) The earthing systems installed shall be dimensioned and regularly tested to ensure protection from fire and shock hazards.
- e) The steel structure installed on the public places shall be earthed at ONE point through steel/copper conductor, in accordance with the DISCO's/NTDC laid down procedures.

12.3 OBLIGATIONS OF THE CONSUMER

The consumer is responsible to monitor and implement safety and security standards within his own premises. The safety and security objectives can be achieved by adopting good engineering practice, including the following measures:

- a) No matter how small, electrical installations, including earthing system, must be designed, installed and maintained by competent Electrical Engineers and/or licensed electrical contractors, which must be inspected and certified by an Electric Inspector as per terms and conditions laid down in ECR-2003.
- b) Wiring materials and electrical equipment installed must conform to the approved relevant standards and be of a good quality.
- c) For the protection of the consumer it is necessary that electrical installation at the consumer's premises conform to the rules established by the DISCO/NTDC and approved by the Authority as per the terms and conditions of the Eligibility Criteria, Performance Standards (Distribution) Rules, 2005, Distribution Code, Safety Code and Grid Code.

- d) No additions, alterations, repairs and adjustments to existing installations, (except such replacement of lamps, fans, fuses, switches, low voltage domestic appliance and fittings as in no way alter the capacity and the character of the installation), shall be carried out within a consumer's premises, except by a licensed electrical contractor.
- e) In case of fatal electrical accident to a person, an immediate report shall also be made to the nearest police station and to the DISCOs Complaint centre /NTDC.
- f) Any consumer committing a breach of procedures/rules outlined above shall render himself liable for disconnection of his electric power and punishment with punitive damages.

12.4 SOME USEFUL SAFETY TIPS

Electricity, while being a very useful and convenient form of energy, has a number of hazards, and consumers would be wise to treat electrical installation with respect.

The following tips shall be kept in mind:

- a) Hazardous conditions on utility systems shall be monitored and immediately reported to the DISCO:
 - i) Damaged or faulty insulators.
 - ii) Burns on conductors, insulator pins, or metal-work.
 - iii) Damaged cross- arms on poles/structure /towers.
 - iv) Broken strands or wires on overhead conductors, or fallen wires.
 - v) Uneven sagging of lines.
 - vi) Leaning or damage to poles/structures /towers.
 - vii) Branches of trees interfering with overhead conductors.
 - viii) Loose stay- wires.
 - ix) Construction of new roads, buildings, or other structures near the line.
 - x) Damaged or faulty transformer structures, including oil leakages
 - xi) Leakage of currents in poles and other structures /towers.
 - xii) Unsafe working practices by employees
- b) RCDs (Residual Current Devices), also called Earth-Leakage Circuit Breakers (ELCBs), Ground-Fault Circuit Interrupters (GFCIs) are extremely sensitive circuit breakers that can prevent fires and shocks in electrical installations. Obtain specialist advice on their installation at appropriate locations in your electrical systems.
- c) Electricity is more dangerous in the presence of water. During rains, near swimming pools, tanks or other water bodies, in laboratories, on construction sites, for temporary functions/weddings, etc., special care must be taken to use proper wiring and protective equipment, especially RCDs. Such installations need to be inspected on a regular basis
- d) Use proper circuit-breakers in preference to re-wireable fuse cut-outs.
- e) Metallic and chemical string must not be used for kite flying as it poses serious danger to life and damages electricity installations.
- f) Safety clearances from electricity conductors and equipment (e.g., hazardous extension of balconies at the upper stories of houses in mohallas which comes within close proximity of electric lines) must be maintained to avoid electrocution.
- g) Animals must not be tied to poles/structures/towers of electricity lines in order to avoid accidents/electrocutions.

CHAPTER 13

EFFICIENT USE AND CONSERVATION OF ELECTRIC POWER

13.1 GENERAL

DISCOS shall take steps towards improving the quality and reliability of electric service to maximize the value of the energy that is used and to increase the sale of power.

Electricity adds to the quality of life, hence it makes good sense to use it wisely. Consumers are advised to be "energy smart".

13.2 ENERGY EFFICIENCY AND ENERGY SAVINGS

The use of present day technology boosts the efficiency of energy systems – such as the super-efficient compact fluorescent lamps. This revolutionary yet reliable bulb yields the same pleasing light as a conventional incandescent while consuming less electricity.

There are many other proven ways to maintain and operate energy systems to save energy costs all the time, many of which are at low or no cost.

- a) Many of the quickest and easiest ways to save energy also cost little or nothing. In fact, a lot of energy savings can be achieved by doing the following:
- i) Turn off lights when not needed.
 - ii) Remove unneeded light bulbs.
 - iii) When replacing bulbs, use lower wattage or more efficient ones.
 - iv) Reduce air conditioning thermostat setting.
 - v) Reduce air conditioning during unoccupied hours.
 - vi) Reduce air conditioning before the end of operating hours.
 - vii) Have the ventilating and air conditioning systems serviced and adjusted.
 - viii) Turn off machines and equipment when not needed.
 - ix) Make sure all automatic controls are in good working condition and are set properly.
 - x) Ensure all motive machinery is properly lubricated and maintained.
- b) The following steps may be read carefully:
- i) **Find out last year's energy use and cost.** Twenty to thirty percent savings may be possible with little effort.
 - ii) **Do an energy "audit".** Take a good look at how and where you use – and waste – energy.
 - iii) **Get some expert help with the audit if needed.**
 - iv) **Ask friends for their ideas and listen to their concerns about health and comfort.** They should be fully involved in energy management efforts.
 - v) **Decide the top priority things to do.** Include them in the Energy Action Plan.
 - vi) **Do them – with outside help if needed.** The sooner a start is made, the better savings are made.
 - vii) **Keep a record of savings.** See if what has been done is working and how much being saved.

13.3 LIGHTING

Lighting energy can be wasted in several ways, such as:

- a) **Inefficient light sources** – when the lamp or fixture is inefficient in converting electricity to light, using more watts (units of electric power) than necessary to produce the lumens (units of light output);
- b) **Illumination losses** – when dirt or some other obstruction blocks some of the light; or when the light source is too far away from what you want illuminated;
- c) **Over lighting** – when more light is used than is needed; when a “free” source such as day light is not used; and when lights are on, for no reason (e.g., when no one is present).
- d) **Three major ways to save**
 - i) Turning lights off when they are not needed;
 - ii) Reducing light levels wherever you have more light than you need;
 - iii) Installing more efficient lighting or controls.

13.4 INFORMATION ABOUT BENEFITS OF SAVING ELECTRIC POWER

DISCO shall provide sufficient information to the consumers to make them aware of the benefits of efficient use and saving of electric power which in turn would result in savings to the utility. DISCO shall publish pamphlets or make advertisements or issue handbills from time to time for the education of consumers with regard to efficient use and saving of electric power.

DISCO shall inform consumers about energy efficiency opportunities by way of “information inserts” included in monthly bills.

13.5 MONITORING USE OF ENERGY

The consumer shall be educated and encouraged to prepare the figures of months energy bills for the last calendar year and this year by collecting from the monthly bills and recording in the table given below. Comparison of these figures on monthly basis shall give the “baseline” for making efforts for potential savings. In this way, keeping in view all the suggestions for saving and keeping a strict watch on the energy consumption, some fruitful results are achievable and it will be observed that energy management efforts actually do pay off.

TABLE FOR CONSUMPTION OF ELECTRICITY

Month	ELECTRICITY USE			ELECTRICITY COST		
	LAST YEAR	THIS YEAR	% DIFF-ERENCE	LAST YEAR	THIS YEAR	% DIFF-ERENCE
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Total						

13.6 GENERAL TIPS-INDUSTRIAL OPERATIONS

1) **Saving energy makes good business sense**

Many companies think of energy as a fixed overhead but saving energy is actually one of the easiest ways to reduce costs and improve your reputation.

a) **Save money**

Simply by switching machines off after use, or turning the cooling/heating down as per weather requirement, you can make real savings on your energy bill. And just reducing it by 20% could add the same amount to your profits as a 5% increase in sales.

b) **Offer better value to your customers**

Cutting your overheads means production costs will go down, making your products and services more competitive

c) **Here are some tips specifically for manufacturing/ or industrial processes, to help you save energy in key areas:**

i) **Motors**

Keep your motors maintained / Extend your motors operating life.

If a motor is not working at its most efficient, it can add 5% or more to your energy costs. So make sure your motors are always well maintained. Also check that voltage is balanced on all phases.

Use high efficiency motors

When you next change your motor, replace it with a Higher Efficiency Motor. Also consider the induction of Variable Speed Drive if favorable.

Don't keep motors running with an empty load

Always check that motors are switched off when you don't need them, as even an empty motor uses 40% of the full load power.

ii) **Compressed air**

Find and fix leaks

Most businesses using compressed air can save up to 30% simply by fixing any leaks.

Try to lower the operating pressure

Reducing it by just 1 bar (15 psi) will save about 7% of the energy.

Ensure there is a good supply of cool air around the compressor

This will ensure it doesn't get overheated and use more energy than necessary.

iii) **Refrigeration**

Keep freezer doors closed

On an average, it will cost you Rs.1/= every day a freezer door stays open.

Ensure your system is at the right temperature

If it's even 1°C lower than needed, your costs could rise by 2 to 4%.

Don't let the condensers get overheated

Make sure they are located in a place with sufficient airflow.

Don't put too much refrigerant charge in

If it leaks it can increase your energy costs by over 10%.

iv) **Improve Heating operation Systems**

By checking burner air to fuel ratios and the heat transfer surfaces.

v) **Improve Pumping Operation Systems**

By matching the pumps to system requirements

13.7 SUGGESTIONS AND RECOMMENDATIONS

a) Form an Energy Team

Energy teams in manufacturing facilities track and report energy use, identify energy-saving opportunities, develop an energy plan, and implement cost-saving measures. Energy teams typically include members from plant and process engineering, maintenance engineering, procurement, and production. Any energy team will enjoy greater success with support and involvement from senior managers, who can remove barriers and commit resources to projects.

b) Objective of Energy Team:

Performing a formal energy assessment is one of the best ways that your team can develop a cost-effective plan to lower plant energy costs.

The energy assessment team (which sometimes includes outside experts in energy management and troubleshooting) works both during and after the assessment process to

- i) Evaluate all of the industrial systems to calculate how and where your plant uses energy,
- ii) Help find opportunities to increase efficiency,
- iii) Determine potential upgrades and emerging technologies that might work for your plant, and
- iv) Implement cost-saving measures.

c) Employee Involvement

Emphasis will be given on the employees' involvement by educating and encouraging them to follow the tips like:

- i) Turn off lights ,when leaving work areas,
- ii) Report leaking faucets, lavatory fixtures, piping etc.
- iii) Keep windows and outside doors closed, if air conditions are in use.
- iv) Leave thermostats at a constant setting to avoid forcing the system OFF and ON.
- v) Turn off all tools and portable appliances when not in use,
- vi) Assign responsibility for turning off designated items to specific employees.

d) Recommendations

- i) Install power factor correction equipment
- ii) Turn OFF equipment when not in use
- iii) Begin a practice of monitoring electric demand
- iv) Repair compressed air leaks
- v) Redirect air compressor intake to use outside air
- vi) Lower air pressure in compressors
- vii) Repair steam valve leakages
- viii) Install water cooled chillers instead of replacing air cooled chillers
- ix) Install Speed controllers on twisting machines
- x) Replace standard Fluorescent lighting with energy efficient tubes
- xi) Reduce luminance to minimum required levels via delamping
- xii) Install timers on lighting systems, where necessary

CHAPTER 14

RIGHTS AND OBLIGATIONS VIS-À-VIS CONSUMER AND DISCO

14.1. Access to/at the Consumer's Premises

A duly authorized employee of the DISCO shall be entitled at all reasonable times, and on informing the occupier of his intention after giving a notice of clear 24 hours. (However, no notice is required for conducting raid in case of theft/illegal abstraction of electricity), to enter the premises to which energy is or has been, or is to be supplied by the DISCO, for the purpose of:

- a) Examining, inspecting and testing the electric supply lines, meters, maximum demand indicators or other measuring apparatus, electric wires, fittings, works or an apparatus for the supply or use of energy, whether belonging to the DISCO or to the Consumer, or.
- b) Ascertaining the amount of energy supplied or the electrical quantity contained in the supply or the apparatus, or.
- c) removing, where a supply of energy is no longer required, or where the DISCO is authorized to take away and cut-off such supply, any electric supply lines, meters, maximum demand indicators or other measuring apparatus, fittings, works or apparatus belonging to the DISCO, or.
- d) Along all other things necessary or incidental to the proper supply or maintaining such supply to the consumer's premises.

14.2. Facilities To Be Provided By The Consumer

- a) The DISCO authorized staff member has access to meters, service connections and other property owned by it which may be located in consumer's premises for purposes of installation, maintenance, operation or removal of the property at the time service is to be terminated.
- b) The consumer's utility system shall be open for inspection to authorized representatives of DISCO. The consumer's failure to do so within a reasonable period of time may result in disconnection.
- c) Consumers must provide access to all electric meters upon request for billing purposes. If a premises is unoccupied/locked, an appointment to obtain meter readings will suffice for a maximum period of three (3) months. After that, a new appointment will be required to update the readings.

14.3. Property Damage

- a) The DISCO is not responsible for any loss or damage caused by any negligence or wrongful act of a consumer or his authorized representative in installing, maintaining, operating or using any or all appliances, facilities or equipment.
- b) The consumer will be held responsible for damage to DISCO's meters and other property or facilities resulting from the use or operation of appliances and facilities on consumer's premises, including but not limited to damage caused by electricity, steam, hot water or chemicals.
- c) If a consumer, new applicant, developer or other person is found to be responsible for any damage done to the DISCO property; such damages shall be reimbursed to the DISCO.

14.4. Liability of The Consumer for Damage to the DISCO Apparatus

- a) The consumer shall be solely responsible for and shall pay for any loss of, or damage to, any electric supply lines, meters and/or other apparatus belonging to the DISCO and in use of the consumer for supply of energy purpose, whether caused maliciously or through negligence or default on the part of the consumer or any of his employees, or whether arising out of fire, theft or any other cause beyond the control of the DISCO, always excepting reasonable wear and tear and loss or damages arising out of defects in the aforesaid electric supply lines, main fuses, meters and/or other apparatus belonging to the DISCO on the consumer's premises.
- b) Provided that the liability of the consumer for the cost of resealing any metering equipment or other apparatus belonging to the DISCO on the consumer's premises shall be as prescribed in the DISCO Schedule of General Charges in force from time to time.

14.5. Right of Way

- The right of way shall be as per the terms and conditions set in the Eligibility Criteria.

14.6. Failure of Supply Due to Force Majeure

- The DISCO shall not be liable for any claims for loss, damage or compensation whatsoever, arising out of failure of supply when such failure is due to force majeure, as defined in the Performance Standards (Distribution) Rules, 2005.

14.7. OBLIGATIONS OF CONSUMERS

(a) Interference with Service

- i) Consumers who operate equipment which causes detrimental voltage fluctuations (such as but not limited to, hoists, welders, x-ray apparatus, radio transmitters, elevator motors, compressors and furnaces) must reasonably limit such fluctuations upon request by the DISCO. The Consumer will be required to comply with the necessary corrective measures.
- ii) Separate service is required for x-ray units over 5 kVA, welder units over 3 kVA, radio transmitters and resistance welders
- iii) The DISCO may require the consumers to provide, at their own expense, special furnace type transformers and reactors and capacitors sufficient to limit secondary short-circuit current values to 200% of full load value. In such cases, the DISCO shall furnish energy at 11 kV.
- vi) The consumer should also make arrangements to filter out or prevent harmonic distortions traveling onto/interfering with the DISCO's system.

14.8. POWER FACTOR

- The DISCO encourages consumers to maintain a power factor of at least 90% to avoid penalties.

14.9. Consumer's Obligation to Remedy

- Consumers must use their best endeavors to avoid any non-compliance of this Manual within the time period specified in any notice of non-compliance sent by DISCO.

CHAPTER 15
Violation of Instructions

- 15.1 The DISCO shall ensure that it complies with the provisions of the Consumer Service Manual while dealing with consumer complaints. The Consumer Service Manual shall be treated as an applicable document as defined in Chapter 1. In case the consumer/complainant is not satisfied with the response/decision of the distribution company or the distribution company does not reply at all, the consumer shall have the following options:
- 15.2 The consumer may file a complaint with Provincial Office of Inspection in respect of metering, billing and collection of tariff applicable under section 38 of the NEPRA Act. Any person aggrieved by any decision or order of the Provincial Office of Inspection may, within thirty days of the receipt of the order, prefer an appeal to the Authority in the prescribed manner.
- 15.3 Under section 39 of the NEPRA Act, any consumer/interested person, including a Provincial Government may file a written complaint with NEPRA. The complaint shall be processed under the NEPRA Complaint Handling and Dispute Resolution (Procedure) Rules, 2015.
- 15.4 Under section 35-A of the NEPRA Act, any consumer/interested person may file complaint regarding over billing, noncompliance of instructions respecting metering and collection approved charges, disconnection in case of nonpayment of charges, electric power theft and use of energy for purposes other than for which it was supplied.
- 15.5 The distribution company shall comply with the orders/decisions/instructions as may be passed by the Authority with regard to the complaint which shall be enforced under the laws/rules.

Performance Standards (Distribution) Rules, 2005

(To be down loaded from the DISCO or NEPRA's website)



ELIGIBILITY CRITERIA FOR CONSUMERS OF (DISTRIBUTION) COMPANIES, 2003

(To be down loaded from the DISCO or NEPRA's website)



Terms and Conditions of Tariff

(To be down loaded by the DISCO or NEPRA's website)



**Application and Power Supply Contract Form
APPLICATION FORM
(FOR CONNECTION)**

PART I

Application No.-----Date-----Name of Sub Div.-----

Name of Applicant-----type of connection-----

Father's/ Husband name-----

Complete Address where connection is required-----

CNIC (NADRA)----- (Attach photo Copy of NIC)

Applicant E.Mail address-----Phone No.-----Fax No-----

Size of Plot-----Marlas-----Kanals

Name of person with designation to whom application is handed over -----

Ref: No of existing connection if any-----

- I shall be bound to abide by all the terms and conditions of the Eligibility Criteria for consumer of a Distribution Company, Consumer Service Manual, and other applicable documents as prescribed for provision of service.

(Signature of Applicant)



DOCUMENT TO BE ATTACHED WITH THE APPLICATION

- (a) Ownership proof of the premises where connection is required
- (b) An affidavit by the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that he shall pay the DISCO (DISCO to insert its name) any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on.
- (c) If the applicant is a tenant or a person other than the landlord than no objection certificate from the landlord along with the ownership proof and affidavit mentioned above are required.
- (d) Attested copies of CNIC of the applicant and a witness.
- (e) The power of attorney (in case of a Company), in favor of the applicant to the effect that the applicant is authorized to sign the application and execute agreement on behalf of the Company.
- (f) If the connection is applied in the name of a company, duly incorporated under the law, then following additional documents shall be attached:-
 - i) Certificate of incorporation;
 - ii) Resolution of Board of Directors authorizing a person to sign and execute the application and agreement form;
 - iii) Charge creation certificate issued by the Securities and Exchange Commission of Pakistan equivalent to the amount of security;
 - iv) List of directors with complete addresses and copies of their computerized national identity cards.
- (g) Wiring test report duly issued by Electric Inspector or his authorized contractor shall be submitted alongwith the application form.
- (h) In case of Commercial and Industrial connection, Income Tax Certificate from the Federal Board of Revenue is necessary under Section 181-AA of Income Tax Ordinance.
- (i) ***In case of connection for stone crushing plants NOC from Environmental Protection Agency and other relevant departments is necessary.***

PART II

(FOR OFFICE USE)

- (1) Date of Survey-----
- (2) Authenticity Certificate of particulars given by consumer
- (3) Load at site -----kW
- (4) Tariff Applicable -----
- (5) Material required (as per attached estimated)
- (6) Size of plot verified -----
- (7) Proposed Reference No.-----
- (8) Whether area electrified/ un electrified/Housing Society-----
- (9) Name of feeder-----
- (10) Date put up to Sanctioning Authority for sancion-----
- (11) Date of sanction -----
- (12) Amount of sanctioned estimate -----
- (13) Demand Notice No and date -----
- (14) Load sanctioned -----(kW)
- (15) Capital cost Rs.-----Meter security Rs.-----
- (16) Demand notice paid on date-----for Rs.-----Bank name-----
- (17) Date of Return of Demand notice by the applicant-----
- (18) Date of submission of wiring test report by the applicant-----

(Signature of officer with designation)

PART III

(i) Connection installation

- (19) Date of inspection of wiring-----
- (20) Date service installation -----
- (21) Date and time of meter installation-----
- (22) Name of In charge installing the meter-----

(ii) Meter's Particulars

- (23) Meter No-----
- (24) Meter type-----Capacity-----
(a) KWH (b) KVARH (c) MDI
- (25) Initial reading----- (d) Multiplying factor if any-----
- (26) Seals/Postal order No-----

(Signature of officer with designation)

Part IV

- (27) Date of submission of documents to R.O FOR billing vide no-----
Date-----
- (28) Date of Certified copy send to reading sanction for billing-----

(Signature of Officer with Designation)

NOTE": Copy of the complete set (part I to IV) completely filled out and signed by the officer of the DISCO (DISCO to interest its name) will also be provided to the consumer for his record. The consumer may lodge complaint against non provision of such completed copy.

(Signatures of the Consumer as a token of receipt of a copy of the set)

Contract for Consumer Connection and Supply of Electric Power

This Contract for Consumer Connection and Supply of Electric Power ("Power Supply Contract") is entered into between Mr./Ms./Mrs. M/s _____ ("consumer")

AND

DISCO _____ on the ___ day of _____, at _____.

Whereas the consumer had applied vide Application Form dated _____ for a load of _____ to DISCO.

Whereas the DISCO had issued a demand note # _____ dated _____ in the favour of consumer in the amount of Rs. _____ which was duly deposited by the consumer on _____ vide receipt no. _____.

Whereas the consumer has in line with the provisions of Consumer Eligibility Criteria, 2003 deposited the charges, complied with the safety requirements and its electrical installations checked and verified by a certified Electrical Engineer registered with the Pakistan Engineering Council.

Whereas the DISCO has also verified the electrical installation at the consumer's premises and ensured its soundness for the purpose of its connection to its distribution system.

Now therefore, the parties to this contract hereby agree as follows:

1. The DISCO shall provide the distribution services to the consumer in accordance with the terms and conditions approved by its licensing authority i.e., the National Electric Power Regulatory Authority ("Authority").
2. The Consumer Service Manual which can be obtained from the DISCO providing for the rights and duties of both the DISCO and a consumer shall be binding on both the parties and shall be referred to by the parties to deal with different aspects of services to be rendered by the DISCO.

In witness whereof, the parties hereto execute this Contract of Power Supply on this day of ----

DISCO: _____

Consumer: _____

Witnesses:

1. _____

2. _____

Categories of Consumers

(As specified in tariff terms and conditions)

(To be down loaded from the DISCO or NEPRA's website)

Time Frame for New Connections

A distribution company shall provide electric power service to at least 95% of new connections to its eligible consumers as specified in the Consumer Eligibility Criteria laid down by the Authority pursuant to section 21(2)(b) of the Act in each of the following categories within the time limits specified below from the date of application for new connection, namely:

Sr. No.	Description	Time-limit for issuance of demand notice after receipt of application	Time-limit for provision of connection after payment of demand notice
1	For supply at voltage level upto 400 V and load upto 15 kW	10 days	20 days
2	For supply at voltage level upto 400 V and load above 15 kW but not exceeding 70 kW	15 days	38 days
3	For supply at voltage level upto 400 V and load above 70 kW but not exceeding 5000 kW	15 days	58 days
4	For supply at voltage level 11 or 33 kV and load above 500 kW but not exceeding 5000 kW	30 days	76 days
5	For supply at voltage level 66 kV and above for all loads	45 days	451 days

Explanation:

“in case the distribution company does not take the required action within the stipulated time prescribed in the above, table, the distribution company shall have to give reasons for each day delay in writing to the consumer with a copy to the Authority; the Authority may accept or reject such reasons. However, the delay shall not absolve the distribution company from the obligation to complete the required action (i.e. issuance of demand notice or provision of connection, as the case may be)”.

The segregation of time period for different categories of connections is as under:

CATEGORY-1

Sr. No.	Description	Time
1	Registration of application in the Sub-Division	1 (Same Day)
2	Visit to site for feasibility and survey	3
3	Preparation of service cost estimate	2
4	Approval of service cost estimate	2
5	Issue of Demand Notice for capital cost and for security deposit	2
6	Issue of Service Connection Order	3
7	Approval of Store Requisition	3
8	Issue of material from concerned store	5
9	Verification of test report and installation of metering equipment at site (for industrial connections above 5 kW, metering equipment is to be installed by SDO/AM (O) and representative of M&T)	9
		30

CATEGORY-2

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in the Division	Head Draftsman	1
2	Visit to site for Technical feasibility and Survey	XEN/DM (O)	4
3	Preparation of estimate and vetting	-do-	2
4	Approval of Connection	-do-	4
5	Issue of Demand Notices	-do-	4
6	Issue of SCO/ Work Order/ Instructions	-do-	3
7	Approval of Store requisition/Issue of material and execution of work order/Installation of service	-do-	24
8	Verification of test report and Installation of metering equipment	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	11
			53

CATEGORY-3

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in the Circle	Head Draftsman	1
2	Visit to site for Technical feasibility and Survey	SE/Manager (O)	4
3	Preparation of estimate and vetting	-do-	2
4	Approval of Connection	-do-	4
5	Issue of Demand Notices	-do-	4
6	Issue of SCO/ Work Order/ Instructions	-do-	2
7	Approval of Store requisition/Issue of material and execution of work order/Installation of service	PD (Construction) XEN/DM (O)	45
8	Verification of test report and Installation of metering equipment	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	11
			73

CATEGORY-4

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in CEO Office	Manager (P&E)	1
2	Visit to site for Technical feasibility and Survey	-do-	8
3	Preparation of estimate and vetting	-do-	14
4	Approval of Connection	CEO	4
5	Issue of Demand Notices	Manager (P&E)	3
6	Issue of SCO/ Work Order/ Instructions	-do-	3
7	Approval of Store requisition/Issue of material and execution of work order/Installation of service	PD (Construction) XEN/DM (O)	52
8	Verification of test report and Installation of metering equipment	SE/Manager (O), Manager (M&T) XEN/DM (O),	21
			106

CATEGORY-5

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in CEO Office	Mgr. (P&E)	2
2	Visit to site for Technical feasibility and Survey 66 kV, 132 kV 220 kV	CE (T&G) Office of CEO Office of MD, NTDC	14
3	Preparation of estimate and vetting	-do-	14
4	Approval of Connection	BOD	12
5	Issue of Demand Notices	Chief Executive Officer	3
6	Issue of SCO/ Work Order/ Instructions	- Chief Executive Officer - CE (T&G) - PD (GSC)	11
7	Approval of Store requisition/Issue of material and execution of work order/Installation of service	PD (GSC)	400
	Verification of Test Reports and installation of metering equipment	Manager (P&E) Manager (M&T) SE/Manager (O), XEN/DM (P&I), XEN/DM (T&I)	40
			496

Security Deposit Rates
(To be downloaded from the DISCO or NEPRA's website)



Annexure – VIII

Percentage of Load Factor for Different Types of Connections

S. No.	CATEGORY OF CONNECTION	Load factor to be charged
A.1 GENERAL SUPPLY TARIFF - RESIDENTIAL		
1	Single Phase - load upto and including 1 kW	10%
2	single Phase load above 1 kW upto and including 4 kW	15%
3	3 Phase -load above 4 kW upto and including 10 kW (without Air-Conditioner)	20%
4	3 phase - load above 4 kW upto and including 10 kW (With Air-Conditioner)	30%
5	3 phase - load above 10 kW (without Air-Conditioner)	25%
6	3 phase - load above 10 kW (with Air-Conditioner)	40%
A-2 GENERAL SUPPLY TARIFF - COMMERCIAL		
7	Single Phase- load upto and including 1 kW	5%
8	Single Phase - load above 1 kW upto and including 4 kW	10%
9	3 phase - load above 4 kW upto and including 10 kW (without-Air Condition)	15%
10	3 phase - load above 4 kW upto and including 10 kW (with-Air Condition)	25%
11	3 phase - load above 10 kW (without-Air Condition)	30%
12	3 phase - load above 10 kW (with-Air Condition)	40%
A-3 GENERAL SERVICES		
13	single phase - load upto and including 1 kW	5%
14	single phase - load above 1 kW upto and including 4 kW	10%
15	3 phase - load above 4 kW upto and including 10 kW (without-Air Condition)	15%
16	3 phase - load above 4 kW upto and including 10 kW (with-Air Condition)	20%
17	3 phase - load above 10 kW (without-Air Condition)	25%
18	3 phase - load above 10 kW (with-Air Condition)	30%
19	Water Supply Schemes and Disposal	30%
B INDUSTRIAL SUPPLY		
20	Industrial B-1 load upto and including 10 kW	15%
21	Industrial B-1 load above 10 kW upto and including 25 kW	20%
22	Industrial B-2, above 25 kW except Ice Factories, Cold Storage, Plastic Moulding	50%
23	Ice Factory, Cold Storage, Plastic Moulding Industry, Rice Sheller	70%
24	B-3 Textile Mills and Steel Furnaces Melting Industry and all other continuous industry	80%
25	Other normal Industry like Engineering Works	50%
26	Flour Mills B-2 & B-3	30%
TUBEWELLS		
27	Agricultural Tubewells installed in perennial area	15%
28	Agricultural Tubewells installed in non-perennial area/river belts	50%
29	Scarp Tubewells	60%
30	Tariff H for Housing Colonies	15%
31	Other Bulk Power supply	15%