Registrar

National Electric Power Regulatory Authority
Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad.
Tel: +92-51-9206500, Fax: +92-51-2600026
Web: www.nepra.org.pk, E-mail: registrar@nepra.org.pk

No. NEPRA/DG(CAD)/TCD-10/ 20447-70 November 26, 2025

1) Chief Executive Officer, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
2) Chief Executive Officer, Gujranwala Electric Power Company Ltd. (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala.
3) Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad.
4) Chief Executive Officer, Islamabad Electric Supply Co. Ltd. (IESCO), Street # 40, Sector G-7/4, Islamabad.
5) Chief Executive Officer, Lahore Electric Supply Company Ltd. (LESCO), 22-A, Queens Road, Lahore
6) Chief Executive Officer, Multan Electric Power Co. Ltd. (MEPCO), Headquarter, Khanewal Road Multan.
7) Chief Executive Officer, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
8) Chief Executive Officer, Quetta Electric Supply Company Ltd. (QESCO), Zarghoon Road, Quetta.
9) Chief Executive Officer, Sukkur Electric Power Company Ltd. (SEPCO), Administration Block, Thermal Power Station, Old Sukkur.
10) Chief Executive Officer, Tribal Areas Electric Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
11) Chief Executive Officer, Hazara Electric Supply Company (HAZECO), 426/A, PMA Link Road, Jinnahabad Abbottabad
12) Chief Executive Officer, K-Electric Limited (KEL), KE House, Punjab Chowrangi, 39–B, Sunset Boulevard, Phase-II, Defence Housing Authority, Karachi.

Subject: **REVISED/UPDATED CONSUMER SERVICE MANUAL (CSM)**
Misc. 30/09/2025

The revised Consumer Service Manual (CSM) was circulated to Distribution Companies (DISCOs) in January 2021. Subsequently, certain clarifications/ amendments were made in the CSM from time to time. In view of the said, all the modifications have been incorporated in the CSM and the same is **enclosed** herewith.

2. Foregoing in view, all the Distribution Companies and K-Electric Limited are directed to place the updated CSM on their official websites in order to facilitate the electricity consumers of Pakistan.

Enclosure: **As above**

(Wasim Anwar Bhinder)

Copy to:

1) Customer Service Director, Islamabad Electric Supply Company (IESCO), Street # 40, Sector G-7/4,Islamabad
2) Customer Service Director, Sukkur Electric Power Company Limited (SEPCO), Administration Block, Thermal Power Station, Old Sukkur

P-1/2

3) Customer Service Director, Faisalabad Electric Supply Company Limited (FESCO), Abdullah Pur, Canal Bank Road Faisalabad
4) Customer Service Director, Lahore Electric Supply Company Limited (LESCO), 22-A, Queens Road, Lahore
5) Customer Service Director, Multan Electric Power Company Limited (MEPCO), MEPCO Headquarter, Khanewal Road, Multan
6) Customer Service Director, Quetta Electric Supply Company Limited (QESCO), Zarghoon Road, Quetta
7) Customer Service Director, Tribal Areas Electric Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar
8) Customer Service Director, Peshawar Electric Supply Company Limited (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar
9) Customer Service Director, Hyderabad Electric Supply Company Limited (HESCO), WAPDA Offices Complex, Hussainabad, Hyderabad
10) Customer Service Director, Gujranwala Electric Power Company Limited (GEPCO), 565/A, Model Town, G.T. Road, Gujranwala
11) Customer Service Director, Hazara Electric Supply Company (HAZECO), 426/A, PMA Link Road, Jinnahabad Abbottabad
12) Mr. Muhammad Imran Hussain Qureshi, Chief Regulatory Affairs Officer, K-Electric Limited (KEL) Office, 56-A Street 88, G-6/3, Islamabad

CONSUMER SERVICE MANUAL
(CSM)

(with amendments & clarifications)
As on November 26, 2025

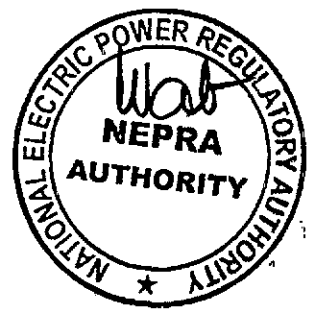


Table of Contents

CHAPTER 1 1

PRELIMINARIES 1

CHAPTER 2 9

NEW CONNECTION/ SHIFTING OF CONNECTION / CHANGE OF NAME /EXTENSION OF LOAD / REDUCTION OF LOAD/ CHANGE OF TARIFF 9

CHAPTER 3 30

RELOCATION OF DISTRIBUTION FACILITY AND TEMPORARY CONNECTION 30

CHAPTER 4 34

METERING INSTALLATION 34

CHAPTER 5 39

SECURITY DEPOSIT 39

CHAPTER 6 41

METER READING AND BILLING 41

CHAPTER 7 47

TARIFF 47

CHAPTER 8 50

DISCONNECTION AND RECONNECTION 50

CHAPTER 9 57

DISHONEST ABSTRACTION, CONSUMPTION OR USE OF ENERGY 57

CHAPTER 10 61

CONSUMER COMPLAINTS 61

CHAPTER 11 64

DISTRIBUTION AND CONSUMER SUB STATION 64

CHAPTER 12 66

SAFETY AND SECURITY 66

CHAPTER 13 69

EFFICIENT USE AND CONSERVATION OF ELECTRIC POWER 69

CHAPTER 14 74

RIGHTS AND OBLIGATIONS VIS-À-VIS CONSUMER AND DISCO 74

CHAPTER 15 77

VIOLATION OF INSTRUCTIONS 77

CHAPTER 16 78

PUBLIC ELECTRIC VEHICLE CHARGING STATIONS. 78

LIST OF ANNEXURES 86

ANNEXURE – I APPLICATION FORM (FOR CONNECTION) 87

ANNEXURE-II POWER SUPPLY CONTRACT 92

ANNEXURE – III TIME FRAME FOR NEW CONNECTIONS, EXTENSION / REDUCTION OF LOAD 93

ANNEXURE – IV SECURITY DEPOSIT RATES 96

ANNEXURE – V PERCENTAGE OF LOAD FACTOR FOR DIFFERENT TYPES OF CONNECTIONS 97

ANNEXURE – VI LOAD ASSESSMENT CRITERIA FOR HOUSING SOCIETIES, HIGH-RISE BUILDINGS, COMMERCIAL PLAZAS, MULTI-STOREY BUILDINGS, ETC 98

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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 (d) 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, O&M Operator, Electric Power Supplier, Authorized Agent, as the case may be, to ensure safe, effective and reliable supply of electric power to consumers. Pursuant to sub rule 6 of the ibid rule the Authority may from time to time direct the licensee to revise the Consumer Service Manual in such manner and with respect to such details as the Authority may direct, provided that the licensee shall not be required to revise Consumer Service Manual in a manner which may cause the licensee to be in breach of Laws or the applicable documents.

1.2 SCOPE OF CONSUMER SERVICE MANUAL

The Consumer Service Manual is applicable to all consumers served by the distribution licensee, O&M Operator, Electric Power Supplier, Authorized Agent, as the case may be, including the Bulk Power Consumers and includes, without limitation to the following matters, namely:

1.2.1 Form and manner of application by the consumer for obtaining electric service connection, along with detail of documents to be submitted in support of the application.

1.2.2 Fees and charges for connection, installation of meters, other facilities for connection and reconnection.

1.2.3 Procedure and manner for installation of meters and other facilities for connection.

1.2.4 Time frame for providing service connection to consumers.

1.2.5 Procedure and manner for billing, time limit of payment of bills and procedure for collection of bills.

1.2.6 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.

1.2.7 Collection of arrears upon or following reconnection.

1.2.8 Procedure for disconnection and the charges 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.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

1.2.9 Procedure and the time-frame for handling and redressal of different types of consumer complaints.

1.2.10 Requirement of safety and security.

1.2.11 Efficient use of electric power including with reference to characteristics of supply or usage such as time of day, week or season.

The Consumer Service Manual shall also act as the code of conduct of a distribution licensee, O&M Operator, Electric Power Supplier, Authorized Agent, as the case may be and to be used in conjunction with the provisions of Distribution Code, Performance Standards (Distribution) Rules, 2005 , Consumer Eligibility Criteria, 2003, and other Rules & regulations when and where applicable.

1.3 INTERFACES WITH CONSUMER FORUMS

DISCO 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/One Window Operation shall operate round the clock.

1.4 DEFINITIONS

DISCO operating in pursuance of the distribution license granted by National Electric Power Regulatory Authority (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 determined by NEPRA. A copy of the current applicable Tariff Terms and Conditions as approved by NEPRA is available at NEPRA website. The definitions of the following terms are accordingly as per the tariff determinations of NEPRA as amended from time to time:

1. **Agricultural Supply:**
2. **Billing Demand:**
3. **Billing Period:**
4. **Energy Charges:**
5. **Fixed Charges:**
6. **General Service:**
7. **General Supply:**
8. **Maximum Demand:**
9. **Industrial Supply:**
10. **Maximum Demand Indicator (MDI):**
11. **Month:**
12. **Power Factor:**

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

OTHER DEFINITIONS

13. **Act:** Means the Regulation of Generation, Transmission and Distribution of Electric Power Act 1997

14. **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 Code, Consumer Service Manual and any documents, instruments, approvals or authorizations issued or granted by the Authority in exercise of its power under the Act.

15. **Applicant:** means any person who applies for provision of electric power service or for similar other purpose.

16. **Authority**: means the National Electric Power Regulatory Authority established under Section 3 of the Act;

17. **Application:** means a request to the authorized office of DISCO, O&M Operator, Electric Power Supplier, Authorized Agent, as the case may be for an electric service connection on the prescribed form. (Annex I);

18. **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;

19. **Circle**: means the administrative area of jurisdiction within DISCO headed by Manager / Superintending Engineer

20. **Common Distribution System (CDS):** means the distribution system as defined in the Consumer Eligibility Criteria, 2003;

21. **Company:** means a company formed and registered under Companies Ordinance, 1984 /Companies Act, 2017.

22. **Conductor:** means a wire, cable or other form having suitable capacity for carrying electric current and used for movement or delivery of electricity;

23. **Connected Load:** means total load in kilowatts (kW) that is connected to an electric supply system or installed at premises;

24. **Connecting Point:** means the point where the dedicated distribution system of the applicant is connected with the existing Common Distribution System (CDS);

25. **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;

26. **Consumer Eligibility Criteria, 2003**: means criterion for a non-discriminatory provision of distribution service and sale of electric power to all the consumers within

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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.

27. **Consumer's Mailing Address:** means the address specified in the Application Form.

28. **Consumption:** means the amount of electricity used and measured over a given period of time;

29. **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);

30. **Declared Voltage:** means the voltage required to be supplied at the consumers' terminals with permissible variations according to Performance Standards (Distribution) Rules, 2005;

31. **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;

32. **Distribution Lines:** mean overhead lines and/or underground facilities consisting of conduit and cable which are operated at nominal distribution voltages;

33. **Distribution Facilities:** means electrical facilities operating at distribution voltage and used for movement or delivery of electric power;

34. **DISCO:** means a utility/entity engaged in the business of distribution of electric power as licensed by NEPRA;

35. **Division:** means the administrative area of jurisdiction within DISCO headed by Deputy Manager / Executive Engineer

36. **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;

37. **Electric Power Supplier**: means a person who has been granted a license under the Act to undertake supply of electricity;

38. **Energy Meter**: means a device that registers the quantity of electrical energy over a period of time;

39. **Force majeure**: means an act of God that is reasonably not foreseeable by a distribution company or a force or cause beyond the reasonable control of a distribution company;

40. **Housing Society**: means a society registered with the Registrar Cooperative Societies under the Cooperative Societies Act, 1925 duly approved by the concerned Local Municipal Authority;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

41. **Interconnection Point:** means the point where the metering installation and protection apparatus of the consumer is connected to the dedicated distribution system;

42. **Interruption:** means loss of electric power to one or more consumers;

43. **Load Factor**: means the ratio of average load over a designated period to the peak load in that period;

44. **Metering Installation**: means the metering and associated equipment installed for recording consumption/usage of electric power of a consumer;

45. **NEPRA**: means National Electric Power Regulatory Authority;

46. **Net Metering Facility**: means a facility comprising of one or two meters for measuring the kWh generated by Distributed Generator and supplied by Distribution Company for determining the net energy;

47. **Nominal Voltage:** means a suitable approximate value of voltage used to designate or identify a system;

48. **NTDC:** means National Transmission and Dispatch Company;

49. **Operation and Maintenance (O&M) Agreement:** means an agreement entered into between a Distribution Company and an O&M Operator for the purpose of operation and maintenance, metering, billing and collection of bills in a specified area within the service territory of a Distribution Company on its behalf subject to approval of the Authority;

50. **Operation and Maintenance (O&M) Operator:** means a person with whom the Operation & Maintenance Agreement is executed by a DISCO in its service territory in terms of the NEPRA (Supply of Electric Power) Regulations 2015;

51. **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;

52. **Person:** Shall include an association of persons, concern, company, firm or undertaking; ,authority, or body corporate set up or controlled by the Federal Government or, as the case may be, the Provincial Government

53. **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.

54. **Premises**: means the building/site /location where Electric Power is required/ consumed;

55. **Primary Service Connection:** means any connection which is provided at 11 kV or above;

56. **Provincial Office of Inspection:** means the office established by a Provincial Government under Section 38 of the Act;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

57. **Public Lighting Supply**: means a supply given to a Government Department/ Agency or a Housing Society for public lighting, for the purpose of illuminating public lamps within the area of its jurisdiction;

58. **Running Load:** means quantum of demand in kilowatts (kW), recorded by electricity measuring instrument at the consumer's premises at any given time interval.

59. **Rural Area:** means the area falling within the jurisdiction of all rural local bodies including without limitation to Union Councils, Tehsil Councils and Zila Councils;

60. **Sanctioned Load**: means the load in kilowatts (kW) sanctioned by DISCO ;

61. **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;

62. **Service Territory:** means the area specified in the distribution license 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;

63. **Second-tier supply business**: means the authorized business, if any, of the licensee or any of its affiliates as a supplier, whether or not carried out pursuant to a power acquisition contract, of electric power to one or more bulk-power consumers within or without the Service Territory;

64. **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;

65. **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 and such a system for the purpose of Consumer Eligibility Criteria, 2003, will be referred to as the "Sponsored Dedicated Distribution System (SDDS)".

66. **Sub-Division:** means the administrative area of jurisdiction within DISCO headed by Assistant Manager / Sub-divisional officer.

67. **Tariff Schedules:** means the rates, charges, terms and conditions for generation of electric power, transmission, distribution services and sale of electric power to consumers by DISCO as approved by NEPRA and notified by the Government of Pakistan.

68. **Underground Distribution System:** means an electric distribution system with all wires installed underground except those wires within surface-mounted equipment enclosures.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

69. **Urban Area:** means the area falling within the jurisdiction of all urban local bodies or development authorities including without limitation to Town Committees, Municipal Committees, Municipal Corporations, Metropolitan Corporations and Cantonment Boards.

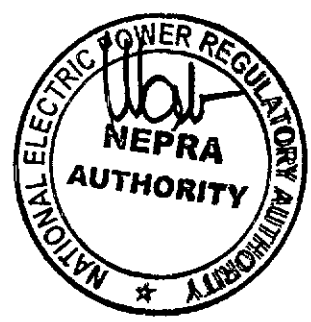
70. **Voltage:** means difference of potential or "electric pressure" in an electrical circuit measured in volts;

71. **Voltage Drop:** means the reduction in the voltage between two reference points.

72. **Voltage Fluctuation:** means a series of voltage changes or a cyclic variation of voltage.

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

AIS	-	Air Insulated Sub Station
AMCS/RO	-	Assistant Manager Customer Services/Revenue Officer
AM(O)/SDO	-	Assistant Manager (Operation) or Sub Divisional Officer
AMR	-	Automatic Meter Reading
CE	-	Chief Engineer
CEC	-	Consumer Eligibility Criteria, 2003
CEO	-	Chief Executive Officer
CNIC	-	Computerize National Identity Card
CP Form	-	Commercial Procedure Form
CSD	-	Customer Services Director
DCC	-	DISCO Computer Center
DCM	-	Deputy Commercial Manager
DCO	-	Disconnection Order
DG (COM)	-	Director General, Commercial
DISCO	-	Distribution Company
DM(O) or XEN-		Deputy Manager (Operation) or Executive Engineer
DN	-	Demand Notice
ERO	-	Equipment Removal Order
GIS	-	Gas Insulated Sub Station
GM (CS)	-	General Manager (Customer Services)
kWh	-	Kilo Watt Hour
LPS	-	Late Payment Surcharge
LS I	-	Line Superintendent Grade – I
LS II	-	Line Superintendent Grade – II
M (COM)	-	Manager Commercial
MCO	-	Meter Change Order
MDI	-	Maximum Demand Indicator
M(O)/SE(O)	-	Manager (Operation) or Superintending Engineer (Operation)
MS I	-	Meter Supervisor Grade – I
MS II	-	Meter Supervisor Grade - II
MSB	-	Meter Security Box
NEPRA	-	National Electric Power Regulatory Authority
NOC	-	No Objection Certificate
P-Disc	-	Permanent Disconnection
POI	-	Provincial Office of Inspection
RCO	-	Reconnection Order
SCO	-	Service Connection Order
SDC	-	Sub Divisional Clerk
SR	-	Store Requisition
TD	-	Technical Director
ToU	-	Time of Use



The designations/offices in this manual have been mentioned keeping in view the nomenclature of XWDISCOs. K-Electric and other licensees are required to modify/amend the same in the whole manual as per their own organizational structure/nomenclature.

CHAPTER 2

NEW CONNECTION/ SHIFTING OF CONNECTION / CHANGE OF NAME /EXTENSION OF LOAD / REDUCTION OF LOAD/ CHANGE OF TARIFF

2.1 GENERAL INFORMATION

Information desired from DISCO relating to subject matters covered by this Manual may be obtained in person, by telephone, or by mail and is also available on the website of DISCO (DISCO to insert website address).

A separate one-window operation facility in the sub-division is available in addition to the consumer service centers established by DISCO , 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 NEW CONNECTION

2.2.1 **Application Form (Annex-I) and Power Supply Contract Form (Annex-II)** in English and Urdu are available free of charge in each sub-division/division/circle office of DISCO and on website of DISCO.

2.2.2 An applicant shall be required to fill in the forms and attach the required supporting documents as detailed therein.

2.2.3 Any assistance or information required in filling the Application Form shall be provided to the applicant by DISCO staff in the office where form is to be submitted.

2.2.4 Applications for new connection along with supporting documents will be submitted in person or online at DISCO's website. After the receipt of the application DISCO shall issue acknowledgement receipt and allot a serial number/tracking ID/case ID to the applicant. In case, any documents are required; the applicant will be informed accordingly through letter/online/email/telephone.

2.2.5 Demand Notice(s) may be sent to the applicant on the email address or through registered post/courier service or the applicant may collect the Demand Notice(s) in person or download it from the website of DISCO through tracking ID/Case ID.

2.2.6 The applicant may pay the Demand Notice(s) online/in designated banks. Upon receipt/acknowledgement of payment; the connection shall be energized within the stipulated time period.

Note: For applications submitted through modes other than in person, the applicant or his authorized representative may be required to visit concerned office of DISCO with original/ attested documents for verification before energization.

2.3 DOCUMENTS TO BE ATTACHED WITH THE APPLICATION FORM

Documents to be attached with the Application Form for issuance of Demand Notice(s) are as follows:

2.3.1 Ownership proof of the premises as determined by DISCO where connection is required. Conversely provision of electricity connection does not necessarily constitute proof of ownership of the premises.

2.3.2 An affidavit by the owner of the premises on non-judicial stamp paper worth Rs. 50/- as per schedule 1 of the Stamp Act 1899 (or as amended through Stamp Act, 1899 from time to time) to the effect that no connection existed previously at the premises for which connection is applied and that he/she shall pay DISCO any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on. Further, in the affidavit it will be mentioned that the applicant is not defaulter of any other electricity connection in the DISCO or / and in any other distribution company, and if found at any stage, his/her connection may be disconnected after issuance of prior seven (07) days' notice.

2.3.3 If the applicant is a tenant or a person other than the landlord then No Objection Certificate from the owner/landlord, along with the ownership proof and affidavit mentioned above are required. The Landlord/Owner will also affirm on a non-judicial stamp paper worth Rs.50/- as per schedule 1 of the Stamp Act 1899 that he/she would be responsible for payment of the default amount of his/her tenant (if any). The connection can be disconnected on request of the owner/landlord of the premises if the tenant is defaulter of electricity bills consecutively for three months.

2.3.4 Attested copies of CNIC of the applicant and a witness. In case of tenancy, attested copy of CNIC of the landlord/owner is also required.

2.3.5 If the connection is applied in the name of a company, duly incorporated under the law, following additional documents shall be attached:-

(a) Certificate of incorporation;
(b) Resolution of Board of Directors authorizing a person to sign and execute the Power Supply Contract;
(c) List of directors with complete addresses and copies of their computerized national identity cards.

2.3.6 Approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority. However, the condition of the approved map or approved site plan or approved layout plan or NOC for houses and shops can be relaxed by the DISCO in case of rural areas where map/ site plan/ layout plan/NOC are not applicable/required.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

i. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority for another connection or extension/ reduction of load or change of tariff or change of name irrespective of the area unless there is a restriction on provision of connections in any specific area by a competent Court of law.

ii. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority for premises which are located inside approved housing schemes/ societies/plazas/multi-storey buildings.

iii. Houses located inside approved housing societies/ multi-storey buildings etc., are exempted from provision of approved map or approved site plan or approved layout plan or NOC by the civic agency/ authority for obtaining connections. However, multi-storey/ high-rise buildings located inside the approved housing society/ scheme; are required to provide approved map/site plan/ layout plan or NOC by the civic agency/ authority or by the concerned society for obtaining connections.

iv. Multi-storey/ high-rise buildings located in the rural areas are required to provide approved map/site plan/ layout plan or NOC by the concerned civic agency/ authority for obtaining connections.

v. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority in the areas where the land is either not acquired by the concerned Civic Agency/Authority or the area is not developed by concerned Civic Agency/Authority.

vi. Areas which are not under the administrative control of the concerned civic agency and the connections are being given through award list, in such areas there will be no requirement of NOC for those applicants who are settlers having addresses of the said areas on their identity cards.

vii. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority in the old colonies/ abadies where the land belongs to the native people inherited from their forefathers.

viii. It will be ensured before provision of connection that there are no restraining orders/ Court orders with respect to non-provision of connection in the area.

2.3.7 Wiring test report duly issued by Electric Inspector or his authorized wiring contractor

2.3.8 In case of connection for stone crushing plants No Objection Certificate (NOC) from concerned Environmental Protection Agency is necessary. Further a separate room for protection of the metering installation from the dust of stone crushing shall be provided by the applicant.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

2.4 CAPITAL COST/ CONNECTION CHARGES AND SECURITY DEPOSIT DEMAND NOTICES

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

2.4.1 The application will be processed and sanctioned as per the provisions of Consumer Eligibility Criteria, 2003 and DISCO's Commercial Procedure Manual. The provisions of NEPRA Performance (Distribution) Rules, 2005, Grid Code and Distribution Code will be adhered to where applicable.

2.4.2 Demand notices of capital cost/connection charges and security deposit shall subsequently be issued simultaneously by the concerned DISCO office for payment by the applicant. Demand Notices for capital cost/ connection charges and Security Deposit shall be sent under registered post or courier or online to ensure their delivery to the applicant or applicant may receive the same personally, for that receipt may be obtained from the applicant for the record, or the applicant can download it from the website of DISCO after providing its serial number /tracking ID/Case ID.

2.4.3 A period of thirty (30) days for payment of Demand Notice is given. A grace period of thirty (30) days may be allowed for payment of the demand notices on the request of the applicant. Such request shall be submitted by the applicant at least three days prior to expiry date of payment of the demand notice.

2.4.4 For payment, branches of designated banks authorized to receive the demand notice, 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. In case where online payment of demand notice facility is provided by DISCO, the applicant may pay the demand notice either online or at the designated bank authorized to collect the demand notice.

2.4.5 DISCO shall determine new final priority number of connection to each application after the demand notices have been paid.

2.4.6 If escalation in cost of material takes place within the time period required for installation of connection/ electrification, as the case may be then in such a case additional cost due to escalation, shall be paid by the applicant. No escalation charges shall be applicable if enhancement in rates of material takes place after the lapse of time period given for installation of connection. Moreover, no escalation cost shall be charged to residential consumers up to 20 kW load and commercial consumers up to 15 kW load.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

2.4.7 Payment of Demand Notices for capital cost/ connection charges and security deposit (where work is to be carried out by the sponsor or by DISCO) may be allowed in installments on request of the applicant. However, if during that

period escalation in cost of material occurs, the same shall be borne by the applicant. No mark- up shall be levied by the DISCO for payment of demand notices in installments. The DISCO shall provide connection within the stipulated time period as given in Annexure-III after receipt of full payment from the consumer/applicant.

2.4.8 Usually the GST is included in the cost of material, however in case of separate charging of general sales tax against the cost of material, DISCO shall either issue separate receipts / evidence of tax paid by the consumers or provide an option to the consumers to directly submit their tax to FBR and submit its receipt to DISCO.

2.4.9 At the time of financial closure in cost deposit cases where cost of unused material is less than 10% of the total estimate, DISCO shall adjust or refund the amount of unused material as per actual cost.

2.4.10 In case of cost deposit cases; DISCO shall ensure that the complete details/estimates/bill of quantities (BoQs) are provided to the applicants/ consumers along with demand notices. No estimate/demand notice shall be issued without any details.

2.4.11 DISCOs shall provide an option to new / prospective three phase consumers for installation of bi-directional meters without installation of a distributed generation facility. The DISCO shall install bi-directional meter at the premises directly where the consumers intend to apply for net metering facility.

2.5 CONNECTION CHARGES

The charges for installation of connection by DISCO are as follows:

i. Actual cost of material including 12% Store handling charges/ Store issue rate = (X)
ii. Installation charges = 8% of X
iii. *Electrification Design vetting charges: 1.5% of X

*Applicable for housing societies/high-rise buildings/commercial plazas/ multi-storey buildings, etc. only.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

2.6 REQUIREMENT OF DEDICATED TRANSFORMER/ FEEDER/ GRID STATION

Sr.	Premises Type	Load	Connection Arrangement
1	A-1 (Residential) (not applicable in housing schemes/societies/colonies where ultimate load is determined)	Upto 20 kW	Common Distribution Transformer
		Above 20 kW to 100 kW	Dedicated Transformer **OR** transformer sharing charges proportionate to load subject to availability of capacity/load in the distribution transformer
		Above 100 kW	Dedicated Transformer.
2	A2 (Commercial) A3 (General Services) (For individual connections and not applicable in housing schemes/societies/ colonies/ commercial plazas/buildings etc. where ultimate load is determined)	Upto 15 kW	Common Distribution Transformer
		Above 15 kW to 100 kW	Dedicated Transformer. **OR** Transformer sharing charges proportionate to load subject to availability of capacity/ load in the distribution transformer.
		Above 100 kW to 2.5 MW	(i) Dedicated Transformer(s) (ii) Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV distribution feeder. (In case of A3 Connection; these charges will be applicable above 1 MW on actual basis, if any.)
		Above 2.5 MW to 5 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11kV Feeder(s) **OR** Feeder sharing charges proportionate to load subject to availability of capacity/ load in the distribution feeder/ grouping of feeders.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

3	Multi-storey Buildings/ Commercial Plazas/High Rise Buildings *Note: Any building having ground plus three storey will not be considered as multi-storey/ high-rise building and as such no grid sharing charges will be applicable in such buildings.*	Up to 15 kW	Common Distribution Transformer
		Above 15 kW to 1 MW	(i) Dedicated Transformer(s) **OR** transformer sharing charges proportionate to load subject to availability of capacity/load in the distribution transformer (ii) Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV distribution feeder. (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land.
		Above 1 MW to 2.5 MW	(i) Dedicated Transformer (s) (ii) Rehabilitation charges on actual basis, if any, in case connection is provided from 11 kV distribution feeder. (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land
		Above 2.5 MW to 5 MW	(i) Dedicated Transformer (s) (ii) Dedicated 11kV Feeder (s) (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land
		Above 5 MW to 10 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11kV Feeder (s) (iii) 50% grid sharing charges including transmission line charges and 100% cost of land proportionate to load.
		Above 10 MW to 20 MW	Dedicated grid station and associated transmission line. **OR** DISCO may provide connection from its own grid station subject to availability of capacity/ load in its grid and with mutual consent. In such case DISCO shall recover 100% grid sharing charges including transmission line charges and a piece of land i.e. minimum 12 Kanal for GIS and 20 Kanal for AIS at any suitable place.
		Above 20 MW	Dedicated grid station and associated transmission line.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

4	Housing Society/ Scheme	upto 1 MW	(i) Dedicated Distribution Transformer(s) (ii) Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV distribution feeder. (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land.
		Above 1 MW to 2.5 MW	(i) Dedicated Transformer(s) (ii) Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV distribution feeder. (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land.
		Above 2.5 MW to 5 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11kV Feeder(s) (iii) 50% Grid sharing charges including transmission line charges proportionate to load without cost of land.
		Above 5 MW to 10 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11kV Feeder(s) (iii) 50% Grid Sharing charges including transmission line charges and 100% cost of land, proportionate to load.
		Above 10 MW to 20 MW	Dedicated grid station and associated transmission line. **OR** DISCO may provide connection from its own grid station subject to availability of capacity/ load in its grid and with mutual consent. In such case DISCO shall recover 100% grid sharing charges including transmission line charges and a piece of land i.e. minimum 12 Kanal for GIS and 20 Kanal for AIS within the housing scheme/ society.
		Above 20 MW	Dedicated Grid Station and associated transmission line.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

5	One Point Supply/Bulk Supply under tariff category 'C'	Up to 200 kW	Dedicated Transformer **OR** Transformer sharing charges proportionate to load subject to availability of capacity/ load in the distribution transformer.
		Above 200 kW to 2.5 MW	(i) Dedicated Transformer(s) (ii) Rehabilitation charges on actual basis if any, in case connection is provided from 11 kV distribution feeder.
		Above 2.5 MW to 5 MW	(i) Dedicated Transformer (s) (ii) Dedicated 11kV Feeder (s)
		Above 5 MW	Dedicated Grid Station and associated transmission line. The consumers may be allowed extension of load beyond 5MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11kV existing dedicated feeder. In such a case the consumer will bear 100% grid sharing charges including transmission line charges and 100% cost of land proportionate to load. However, only such consumers be allowed extension of load beyond 5MW to 7.5MW whose connection is at least three (3) years old.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

6	Industrial	Up to 8 kW	Common Distribution Transformer
		Above 8 kW to 25 kW	Dedicated Transformer **OR** Transformer sharing charges proportionate to load subject to availability of capacity/ load in the distribution transformer.
		Above 25 kW to 1 MW	(i) Dedicated Transformer(s) (ii) Rehabilitation charges as given in below table if connection is provided from 11 kV distribution feeder.
		Above 1 MW to 2.5 MW	(i) Dedicated transformer(s) (ii) Dedicated 11 kV feeder **OR** Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV distribution feeder.
		Above 2.5 MW to 5 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11 kV Feeder(s)
		Above 5 MW to 7.5 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11 kV Feeder(s) (iii) Dedicated Grid Station and associated transmission line. The consumers may be allowed extension of load above 5MW to 7.5MW or a new connection upto 7.5MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11kV existing dedicated feeder. In such a case the consumer will bear 100% grid sharing charges including transmission line charges and 100% cost of land proportionate to load above 5MW to 7.5 MW.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

7	Steel Furnace	Up to 5 MW	(i) Dedicated Transformer(s) (ii) Dedicated 11 kV Feeder(s)
		Above 5 MW	(i) Dedicated Transformer (s) (ii) Dedicated 11 kV Feeder(s) (iii) Dedicated Grid Station and associated transmission line. The consumers may be allowed extension of load above 5MW to 7.5MW or a new connection upto 7.5MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11kV existing dedicated feeder. In such a case the consumer will bear 100% grid sharing charges including transmission line charges and 100% cost of land proportionate to load above 5MW to 7.5 MW. In addition, the cost for meeting the technical parameters, shall be borne by the consumer.
8	Agriculture	Up to 8 kW	Common distribution transformer
		Above 8 kW	Dedicated distribution transformer
9	Temporary supply	Up to 20 kW	Common distribution transformer, if available, otherwise Dedicated distribution transformer.
		Above 20 kW	Dedicated Distribution transformer from Common 11kV feeder if available otherwise dedicated 11 kV feeder.

Note:

i) DISCO may grant connection to an applicant from the existing Dedicated Distribution System (DDS), provided that it is technically feasible and the prospective consumer has obtained no objection certificate from the owner of the DDS. In such case the entire group/ consumers will be responsible for repair/ rehabilitation in proportion to their load on cost deposit basis.

ii) In areas where Common Distribution System is not available, the connection will be granted on cost-deposit basis. If in future the system is converted into Common Distribution System by DISCO, the cost so incurred i.e. transformer, LT line etc except HT line shall be reimbursed to the owner as per Clause 4-A of NEPRA (Consumer Eligibility Criteria), 2003.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

iii) If any applicant opts for installation of dedicated system instead of obtaining connection from a Common Distribution System, the same shall be provided on cost deposit basis.

iv) The sharing charges in respect of Grid station, 11 kV feeder, and transformer are recoverable from the applicants proportionate to the load subject to availability of capacity/load and with mutual consent of both the parties.

v) Grid sharing and Transmission Line charges for GIS @ Rs. 12.152 Million per MW

vi) Grid sharing and Transmission Line charges for AIS @ Rs. 8.948 Million per MW

vii) In case of Housing Society/ Scheme/ Colony/ Multi-storey Building/ Commercial Plaza/ High Rise Building, having ultimate load demand up to 10 MW, the Grid Sharing Charges including transmission line charges and excluding cost of land will be as under:

AIS	50% @ Rs.4474/kW by the sponsor/applicant 50% @ Rs.4474/kW by the DISCO
GIS	50% @ Rs.6076/kW by the sponsor/applicant 50% @ Rs.6076/kW by the DISCO

viii) The cost of land will be recovered 100% @ Rs. 0.855 Million per MW proportionate to load.

ix) In cases where ultimate load demand is above 10 MW, the Grid Sharing Charges including transmission line charges and excluding cost of land will be as under subject to availability of capacity/load in DISCO's grid station and with mutual consent of the parties:

AIS	100% @ Rs.8948/kW by the sponsor/applicant
GIS	100% @ Rs.12152/kW by the sponsor/applicant

x) The minimum land for Gas Insulated Substation (GIS) will be 12 kanals and for Air Insulated Substation (AIS) will be 20 Kanals.

xi) In cases where dedicated grid station is required, DISCO may allow two or more applicants to construct grid station on cost sharing basis. DISCO may also provide connections above 10MW from its own grid station to the applicant as mentioned in the table subject to availability of load and in such case DISCO shall recover 100% grid sharing charges including transmission line charges and obtain a piece of land (i.e. at least 12 kanal for GIS and 20 kanal for AIS) from the applicants.

xii) In cases where transmission network/ grid system of DISCO requires upgradation/ extension for provision of supply to a specific applicant/ consumer, the same shall be carried out by DISCO on cost deposit basis / cost sharing basis.

xiii) In case of Housing Society/Scheme/Colony/Multi-storey Building/ Commercial Plaza/High Rise Building once DISCO takes over the distribution system for individual metering and billing, the responsibility of maintenance, repair, replacement of the said system or up gradation/reinforcement thereof shall rest with DISCO.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

xiv) Rehabilitation charges:

Description	Rate (Rupees per kW)
15 kW to 40 kW	250
41 kW to 100 kW	400
101 kW to 500 kW	1200
501 kW to 1000 kW	3000

The rehabilitation charges are applicable in case of industrial category where connection is given from Common 11 kV feeder up to 1000 kW load. In other cases the rehabilitation charges shall be as per actual cost incurred (if any) for upgradation of system for provision of connection from Common Distribution System.

xv) DISCO shall maintain a separate bank account for the Grid sharing charges. The amount so received shall be mentioned in the tariff petition.

xvi) DISCO shall maintain a separate bank account for the Rehabilitation charges. The amount so received shall be mentioned in the tariff petition.

xvii) The consumers located inside the Special Economic Zones (SEZ) do not require construction of a separate grid station and shall be fed from the dedicated/ sponsored grid station of the SEZ subject to availability of load and NOC by the SEZ.

xviii) In case of multi-storey/ high-rise buildings where independent grid station is required, the location of grid for GIS will preferably be inside the building. However, in case grid is not feasible inside the building then the land will be taken from the sponsor at such a location acceptable to both parties i.e. DISCO and the applicant. In case of housing schemes/ societies; the grid station shall be constructed within the society/scheme.

xix) A grid station can be constructed under the provisions of NEPRA Consumer Eligibility Criteria as Sponsored Dedicated Distribution System by number of housing schemes/ societies/ multi-storey/ high-rise buildings, jointly.

2.7 INSTALLATION OF CONNECTIONS

2.7.1 In cases where work is required to be carried out by DISCO and there is shortage of material or the material is not available due to any reason; DISCO may ask the sponsor / applicant to procure required material as per the specifications of DISCO at its own from the approved vendors of DISCO. Material procured by the applicant shall be inspected/approved and installed by DISCO and the applicant will be charged as under:

(a) 2.5% of the total cost of material as inspection fee and
(b) 8% of the material cost as installation charges.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

2.7.2 DISCO shall provide option of execution of electrification work to the sponsor/ applicant for Housing Scheme/ Society/ Colony/ Commercial Plaza/High Rise building/Multi-storey building and industrial applicants subject to the following conditions:

(a) The Sponsor shall have option to submit electrification design book (prepared by the consultant duly registered with Pakistan Engineering Council) or may opt for preparation of electrification design book through DISCO. In such a case the DISCO shall charge 2% of the cost of electrification as fee for preparation of design book. However, the upper cap to charge the fee will be rupees two (02) million.

(b) Electrification work should be carried out as per design and specification of DISCO through contractors registered with DISCOs or Pakistan Engineering Council with respective codes. The contractor must possess expertise of the relevant work.

(c) The material shall be procured from DISCO's approved vendors and the same shall be as per the standards/specifications of DISCO. Proof to the effect that material has been procured from DISCO's approved vendors be provided to DISCO, if so demanded.

(d) The Sponsor/applicant will not purchase/use any material bearing any distribution company's monogram / color scheme / identification.

(e) The sponsor/applicant will inform in writing to the concerned Manager (Operation)/Executive Engineer (Operation) about start of the work and a copy of the same shall be sent to the Chief Engineering (Planning) of DISCO.

(f) In case any distribution company's material is found installed, DISCO shall reserve the right to lodge FIR against the sponsor/applicant.

(g) Electrification work should be carried out within the specified time period by the sponsor. (As per Annexure III).

(h) The sponsor/applicant shall submit completion report to concerned Manager (Operation)/Executive Engineer (Operation) about completion of the electrification work and a copy of the same shall be sent to the Chief Engineering (Planning) of DISCO.

(i) Sponsor is required to pay to DISCO an amount equal to 25% (without taxes) of capital cost/ connection charges estimate as security in the form of bank guarantee/pay-order; which shall be returned by DISCO upon completion of electrification work of the scheme. However, the bank guarantee/pay order is not required in case of industrial connections. Further, in case of sponsorship by Govt. civic agency such as Capital Development Authority (CDA), Karachi Development Authority (KDA), Lahore Development Authority (LDA) etc the DISCO shall provide option to the sponsor for mortgage of plots/ property equivalent to the value of 25% (without taxes) of capital cost / connection charges instead of bank guarantee/ pay order.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

(j) Following charges are recoverable from the sponsor/applicant

(i) Electrification Design vetting fee: 1.5 % of cost of material
(ii) Material inspection fee: 2.5 % of cost of material
(iii) Supervision charges: 1.5 % of cost of material

(k) In case sponsor intends to carry out underground electrification and relevant expertise are not available in the DISCO for maintenance of such a system then the sponsor at his expenses will train the staff of the DISCO. DISCO may also enter into an agreement with the sponsor for maintenance of the system at mutually agreed terms.

(l) The sponsor shall submit test report issued by the concerned Electric Inspector/ authorized wiring Contractor prior to energization.

2.7.3 If the applicant opts for electrification of Housing Scheme / Society / Colony / Commercial Plaza/High Rise Building/Multi-storey Building through DISCO then charges are recoverable from the applicant as per the detail provided in Clause 2.5 of this manual.

2.7.4 If any Housing Scheme / Society / Colony / Commercial Plaza/High Rise Building/Multi-storey Building is not electrified by the sponsor or there is no sponsor then the residents/ applicants may approach the concerned DISCO in form of groups for electrification on cost deposit basis. Such areas may also be electrified by the concerned DISCO at its own and cost so incurred shall be recovered from the prospective consumers proportionate to their load. However, codal formalities for provision of connection in such cases must be observed.

2.7.5 DISCO shall provide option to the applicant for execution of 11 kV source feeder line from the grid station to the premises subject to fulfillment of all the requirements envisaged in Clause 2.7.2. The 11 kV source feeder line shall be connected with the grid station under the supervision of DISCO. The applicant/ sponsor shall be responsible for provision of NOC/ROW from respective civic agency for the purpose of execution of 11 kV source feeder line.

2.8 MULTIPLE CONNECTIONS

2.8.1 INDUSTRIAL CONNECTIONS

DISCO shall allow more than one industrial connection at the same premises subject to the following:

(a) Having different nature of industries.
(b) Having same tariff category. However, different tariff category connections may be allowed subject to satisfaction of DISCO that no misuse of tariff will take place. Further, a separate single phase connection shall be provided on the request of applicant/ consumer under commercial tariff for office load/light load. In case of disconnection of the industrial connection, the connection provided for office shall remain intact.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(c) Having same source of supply i.e. 11 kV feeder.

(d) In case the consolidated load of the premises approaches the threshold required for an independent 11 kV feeder, then connection will be provided through an independent feeder on cost deposit basis. The existing connection will also be supplied from the independent feeder.

(e) Applicant having load above 8kW shall be provided through an independent transformer. If capacity is available in the existing dedicated distribution transformer; additional connection(s) will be provided from the same transformer at the same premises. In case the capacity is not enough; either an additional transformer will be installed or the capacity of the existing transformer will be enhanced on cost deposit basis.

2.8.2 RESIDENTIAL CONNECTIONS

(a) For a premises with separate portions, DISCO shall allow more than one connection at the same premises subject to the following:

i. Separate portions
ii. separate electric circuits
iii. separate kitchens
iv. separate entrance / access
v. An affidavit on non-judicial stamp paper worth Rs. 50/- submitted to the effect that separate family resides in separate portion of the premises

(b) The above conditions are not applicable where the applicant requests for a separate connection under ToU tariff (5 kW and above) for the separate portion of the premises, provided that separate electric circuits exist. In such a case no request for reduction of load shall be entertained, in order to maintain applicability of ToU tariff.

(c) In both the above cases, DISCO shall provide connections from the same transformer/feeder to avoid use of dual supply at the same premises.

2.9 SPACE FOR INSTALLATION OF TRANSFORMERS / METERING INSTALLATIONS / PANELS

i. If DISCO obtains space from the applicant for installation of Transformer/Metering installation/panels; the same space will be returned to the owner upon permanent disconnection of this facility if so demanded. However, if the transformer has been converted into Common Distribution System with the consent of the original owner and is being utilized by DISCO for other consumers then the space provided by the applicant will remain with DISCO even after permanent disconnection of the original applicant.

ii. The consumers requiring transformer capacity up to 630 kVA are not required to provide space for substation, however provision of a suitable hazard free space and right of way for installation of transformer up to 630 kVA will be the responsibility of the consumer/applicant. Further in case of sub-station there is

no requirement of any specific place however; the consumer has to provide an appropriate space where a sub-station can easily be installed, repaired and replaced.

2.10 CATEGORIES OF CONNECTION

2.10.1 Applications for new connections are divided into following five categories:

Connection Category	Voltage	Load	Tariff Category	Sanctioning Officer
Category 1	230/400 V	Up to 15 kW	A1(Residential), A2(Commercial) & A3(General Services)	SDO/AM(O)
			All other types of connections	XEN/DM(O)
Category 2	230/400 V	Above 15 kW but not exceeding 70 kW	All types of connections	XEN/DM(O)
Category 3	230/400 V	Above 70 kW but not exceeding 500 kW	All types of connections	SE/Manager(O)
Category 4	11kV or 33kV	Above 500 kW but not exceeding 5000 kW	All types of connections	CEO
Category 5	66kV and above	All loads	All types of connections	CEO

Note:

- The above mentioned sanctioning officers are also competent to process and sanction cases for change of name, extension of load, reduction of load, change of tariff as per procedure laid down below at clause 2.13 to 2.15 of this manual.

- The sanctioning officers are also competent to process and sanction the cases of housing schemes/high rise buildings as per their competency regardless of the cost estimate.

- CEO has full powers for sanctioning of connection. In case of cost deposit cases, there shall be no requirement to obtain approval of the BoD where 100% payment is made by the consumer/ applicant.

2.10.2 Time period for various steps for processing new connections applications of different categories as mentioned above is given at Annex III:

2.10.3 After scrutiny of the Application Form if DISCO decides that connection cannot be provided to the applicant under the applicable documents/Criteria/Rules, it shall return the Application Form along with documents to the applicant clearly stating the reason for its inability to do so within the time period as required for the issuance of demand notice, as per Annexure III.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

2.11 ASSESSMENT OF LOAD

2.11.1 Generally, the load declared in the Application Form by the applicant will be considered as the connected load, subject to provision of the test report issued by the Electric Inspector or his authorized wiring contractor and verification by DISCO.

2.11.2 In case of Housing Schemes/ Societies/ Colonies/ High Rise Buildings/ Commercial Plazas/ Multi-storey Buildings, where ultimate load is to be determined for carrying out electrification; the assessment of load will be as per the Annex VI. However, at the time of providing individual connections; the load declared in the Application Form by the applicant will be considered as the connected load, subject to provision of the test report issued by the Electric Inspector or his authorized wiring contractor and verified by DISCO

2.12 SHIFTING OF CONNECTIONS

2.12.1 Following type of connections are eligible for shifting within the DISCO :

(a) General Supply (A1,A2)
(b) General Services (A3)
(c) Industrial
(d) Agriculture

2.12.2 The shifting of a connection may be processed subject to the following conditions:

(a) The new proposed site is within the DISCO.
(b) 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 or acquired through legitimate lease agreement.
(c) In case, new site is in the name of legal heir, change of name of connection will also be processed.
(d) In case the material of the existing connection is not possible to shift at new site and is dismantled/utilized by the DISCO then the adjustment/credit of the depreciated value of the said material shall be given in the cost estimate.
(e) The applicant shall make payment through Demand Notice as under:

i. Shifting and installation charges @ 10 % of actual cost of material (at prevailing rates) to be shifted at new site.
ii. Cost of extra/new material required for provision of connection at new site including 12% Store handling charges/Store issue rate
iii. 8% of the new/extra material cost as installation charges.

(f) The applicant shall make payment of Security Deposit at prevailing rates subject to adjustment of already paid Security Deposit.
(g) The applicant shall make payment of outstanding dues.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(h) The loading position/ voltage drop/technical losses of the 11 kV feeder and loading of the transformer at new proposed site remains within permissible limits.

(i) The new proposed site qualifies for connection and fulfills all the requirements of new connection.

2.12.3 Documents to be attached for shifting of connection along with Application Form (Annex-I) are as follows:

(a) Ownership proof as per clause 2.3.1 of existing and proposed sites
(b) Test report issued by the Electric Inspector or his authorized wiring contractor
(c) Copy of last paid bill subject to the condition that no arrears/ deferred amount/installments are pending.
(d) Attested copy of CNIC

2.12.4 Sanctioning officer for shifting of connections:

The competent officer for shifting of connection will be the same (connection sanctioning Authority) if new site falls within his/her jurisdiction. For connection categories- I to III (load up to 500kW) shifting of connection from circle to circle may be approved by GM (Technical). For connection categories IV & V (above 500kW load up to 5000kW & all loads at 66KV and above) CEO will be the competent authority.

2.12.5 The procedure for shifting of net-metering facility/ connections shall also be same as provided for other connections.

2.13 CHANGE OF NAME

2.13.1 Change of name will be required in the following cases:

(a) Change of Property Ownership

If the consumer sells the premises where the connection is installed, it shall be obligatory upon the new owner to apply to DISCO for change of name. In such case the Security Deposit is required to be updated at prevailing rates subject to adjustment of already paid Security Deposit.

(b) Death of owner/Through Succession

Upon death of the consumer, if the legal heir(s) apply for change of name according to succession certificate granted by the court of competent jurisdiction, the change of name will take place. In such case the Security Deposit is required to be updated at prevailing rates subject to adjustment of already paid Security Deposit.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(c) Change of Company Ownership

When a company is merged/amalgamated with or acquired by another company and change of name takes place then the Security Deposit is required to be updated at prevailing rates subject to adjustment of already paid Security Deposit.

2.13.2 Documents to be attached for change of name along with Application Form (Annex-I)

(a) Ownership proof of the premises/sale deed.
(b) Copy of last paid bill subject to the condition that no arrears/ deferred amount/installments are pending.
(c) Attested copy of CNIC of the applicant
(d) Power Supply Contract
(e) In case of Company, duly incorporated under the law the 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 power supply contract;
(iii) List of directors with complete addresses and copies of their computerized national identity cards.
(iv) Court orders, in case of merger through a competent court of law.

2.13.3 The time period for change of name shall be within ten days after completion of all requirements by the applicant.

2.13.4 The procedure for change of name of net-metering connections shall also be same as provided for other connections. However, the consumer shall apply for change of name for the distributed generation license.

2.14 EXTENSION OF LOAD/ REDUCTION OF LOAD

1. The premises where static/ digital meters are installed having load up to 8kW; the meter readers will record current month's MDI and notices will be issued on electricity bills in case of unauthorized extension of load. Notice in this regard shall be issued through electricity bills to notify the consumer for regularization of load. In case the consumer does not respond, the security deposit shall be recovered through electricity bills in three to six (3 to 6) installments as per Clause 5.2.3 of CSM and load will be extended automatically. In case load of single phase meter approaches 5kW, a notice shall be issued to the consumer for extension of load and accordingly ToU meter shall be installed.

2. The procedure for extension of load / reduction of load of net-metering connections shall also be same as provided for other connections.

3. Reduction of load may be applied for any lower limit as per the test report.

4. Documents to be attached for extension of load/reduction of load along with Application Form (Annex-I):

(i) Test report issued by the Electric Inspector or his authorized wiring contractor

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(ii) Copy of last paid bill subject to the condition that no arrears/ deferred amount/installments are pending.
(iii) Attested copy of CNIC
(iv) Power Supply Contract
(v) Payment of Capital Cost (if applicable)
(vi) Updating of Security Deposit in case of extension/reduction of load at prevailing rates subject to adjustment of already paid security deposit.

2.15 CHANGE OF TARIFF

1. The time period for change of tariff shall be within ten days after completion of all requirements by the applicant. After ten days, the bill shall be charged to the consumers on pro-rata basis for the relevant tariff.

Documents to be attached for change of tariff along with Application Form (Annex-I):

(i) Test report issued by the Electric Inspector or his authorized contractor
(ii) Copy of last paid bill subject to the condition that no arrears/ deferred amount/installments are pending.
(iii) Attested copy of CNIC of the applicant
(iv) Power Supply Contract
(v) Payment of Capital Cost (if applicable)
(vi) Payment of Security Deposit at prevailing rates subject to adjustment of already paid Security Deposit.

2.16 SHIFTING OF MATERIAL FROM DISCO TO DISCO

In case a consumer requests for shifting/relocation of equipment (Panel, transformers, switch gear etc.) installed in one DISCO (Host DISCO) to another DISCO (inter DISCO shifting) due to discontinuation of the connection, extension or reduction of load in the Host DISCO; the same shall be allowed for installation in the other DISCO against a new connection or for extension of load etc. for the same consumer subject to following:

i. Host DISCO shall charge 2% of the cost of material at prevailing rate in respect of dismantling / removal of equipment (Panel, transformers, switch gear etc.

ii. Consumer shall bear transportation/ carriage charges as per actual. The equipment (Panel, transformers, switch gear etc.) shall be transported through the DISCO without handing over to the consumer.

iii. 8 % charges of the cost of material at prevailing rate shall be charged by other DISCO for installation/ commissioning of the equipment at the new site.

iv. Upon installation of equipment (Panel, transformers, switch gear etc.), at new site, the same shall be tested / verified/inspected by the concerned departments of the DISCO.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 3

RELOCATION OF DISTRIBUTION FACILITY AND TEMPORARY CONNECTION

3.1 RELOCATION OF DISTRIBUTION FACILITY

3.1.1 Due to Public Works

If, for public improvement such as road construction, street widening, grading, excavating sidewalk spaces, or for other reasons DISCO 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 shall be carried out at the cost of the sponsoring agency.

3.1.2 On Applicant's/ Consumer's Request

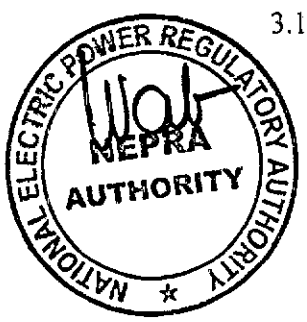
If an applicant/ consumer requires the relocation of a distribution facility i.e. HT/LT lines, transformers, structures, etc. for convenience, because of construction, or otherwise DISCO shall, at the consumer's expense, relocate the distribution facility, if found feasible. In such case, the provision of right of way will be the responsibility of the applicant/consumer.

3.1.3 If any person constructs a house, shop or a building etc. near /under any existing distribution facility and subsequently applies for relocation of the same, it shall be relocated at the applicant's expense along with provision of right of way of by the applicant.

3.1.4 DISCO cannot construct any distribution facility over any house/building etc. without consent of the owner/consumer. If the DISCO constructs distribution facility over any house/building etc. without the consent of the owner/consumer, the DISCO shall relocate the facility at its own cost, on request of the owner/consumer.

3.1.5 In the event of relocation, overhead system or any part thereof may be converted into underground system or vice versa, as the case may be in accordance with the ground situation.

3.1.6 Shifting of Distribution Line/ Pole/ Transformer etc:



The applicant shall make payment through Demand Notice as under:

i. Shifting and installation charges @ 10 % of cost of material (at prevailing rates) to be shifted at new site.
ii. Cost of extra/new material required for shifting of distribution facility at the new site/ place including 12% Store handling charges/Store issue rate.
iii. 8% of the new/extra material cost as installation charges.

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

3.2 TEMPORARY CONNECTION

3.2.1 An applicant may apply for a temporary connection for the following purposes:

(a) Construction of houses
(b) Construction of buildings/ plazas
(c) Illumination and lighting for weddings, festival, functions, exhibitions, political gathering or national and religious ceremonies, etc.
(d) Testing of industrial equipment
(e) Any other emergent requirement of temporary nature

3.3 PROCEDURE FOR TEMPORARY CONNECTION

3.3.1 For Construction:

A temporary electric power supply connection for the construction shall be provided by DISCO initially for a period of six months which is further extendable on three month basis up to completion of the specific job/project for which the temporary connection was obtained. However, there is no minimum time period for provision of temporary connection. The sanctioning officer shall ensure that the temporary connection will be utilized for temporary purpose only.

The applicant shall apply for a temporary connection on the Application Form prescribed for new connection (Annex – I), to the competent load sanctioning officer as per corresponding regular category of connection.

(a) Documents to be attached with the application are as follows:

(i) Ownership proof of the premises where temporary connection is required.

(ii) If the applicant is a person other than the owner then the owner will affirm on a non-judicial stamp paper worth Rs.50/- as per schedule 1 of the Stamp Act 1899 to the effect that he/she has authorized the applicant to apply for the temporary connection. He/she would further affirm that he/she will be responsible for payment of dues against the premises where temporary connection is installed.

(iii) Attested copies of CNIC of the applicant and a witness. In case of tenancy, attested copy of CNIC of the landlord/owner is also required.

(iv) In case of Housing Schemes/Societies/Colonies/High Rise Buildings/ Commercial Plazas/ Multi-storey Buildings/ industries evidence/proof that their case for approval of layout plan/NOC is under process with the concerned civic agency. However, there is no such requirement for connections pertaining to individual houses.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

(b) The applicant shall be served with Demand Notice(s) for the capital cost/ connection charges and Security Deposit* which will be deposited with the designated bank.

*Security deposit in this case is the cost of estimated consumption of electricity during the temporary connection period. The Security Deposit will be refunded at the time of discontinuation of temporary connection or will be adjusted if the temporary connection is converted into permanent/regular connection. However, the consumer shall continue to pay his/her regular bills as per the actual consumption recorded on the meter.

(c) DISCO, after the receipt of necessary payment, shall provide the electric power connection as per priority maintained for temporary connections.

3.3.2 Temporary Connection for Illumination/Testing/Any other Emergent requirement etc:

A temporary electric power supply connection shall be provided by DISCO for illumination and lighting for weddings, festivals, functions, exhibitions, or national and religious ceremonies etc., testing of industrial equipment or any other emergent requirement of temporary nature, for a specific time period not exceeding two weeks. The sanctioning officer shall ensure that the temporary connection will be utilized for temporary purpose only.

The applicant shall apply for a temporary connection on the Application Form prescribed for new connection (Annex – I), to the competent load sanctioning officer along with copy of the CNIC and payment of capital cost/ connection charges (if any) and Security Deposit. However, for any political gathering/function, NOC of the concerned Administration i.e. Deputy Commissioner, Assistant Commissioner etc., shall be mandatory. The Security deposit is the cost of estimated consumption of electricity during the temporary connection period. The Security Deposit will be refunded at the time of discontinuation of temporary connection or will be adjusted if the temporary connection is converted into permanent/regular connection.

3.4 PROCESS FOR EXTENSION/ DISCONNECTION/ CHANGE OF TEMPORARY CONNECTION INTO REGULAR CONNECTION

3.4.1 DISCO shall provide temporary electric connection to the applicant 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 DISCO that the purpose for which temporary connection is required, still exists.

3.4.2 The consumer of temporary connection shall apply for extension in the sanctioned period at least one week before the expiry of the sanctioned period.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

3.4.3 DISCO shall disconnect the temporary connection without notice whenever it is no longer temporary in nature, or it is used for any other purpose. However, in cases where NOC or approval of Layout Plan (LoP)/map of the premises is under processes of approval with the concerned civic agency, DISCO may continue the temporary connection for a period of six months.

3.4.4 After the expiry of the sanctioned period or after the period when temporary connection is no more required and is disconnected, the material/ equipment will be retained by DISCO and the cost of equipment installed for temporary connection shall be reimbursed to the consumer at depreciated rates. However, in case a regular/permanent connection(s) is applied for the same premises and sanctioned thereof, the existing material along with metering installation for temporary connection will be utilized and temporary tariff will be changed to relevant applicable tariff after completion of codal formalities as per the procedure for new connection provided in Chapter 2 of this manual.

3.4.5 If the applicant requests for shifting of material of temporary connection for any other premises either for another temporary connection or permanent connection; the DISCO shall shift the material subject to following:

(a) The new proposed site is within the DISCO.

(b) 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 or acquired through legitimate lease agreement.

(c) The applicant shall make payment as under:

i. Shifting and installation charges @ 10 % of actual cost of material (paid at the time of connection) to be shifted at new site.
ii. Cost of extra/new material required for provision of connection at new site including 12% Store handling charges/Store issue rate
iii. 8% of the new/extra material cost as installation charges.

(d) The applicant shall make payment of outstanding dues.

(e) The loading position/ voltage drop/technical losses of the 11 kV feeder and loading of the transformer at new proposed site remains within permissible limits.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 4

METERING INSTALLATION

4.1 GENERAL

This chapter covers metering installation on the premises of consumers of all categories receiving electric power from DISCO.

DISCO shall provide the appropriate metering installation at the cost of the consumer for all types of consumer categories. However, in case of non-availability of the same with DISCO, against new connection, extension/reduction of load or replacement of defective meter, the consumer may be asked to procure the metering installation according to the specifications as approved by DISCO from the approved vendors of the DISCO; to avoid delay in provision of connection/ replacement of metering installation. No meter rent shall be charged if the cost of metering installation has been borne by the consumer.

4.2 LOCATION OF METERING INSTALLATION

4.2.1 Metering installation of all categories of consumers shall be fixed at any convenient/proper place outside the premises of the consumer. It shall be the responsibility of the consumer to provide a safe and accessible location to DISCO for setting up of the metering installation at his/her premises. In such cases, safe custody of the metering installation is the responsibility of the consumer. In case, DISCO fixes the metering installation at its pole/structure then safe custody of the metering installation is the responsibility of DISCO.

4.2.2 In case of theft of metering installation or damage due to any accident (in case meter is installed at the premises), the information must be communicated immediately by the consumer in written form to the concerned sub divisional office of DISCO and DISCO may take further legal action and lodge FIR. DISCO shall immediately install another meter at site. In such case DISCO may recover the cost of the meter by issuing a demand notice or through regular electricity bills.

4.2.3 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 installation.

4.2.4 The DISCO shall have the right at any time to change the place and position of the metering equipment to conform with the provision of the schedule of tariff enforce from time to time, Consumer Eligibility Criterai-2003, Grid Code and Distribution Code. However, the safe custody of metering installation is responsibility of DISCO if meter is shifted away from the premises.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

4.2.5 The metering installation shall be fixed at a reasonable height from the ground level or at a level from where the meter reading/taking reading snapshot is possible without using climbing devices.

4.2.6 For Multi-storey buildings (two or more occupants) the metering installation of all the consumers shall be fixed at any appropriate location of the building. Each meter shall be labeled with the name and reference number of the consumer.

4.2.7 DISCO may install back-up meter on all industrial connections and other connections having sanctioned load of 50 kW and above on request of the consumer. The cost will be borne by the consumer if backup meter is installed on consumer's request. In case of any defect in the billing meter, the back-up meter will be converted into billing meter and the bills shall be charged on the basis of consumption recorded on the back-up meter. Upon replacement of the impugned meter, the same will be treated as back up meter.

4.2.8 Should the consumer at any time requires the metering installation to be shifted to another place or position on the same premises, he/she shall apply to DISCO in person or online giving reasons thereof. Upon receipt of such request, a survey will be carried out within seven days for verification of alternative space. DISCO after its satisfaction may shift the metering installation upon deposit of shifting charges (i.e. Rs. 500/- for single phase connection and Rs. 1000/- for three phase connection along with the extra material cost, if any) by the consumer as demanded through a demand notice by DISCO.

4.3 METER REPLACEMENT AND BILL ADJUSTMENT

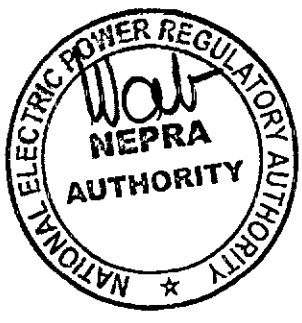
4.3.1 In case a metering installation becomes defective/burnt (which was otherwise correct up to last billing cycle), DISCO shall:

(a) Replace the metering installation immediately or within two billing cycles if meters are not available.

(b) DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months.

(c) No previous charging shall be made against the consumer account if the meter was correct till the last billing cycle.

(d) In case of defectiveness of net metering, the exported units shall be credited on average basis, i.e. 100% of the units exported in the same month of previous year or average of the last eleven (11) months whichever is higher for a maximum period of two months. The defective meter shall be replaced immediately but not later than two (2) billing cycles. Actual units exported/Imported shall be retrieved through data downloading and account of the consumer shall be overhauled on the basis of data downloading report.



4.3.2 If the defectiveness of the meter is due to display wash then DISCO shall:

(a) Replace the metering installation immediately or within two billing cycles if meters are not available.

(b) DISCO may charge bills on average basis i.e. 100% of the consumption recorded in the same months of previous year or average of the last eleven months whichever is higher for a maximum period of two months.

(c) Data of the impugned meter shall be retrieved and actual consumption as per retrieved data shall be charged to the consumer after issuing a notice to the consumer and already charged bills issued on average basis shall be adjusted.

(d) The consumer's account shall not be liable to debit of units if the data of the display washed meter is not retrieved within three months of meter replacement. However, if data retrieval is not possible within DISCO and the meter is sent to the manufacturer/company for data retrieval, the consumer's account shall be liable to debit of units within six (6) months of meter replacement. The consumer will be charged retrieved units after issuance of notice. In case, data is not retrieved within six (6) months of meter replacement; the consumer's account shall not be liable to any adjustment.

4.3.3 If at any time DISCO , doubts the accuracy of any metering installation, DISCO may after informing the consumer:

(a) Fix another duly calibrated and tested metering installation (check meter) in series with the impugned metering installation to determine the difference in consumption or maximum demand recorded by the check meter and that recorded by the impugned metering installation during a fixed period.

(b) Where it is not possible for DISCO to install check meter/metering installation of appropriate capacity (due to non-availability of such equipment or otherwise) in series with the impugned metering installation, to check the accuracy of the impugned metering installation, DISCO shall, after informing (in writing) the consumer, test the accuracy of the impugned metering installation at site by means of Rotary Sub-Standard or digital power analyzer or meter testing equipment.

(c) If the impugned metering installation should prove to be incorrect during the above checking(s), DISCO shall install a "correct meter" immediately or within two billing cycles if meters are not available.

(i) In case slowness is established, DISCO shall enhance multiplying factor for charging actual consumption till replacement of the defective metering installation.

(ii) Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two previous billing cycles.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(iii) In case fastness is established, DISCO shall change/reduce multiplying factor for charging actual consumption till replacement of the defective metering installation. The DISCO shall provide due credit for excessive units up to two previous billing cycles.

4.3.4 Where a consumer is not satisfied with the accuracy of the metering installation, he/she may inform DISCO for checking of the said metering installation.

(a) Upon receiving such a request, DISCO will issue a demand notice as meter challenge fee (i.e. Rs. 500/- for single phase and Rs. 1000/- for three phase connection for the checking of the said metering installation.

(b) DISCO will check the accuracy of the said metering installation in presence of the consumer/consumer's representative, within seven working days from the date of receipt of payment of such challenge fee.

(c) DISCO will install a duly calibrated check metering installation in series with the impugned metering installation or in the absence of a check metering installation, through a Rotary Sub Standard or digital power analyzer or meter testing equipment accompanied by an expert of DISCO's metering and testing department.

(d) If upon checking the metering installation, it is found to be fast and 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 two previous billing cycles.

(e) If upon checking the metering installation, it is found to be slow/ defective and not recording the actual consumption, the meter shall be changed immediately on cost of DISCO and due slowness shall be charged to the consumer for two previous billing cycles.

4.3.5 Where any consumer gives a notice in writing to DISCO and informs of having requested the Electric Inspector/ POI to check the accuracy of the DISCO's metering installation.

(a) In such a case, DISCO shall not remove or take off the impugned metering installation from the consumer's premises until the Electric Inspector/ POI has conducted accuracy test of the impugned metering installation, in the presence of the consumer and/or their authorized representative and DISCO's , by means of a duly calibrated check meter installed in series with the impugned metering installation or through a Rotary Sub Standard or digital power analyzer or meter testing equipment and has given the result of the test.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

(b) Electric Inspector/POI shall carry out checking of the accuracy of the metering installation within one month of receipt of such request.

(c) If the metering installation is found to be slow/fast, the metering installation shall be replaced immediately or within two billing cycles if meters are not available.

(d) As a result of above checking, if percentage of slowness/fastness is specified then the debit/credit will be made for maximum two months as per the determined slowness/fastness. Further, the billing at the determined slowness/accounting for the fastness may continue till replacement of the metering installation.

4.3.6 In case of defective meter, if DISCOs charges bills on average basis/defective code and the consumer produces documentary evidence regarding non occupancy of the premises then only minimum charges are liable to be paid by the consumer.

4.4 COST FOR REPLACEMENT OF METERING INSTALLATION

The cost of metering installation in case of replacement will be as under:

Description	Cost to be borne by
Defective/damaged/burnt/display wash/internal fault/weathering effect etc. not due to consumer fault	DISCO
Slowness owing to age/other reasons not related to illegal abstraction / stealing. Fastness due to any reason.	DISCO
Meter defective/ damaged/ burnt/display wash due to Consumer's fault including overloading, internal wiring defect etc.	Consumer
Missing of metering equipment/damaged due to any accident	- Consumer if installed at the premises. - DISCO if installed at any other place i.e. pole, structure etc.

Note: In case cost of metering installation is to be borne by the consumer, DISCO may recover the cost through electricity bills to avoid delay in replacement of meter.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 5

SECURITY DEPOSIT

5.1 SECURITY DEPOSIT

5.1.1 For all service connections, 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. The Security Deposit rates are as per Annexure – IV.

5.1.2 A period of thirty days for payment of Demand Notice is given. A grace period of thirty days may be allowed for payment of the demand notice on the request of the applicant.

5.2 UPDATION OF SECURITY DEPOSIT

5.2.1 In case of change of name due to any reason the Security Deposit shall be updated at prevailing rates subject to adjustment of already paid Security Deposit.

5.2.2 In case of change of tariff category, shifting of connection and reconnection (if period of disconnection is more than 365 days), the Security Deposit shall be updated at prevailing rates subject to adjustment of already paid Security Deposit.

5.2.3 In case of extension of load, the amount of security deposit shall be updated at prevailing rates for the entire load subject to adjustment of already paid Security Deposit.

5.2.4 In case of reduction of load, the Security Deposit shall be updated at prevailing rates and the difference of the Security Deposit shall be refunded/charged, as the case may be.

5.2.5 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.

5.2.6 The security deposit paid by the consumer shall be refunded at the time of permanent disconnection if applied by the consumer for refund after getting approval from the load sanctioning officer provided that there is no outstanding dues against the consumer. The process of refund shall be carried out within thirty (30) days of receipt of such request.

5.3 BANK GUARANTEE

5.3.1 The option of Bank Guarantee in lieu of security deposit shall be available to the industrial consumers under B-3 and B-4 as defined in Tariff terms and conditions categories only. The existing B-3 and B-4 category consumers can also avail option of Bank Guarantee by withdrawing their previous security deposit from

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

DISCO and submit a Bank Guarantee to the satisfaction of DISCO on rate of security deposit for a validity period of three years.

5.3.2 The Bank Guarantee is required to be renewed after every three years. The consumer is required to submit fresh Bank Guarantee within thirty (30) days of the expiry of the previous Bank Guarantee. In case of failure, DISCO may disconnect the electricity supply after serving a clear seven days' notice to the consumer.

5.4 SPECIAL ACCOUNT FOR SECURITY DEPOSIT

DISCO shall maintain a separate bank account for the security deposits in accordance with the provisions laid down under Section 217 of the Companies Act 2017. DISCO shall not utilize this amount for any of its purposes. The profit so received from this security deposit account shall be mentioned in the tariff petition for passing on the benefit to the consumers.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 6

METER READING AND BILLING

6.1 METER READING

6.1.1 Meter reading of all the consumers of 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 concerned staff of DISCO. 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.

6.1.1.1 In the event of force majeure or any unforeseen situation, if billing cycle exceeds beyond the defined billing period then pro-rata billing be carried out as per following:

(a) **Life Line Consumers**

(1) **Explanation/Example for Lifeline Consumers (Upto 50 Units)**
If meter reading exceeds 50 units e.g. 54 units in 33 days, then the calculated units for such month (if calendar month is of 30 days) will be 49 (54/33=1.63×30=49) which are upto 50 units and the charging criteria shall be:

"First 49 units will be charged as per Life line in the current month and remaining exceeding 05 units will be carried forward for the next billing cycle and will be billed in the next month. The Life line status will remain intact during the current month".

(2) **Explanation/Example for Lifeline Consumers (51-100 Units)**
If meter reading exceeds 100 units e.g. 109 units in 33 days, then the calculated units for such month (if calendar month is of 30 days) will be 99 (109/33=3.3×30=99) which are less than 100 units and the charging criteria may be:

"First 99 units will be charged as per Life line in the current month and remaining exceeding 10 units will be carried forward for the next billing cycle and will be billed in the next month. The Life line status will remain intact during the current month".

(b) **Protected Consumers**
If meter reading exceeds 200 units e.g. 208 units in 33 days, then the calculated units for such month (if calendar month is of 30 days) will be 189 (208/33=6.3×30=189) which are less than 200 units and the charging criteria shall be:

"First 189 units will be charged as per protected status in the current month and remaining exceeding 19 units will be carried forward for the next billing cycle. The Protected status will remain intact in the current month".

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(c) **Lower to Higher Slab**

If meter reading exceeds 300 units e.g. 309 units in 33 days, then the calculated units for such month (if calendar month is of 30 days) will be 281 (309/33=9.36×30=281) which are less than 300 units and the charging criteria shall be:

"First 281 units will be charged as per (201-300) slab rate in the current month and remaining exceeding 28 units will be carried forward for the next billing cycle and will be billed in the next month".

6.1.1.2 The consumption (units) required to be carried forwarded, should be mentioned separately in the current bill as outstanding units and in the next bill these outstanding units will reflect as carry forwarded units, however, DISCOs must complete billing cycle as per routine in the next month.

6.1.2 Meter readings of all types of connections are as under:

Designation	Load
Meter Reader	Up to 20 kW.
Meter Reading Section Supervisor/LS	Above 20 kW to 40 kW
SDO/AM(O)	Above 40 kW to less than 500 kW.
XEN/DM(O)	500 kW and above.

6.1.3 Taking snapshots of meter readings of all consumer categories is mandatory. Meter readings are taken through mobile snapshots/hand held units to ensure correct readings. The snapshots of meter reading including Net Metering facility wherever applicable showing import and export units are printed on electricity bill. DISCO shall make available record of snapshots for twelve months for presenting before NEPRA, POI, Court of Law or any other competent forum if required for settlement of billing dispute, raised by any consumer.

6.1.3.1 Time-stamping and geo-tagging shall be printed on each meter reading snapshot.

6.1.3.2 In order to ensure transparency and timely communication, DISCOs should send an SMS to consumers after capturing the meter reading. The SMS should include the total units recorded, the scheduled reading date, and the actual reading date.

6.1.4 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.

6.1.5 If due to any force majeure it is not possible for DISCO to take actual meter reading, the consumer may provide meter reading snap to DISCO for carrying out actual billing or DISCO may issue a provisional bill on average basis i.e. consumption in corresponding month(s) of last year or average consumption of previous Eleven months whichever is lower. In such a case, bill along with a slab benefit will be issued as per actual meter reading upon normalization of the situation.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

6.2 PERCENTAGE CHECKING

In order to ensure recording of correct meter reading, the percentage check over the readings already recorded by the officials will be carried out as under:

6.2.1 Line Superintendent Incharge:

Line Superintendent Incharge will carry out the following checks over the readings recorded by the Meter Readers, over and above the discrepancies already noted by him from the readings supplied by the Meter Reader.

Connection Type	% Check
General Supply/General services	5%
Industrial up to 20 kW load	15%
Agriculture Tube wells	15%

He will report to the SDO/AM (O) through the Meter Reading Section Supervisor the discrepancies in metering installation.

6.2.2 Meter Reading Section Supervisor:

Meter Reading Section Supervisor will exercise at least 15% check on Industrial and Agriculture Tube well Consumers having sanctioned load up to 20 kW and up to 20 number general supply/general service 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 In-charge.

6.2.3 SDO/AM (O)

SDO/AM (O) will physically check at site readings of at least 2% of industrial, commercial and Agriculture Tube well connections with load up to 40 kW each month and at least 5 number other meters per day. Two meters to be checked should be those which the Meter Readers had read the previous day. He/she will initiate disciplinary action against the Meter Reader(s) who do not record correct meter reading as reported by LS Incharge/ Meter Reading Section Supervisor besides irregularities noticed by him.

6.2.4 Executive Engineer/Deputy Manager (Operation)

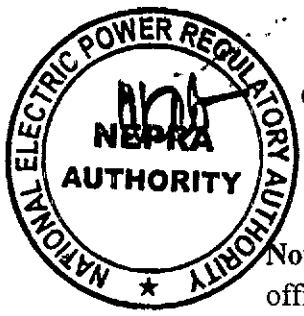
XEN/DM (O) will physically check at site at least 10% readings of meters of industrial, agricultural and commercial consumers having sanctioned load above 40 kW and up to 500 kW and at least 2 number other meters a day, one meter independently i.e. which has not been checked by the SDO/AM (O).

6.2.5 Superintending Engineer/Manager (Operation)

SE/Manager (O) will physically check at site at least 15% meter readings of consumers having sanctioned load over 500 kW and at least 5 number other meters as below:

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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



6.2.6 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:

Note: However the primary responsibility for correct meter reading will rest on the officer/official who is responsible for monthly meter reading in routine.

6.3 METER READING OF AMR

A separate batch has been created for the connections where AMR system are installed. Billing of such consumers is carried out as per schedule made by DISCO remotely.

6.4 ELECTRICITY BILL

6.4.1 Electricity bill shall generally contain the following information:

INFORMATION	DESCRIPTION
Billing Month	The month for which bill is being issued.
Name and Address	The name and address of the consumer.
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.
Meter No,	Billing meter, Net Metering
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
Exported/ Imported Units	In case of Net Metering
Snap shots	The snap shot of present meter reading, peak/off peak including exported meter reading in case of net metering facility. In case of MCO, the snapshot of final reading of the previous meter shall also be printed.
Total units Consumed	The units consumed during a Billing Period or average consumption in case of defective meter.
Billing History	Details of billing by 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 average consumption in case of defective meter.
Installments	Any amount to be paid as per installments allowed by the Competent Officer.
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
Deferred Amount	Amount deferred by DISCO
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 including 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	Fuel Price Adjustment(FPA), Quarterly tariff adjustment (QTA), Financing Cost (FC) surcharge , Annual Distribution Margin Component (ADMC) ,PTV Fee, Withholding Tax, any other charge/surcharge levied by the Federal Government etc.
Payment of Bills	Banks and other Financial Institutions where the bills can be paid.
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-division, NEPRA head office /regional office, Electric Inspector/Provisional office of Inspection

Note: DISCO shall not print any instruction on the bill in violation of the Act, Rules, Regulation, Codes and any other applicable document. All the above mentioned information shall also be printed in Urdu on the bill.

6.4.2 In cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers.

6.4.3 The consumers are advised to read the "INSTRUCTIONS FOR THE PAYMENT OF BILLS" given on the Monthly Electricity bills for their knowledge and guidance.

6.5 TIME PERIOD FOR PAYMENT OF BILLS

The due date for payment of bills shall be within fifteen (15) days from the issue date of the bills. However, the consumers will have clear seven (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

6.6.1 The Bill Distributor shall deliver the bills at the premises of the consumers within a day of receipt of the bill for distribution.

6.6.2 Electricity bill shall be available on DISCO's website for downloading & payment.

6.6.3 AM (O), DM (O) and SE (Operation) shall ensure delivery of bills within stipulated time.

6.7 COLLECTION /PAYMENT OF ELECTRICITY BILLS

6.7.1 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 Card/Credit Cards or through cross cheques at designated bank branches can also be made where possible. NADRA KIOSK are also authorized to collect electricity bills.

6.7.2 In order to avoid Late Payment Surcharge (LPS), consumers shall pay their bills within due date. Consumers can also make payments in Revenue Offices through crossed cheques/ pay orders/ bank drafts. However, in order to avoid late payment surcharge, the cheque/bank draft/pay order, be deposited to the Revenue Office and the bank branch at least three days prior to due date so as to ensure realization within due date.

6.8 EXTENSION OF DUE DATE FOR PAYMENT AND INSTALLMENTS OF ELECTRICITY BILLS

6.8.1 Late Payment Surcharge (LPS) will not be imposed where due date is extended.

6.8.2 If request for installment of current month's bill is made then:

a. There shall be no markup or LPS if first installment is paid within the due date.
b. The remaining installments shall be paid with markup @ 14% (per annum) on pro-rata basis.

6.8.3 The DISCOs may provide facility of installments and extension in due date for payment of bills as per their business requirements.

6.8.4 The DISCO shall generate computerized bills upon allowing installments and extension in due date.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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 DISCO. DISCO 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. The schedule of tariff will also be made available by DISCO at its website. All consumer queries/clarifications in respect of applicable tariff shall be adequately addressed by 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.

7.4 CHANGE OF TARIFF

7.4.1 The following consumer categories are eligible to apply to DISCO for change of tariff:

(a) Consumers of General Supply i.e. (Residential (A1), Commercial (A2), General Services (A3) are eligible to apply for change of tariff from one category to another. For example:

i) A1 to A2 or A3
ii) A2 to A1 or A3
iii) A3 to A1 or A2

(b) Commercial Category into Industrial Category (B1 & B2 only) and vice-versa

(c) Seasonal industrial connection to non-seasonal and vice-versa.

(d) Tube well to industrial, however, industrial connection cannot be converted into tube well connection till completion of one year period, from date of energization and fulfillment of other formalities.

7.4.2 Terms and conditions for change of tariff:

(a) Change of tariff will be allowed by the connection sanctioning officer.

(b) Change of tariff will be allowed if no dues are outstanding.

(c) The consumer shall make payment of Security Deposit at prevailing rates subject to adjustment of already paid Security Deposit

(d) New contract on prescribed form (Annex – II) is to be executed between the consumer and DISCO

7.4.3 The consumer shall apply, at least 30 days in advance, for the change of his existing tariff to the competent load sanctioning officer.

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

7.4.5 DISCO shall process the case and accord approval for change of tariff within thirty (30) days of receipt of application.

7.5 MIS-USE OF TARIFF

7.5.1 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 legal action.

Explanation:
The phrase for the purpose other than for which the connection was originally sanctioned means if a connection was originally sanctioned under one tariff category for example domestic tariff (A-1) and is being used for commercial purpose i.e. A-2.

7.5.2 DISCO shall serve seven days clear notice to the consumer who is found misusing his/her sanctioned tariff. However, DISCO shall immediately change the tariff and shall determine the difference of charges of the previous period of misuse to be recovered from consumer. However in the absence of any documentary proof, the maximum period of such charges shall not be more than two billing cycles.

7.5.3 If any consumer uses higher MDI i.e. B-1 consumer uses load above 25 kW, the DISCO shall immediately issue notice for change of tariff to B-2, however, charging of difference of tariff or power factor penalty shall not be more than six (6) months, retrospectively. Similarly, if a consumer having load less than 5 kW uses higher load; especially in the cases where fixed charges are applicable the DISCO shall issue notice for extension of load and shall extend the load after completion of codal formalities and in such case fixed charges/power factor penalty wherever applicable shall not be raised for more than six (6) months, retrospectively. However, these charges may be raised within one year and after one year no claim shall be legal.

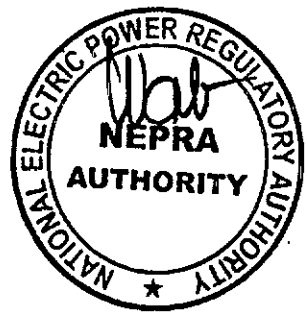
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

7.5.4 If the Authority modifies the terms and conditions of tariff at any time, the DISCO shall immediately change the tariff accordingly however, charging of difference of tariff shall not be more than six (6) months, retrospectively. Further, these charges may be raised within one year of such notification and after one year no claim shall be legal.

7.5.5 If due to any reason the charges i.e. multiplying factor, MDI, fixed charges, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; the difference of these charges can be raised within one year for maximum period of 06 months, retrospectively. The bill so issued shall be called supplementary bill and shall contain all details i.e. reason, amount, period of charging, taxes etc.

7.6 APPLICATION OF WRONG TARIFF

Application of a correct tariff is the responsibility of DISCO at the time of sanction of connection. In case of application of wrong tariff, which is lower than the applicable tariff, no differential bill will be debited against the consumer account. However, in case where higher tariff has been charged to the consumer then adjustment/ credit for six (6) months be allowed retrospectively, from the date of pointing out of such discrepancy.



CHAPTER 8

DISCONNECTION AND RECONNECTION

8.1 DISCONNECTION

A premises is liable to be disconnected on the following grounds:

i. Consumer is a defaulter in making payments of the electricity bill(s);
ii. Consumer is involved in theft of electricity;
iii. Consumer illegally reconnects his electricity connection;
iv. Consumer has extended his load beyond the sanctioned load.
v. Consumer has made a request for disconnection.
vi. Consumer is involved in misuse of tariff or using electricity for purpose other than for which the connection was sanctioned, as explained at Clause 7.5.1.
vii. Consumer has not submitted fresh bank guarantee within 30 days of expiry of the previous bank guarantee.

8.2 DISCONNECTION PROCEDURE

8.2.1 The consumer is bound to pay the electricity bill within due date as specified in the bill or with the late payment surcharge if paid after due date. The connection shall not be disconnected if any consumer fails to deposit the current month bill provided that there are no outstanding dues.

8.2.2 No connection must be disconnected on In case of non-payment of the previous month bill, DISCO shall issue notice of clear seven days along with the second month bill to the defaulting consumer to either clear the outstanding dues with the second month bill or face disconnection. The notice may also be printed/stamped on the electricity bill.

8.2.3 No connection shall be disconnected on default of one month bill.

8.2.4 In case of non-receipt of payment and upon expiry of the due date given on the second month bill, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored by DISCO until full payment along with late payment surcharge or payment in installments (allowed by the DISCO) has been made by the consumer.

8.2.5 If the consumer fails to pay the bills of third month along with arrears of previous two months within due date given on the third month bill, DISCO shall issue Equipment Removal Order (ERO) and remove the metering installation/ material and shall allot permanently disconnected code. The electric supply will only be restored upon payment of all outstanding dues (in full or installments) and completion of other codal formalities given in reconnection policy. However, if a DISCO does not remove the equipment for its own ease, the consumer shall not be held responsible for theft of electricity or material, if any.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

8.2.6 Power supply of the consumers who are allowed by DISCO to make the payment in installments shall not be disconnected provided 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 minimum 50% dues.

8.2.7 A premises where more than one connection exists in different names in different portions, and any of the consumer defaults in making payments, the other connections shall not be disconnected. However, the DISCO shall strictly keep the premises under observation that the defaulted portion shall not take supply from any other connection.

8.2.8 If more than one connection exists in the name of single owner and any of the connections defaults, and the DISCO allots permanent disconnection code as per procedure, in such a case the DISCO may transfer the outstanding dues of the defaulting connection to the other running connection(s) of the same owner for recovery purposes.

8.2.9 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 electricity bill with NEPRA wherein restraining orders have been issued. However, the consumer will continue to pay current bills regularly.

8.2.10 If a consumer extends the existing load beyond the sanctioned load, a notice shall be issued to the consumer to apply for extension of load. The consumer shall apply for extension of load within fifteen days of the receipt of the notice. DISCO shall disconnect the power supply if the consumer fails to apply for extension of load and completes other formalities.

8.2.11 If a consumer having independent 11 kV feeder becomes defaulter, the DISCO shall allot permanent disconnection code and shall wait for the consumer for one (1) year for reconnection. If the consumer does not come forward for reconnection within one (1) year, the DISCO shall issue notice to the consumer and wait for one month for the reply of the consumer. If the reply of the consumer is not received/ or the reply is unsatisfactory; the DISCO may utilize the feeder for provision of supply to other consumers after lapse of notice period. In such case, the DISCO shall work out the depreciated value of the 11kV feeder and adjust outstanding dues. The remaining amount, if any shall be reimbursed to the consumer after completion of codal formalities.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

8.3 TEMPORARY DISCONNECTION ON CONSUMER'S REQUEST

In case a consumer shifts to some other location or intends to get disconnected the supply due to any reason, the temporary disconnection of supply may be allowed on consumer request, for a maximum period of eleven months subject to the following:

8.3.1 That the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection. Moreover, there shall be no arrears/ deferred amount whenever to avail the temporary disconnection facility.

8.3.2 That exemption in payment of minimum/fixed charges will be admissible for the actual period of disconnection.

8.3.3 That no reconnection fees shall be charged if the consumer applies for reconnection within seven days after the expiry of disconnection period. DISCO shall reconnect/restore the electricity supply within four (04) working days after completion of codal formalities. In such case the consumer shall submit a fresh test report.

8.3.4 After the expiry of the period allowed for disconnection, the minimum/fixed charges will be applicable even if the consumer does not apply for reconnection and does not use electricity. In case the consumer defaults in payment of the future bills, the connection may be disconnected and equipment installed at the premises may be removed after service of notice as per disconnection procedure. Restoration of supply to such a premises shall also be governed as per the Reconnection Policy and payment of minimum/ fixed charges will be admissible for entire period of disconnection.

8.3.5 In case of temporary disconnection (physically disconnecting cables/jumpers etc.), the material installed shall remain intact at the premises, however the consumer shall be responsible for safe custody of the material/ equipment. The concerned SDO shall ensure no illegal use of electricity supply at the premises.

DISCO shall disconnect the electricity supply within four (04) working days after receipt of written temporary disconnection request from the consumer. In case consumer requests (in writing) for removal of material from the premises, the equipment shall be removed by DISCO and in such a case safe custody of the material shall be responsibility of DISCO. However, in such case, removal and re-installation charges @ of 10% of the cost of material (at prevailing rates) shall be paid by the consumer through Demand Notice.

The concerned Revenue officer shall ensure feeding of temporary disconnection (T-Disc) code on the electricity bills.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

8.3.6 Any consumer having dual source of electricity supply at its premises i.e. captive, solar system, etc. shall not be allowed to avail the facility of temporary disconnection.

8.3.7 Any consumer intended to avail two (02) successive temporary disconnections shall pay fixed charges and variable charges (if any) for at least one month before availing another temporary disconnection.

8.4 PERMANENT DISCONNECTION ON CONSUMER'S REQUEST

A consumer who intends to get the premises disconnected permanently shall apply to the concerned load sanctioning officer, who will arrange the final electricity bill from the Revenue Officer/AM (CS). After payment of final electricity bill, the load sanctioning officer will issue permanent disconnection order. Disconnection for consumers supply shall be effected through ERO to avoid misuse of electricity after permanent disconnection. The permanently disconnected consumer will not be responsible for misuse of electric supply from the facility if not removed by DISCO after permanent disconnection.

8.5 RECONNECTION POLICY

The disconnected premises shall be reconnected by DISCO on the application of the consumer maximum up to ten (10) years subject to the following:

8.5.1 Clearance of all outstanding dues/partial payment as allowed by the DISCO:
8.5.2 Payment of fixed/minimum charges:

For General Supply Tariff-(A-1,A-2) & General services (A-3) (single phase only)	Minimum/fixed charges of Rs. 200 only for any period.
For General Supply Tariff A-1 A-2 & General Services A-3 (3-Phase Connections) For Industrial Supply Tariff (B-1, B-2, B-3, B-4, B-5) For Agriculture tube well and lift irrigation pumps	Minimum/fixed charges for actual period of disconnection of supply if period of disconnection is up to ninety days. In case the period of disconnection of supply is more than ninety days and up to 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). If the period of disconnection is more than 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 (03) years and up to ten (10) years shall be @ one month for every year. Period less than a year shall be ignored in calculations.
For Bulk Supply Tariff (C-1, C-2, C-3) For Public Lighting Tariff-G For ONE Point supply to Residential colonies attached to the premises of industrial supply consumers, who have their own distribution facility. Tariff-H	NIL NIL NIL

8.5.3 Payment of Reconnection Fee:

Description	Reconnection Fee (Rs.)
Arrears up to Rs. 5000/-	500/-
Arrears between Rs. 5,001/- and Rs. 20000/-	800/-
Arrears between Rs. 20001/- and Rs. 1 Lac	2,000/-
Arrears between Rs. 1 Lac to Rs. 10 Lac	4,000/-
Arrears over Rs. 10 Lac	10,000/-
Disconnection of electricity supply due to dishonest abstraction of electricity	2,000/-
Seasonal Consumer	Nil

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

8.5.4 Reconnections charges can only be imposed/collected for reconnection if supply of electricity is permanently disconnected and the material is removed from site in actual.

8.5.5 Cost of material to be recovered at the time of reconnection.

(a) The material which is removed from the site as a result of disconnection shall be kept in the sub division for 365 days from the date of disconnection and an entry to this effect shall be made in the register kept for this purpose. However, no cost of material shall be charged to the consumer if the consumer applies for reconnection within 365 days of disconnection.

(b) If a disconnected consumer does not come forward for reconnection within 365 days of disconnection, then the removed material shall be returned to the store and taken on stock.

(c) In case a disconnected consumer applies for reconnection after the expiry of 365 days but within three years of disconnection, credit on depreciated value of the removed material shall be given in the cost estimate of material, provided that the cost of the removed material was originally paid by the consumer.

(d) In case a disconnected consumer applies for reconnection after a period of three years of disconnection, no credit of the cost of the removed material shall be given, even if the consumer had originally paid the entire cost of the material.

(e) In case of reconnection of a disconnected premises where no arrears are outstanding against the premises and due to some reason serviceable material is available at site, DISCO may utilize such material and cost of such material will not be recovered from the consumer subject to the satisfaction of DISCO that the material is genuine, and operationally safe. The material may be tested by DISCO for its satisfaction and cost in this regard will be borne by the consumer.

(f) DISCO may issue cost estimate for installation of reclaimed transformer for reconnection on request of the applicant, if available with DISCO.

8.5.6 If the electricity connection is disconnected on account of severe fault/fire in the internal wiring of the premises; provision of fresh wiring test report of the Electric Inspector or his authorized contractor will be mandatory prior to the reconnection. However, DISCO may reconnect electricity supply on temporary basis till issuance of test report after physical verification of wiring and its satisfaction.

8.5.7 In case of removal or replacement of dedicated distribution system or any part thereof on account of permanent disconnection/ extension/ reduction of load, change of tariff, shifting of site etc. the life period of transformer be taken as 20 Years for calculation of depreciation for adjustment i.e. @ 5% per annum. However, in any case the depreciated value of transformer/material should not be less than 20% of the initial cost.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

8.5.8 In case a distribution transformer, switch gear etc. installed at any premises becomes redundant due to extension of load, reduction of load, shifting of site etc. and consumer / applicant intends to install the said equipment for his another connection, the DISCO shall allow the same subject to payment of testing charges, installation charges etc. as provided in this Manual. However, it must be ensured that equipment be shifted against the connection installed in the name of the same consumer.

8.6 SECURITY DEPOSIT FOR RECONNECTION

In case of reconnection, the consumer shall be charged security deposit as under:

8.6.1 For consumers whose security deposit has not been adjusted against the outstanding arrears and the disconnection period is less than 365 days, no additional security deposit will be charged.

8.6.2 For consumers whose security deposit has been adjusted against the arrears and their disconnected period is within 365 days only the amount of adjusted security deposit shall be charged.

8.6.3 For consumers whose security deposit has not been adjusted against arrears but their disconnected period is more than 365 days, the difference in amount between the security deposit already paid and the security deposit payable at prevailing rates at the time of reconnection, shall be charged.

8.6.4 For consumers whose security deposit has been adjusted against the arrears and their disconnected period is also more than 365 days, the security deposit at the prevailing rates shall be charged.

8.7 OPTION OF NEW CONNETION INSTEAD OF RECONNECTION

8.7.1 The disconnected consumers, having disconnected period of more than three years and up to ten (10) years may opt for a new connection in the same premises subject to clearance of all dues outstanding against previously disconnected connection. In case of new connection, nothing on account of fixed charges/minimum charges/reconnection fee for the disconnected period shall be charged. However, the security deposit of the previous connection may be adjusted against the new connection if not accounted for earlier.

8.7.2 The consumers having disconnection period of more than ten (10) years are not eligible for reconnection and are required to apply for a new connection at the same premises. However, such applicants shall be given priority for provision of connection.

8.7.3 For provision of new connection as given above, if the material of the disconnected connection was not removed and still exists on site, DISCO may utilize such material for the new connection if the same is serviceable and cost of such material will not be recovered from the consumer. Testing charges for such material are payable shall be borne by the consumer. However, cost of additional material, if required will be deposited by the consumer.

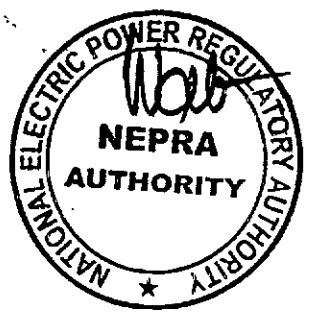
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

8.8 DISCONNECTION DECLARED NULL AND VOID BY COMPETENT FORUM

If a connection is disconnected by DISCO and subsequently such action is declared as null and void by NEPRA/POI/Court of Law/ any other competent forum, no fee/charges on account of reconnection fees/fixed charges/ minimum charges / security deposit/ cost of material is chargeable to the consumer.

8.9 RECOVERY OF DUES

In case consumers fail to pay the arrears amount, all legal measures/actions shall be initiated against such consumers for recovery of outstanding dues. DISCOs may announce packages/schemes from time to time for recovery of dues from the defaulters, subject to approval of Board of Directors (BoD).



CHAPTER 9

DISHONEST ABSTRACTION, CONSUMPTION OR USE OF ENERGY

9.1 THEFT OF ELECTRICITY/ENERGY

9.1.1 DIRECT THEFT OF ELECTRICITY BY REGISTERED/ UN REGISTERED CONSUMERS OF DISCO.

If a premises/person is found to be hooked directly with DISCO's supply line by bypassing the metering installation or the metering installation 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 DISCO's supply line and/or the person living in the premises is not a consumer of DISCO, or meter is installed at site but no record exists then DISCO shall inter-alia process the case as theft of electricity. Installation of HT/LT line or transformer by any person without prior approval of the DISCO is construed to be illegal abstraction of electricity whether connected or not connected to the Distribution network and the same may be considered direct theft of electricity. Information of such offenses is provided to the police in writing by the concerned officer (not below Grade 17) of DISCO or by an officer of an equivalent grade.

9.1.2 All theft cases as mentioned above would be dealt by DISCO strictly in accordance with relevant sections 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 concerned Officer of DISCO by removing such facility. 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 conclusion of the legal proceedings the material so removed shall be retained by DISCO.

9.1.3 DISCO shall be authorized to recover its loss by raising a detection bill as follows provided that the maximum period of charging in such cases shall be restricted to twelve months for unregistered consumers and up to six months for registered consumers:

a. Detection Bill for Unregistered Consumers

No of detection units = Load x Load Factor x 730 x Months

Where:

- Load means the connected load or running load in kW whichever is higher
- Months = Period for charging detection bill
- Load Factor as per Annexure-V
- 730 = Average number of hours in a month

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

b. Detection Bill for Registered Consumers

The detection bill shall be issued as per the following methods in the order of priority:

(i) Previous consumption/Billing History
(ii) On the basis of future undisputed consumption if no previous credible consumption is available.
(iii) No of detection units = Load x Load Factor x 730 x Months

Where:

- Load means the connected load or sanctioned load in kW whichever is higher
- Months = Period for charging detection bill
- Load Factor as per Annexure-V
- 730 = Average number of hours in a month

Provided that the units already charged in routine billing during the detection bill period will be adjusted.

9.1.4 For evidence of theft, photos and/or videos shall be recorded for exhibition before the competent forum.

9.2 ILLEGAL ABSTRACTION OF ELECTRICITY BY REGISTERED CONSUMERS

9.2.1 Following indications shall lead to further investigations by DISCO for illegal abstraction of electricity:

(a) Prize bond/postal order/meter security slip removed.
(b) Bond/Terminal cover seal of the meter broken/bogus/tampered.
(c) Terminal cover of the meter missing.
(d) Holes made in the meter body.
(e) MSB of the meter showing signs of tampering.
(f) Meter hanging loose/tilted/physically unbalanced.
(g) Meter glass broken.
(h) Meter dead stop/burnt/display wash.
(i) Meter sticking.
(j) Meter digits upset.
(k) Meter running reverse.
(l) CT / PT damaged
(m) EPROM damaged.
(n) Neutral broken.
(o) Glass smoky/unable to read
(p) Polarity changed
(q) Shunt in meter
(r) Chemical in meter
(s) Meter body repasted
(t) AMR meter communication error
(u) Any other means which can cause interference in true recording of MDI (kW) and units (kWh) by the metering installation.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

9.2.2 PROCEDURE FOR ESTABLISHING ILLEGAL ABSTRACTION:

Upon knowledge of any of the items in 9.2.1, the concerned office of DISCO will act as follows:

(a) Secure metering installation without removing it in the presence of the consumer or his representative.

(b) Install check meter at the premises and declare it as a billing meter

(c) DISCO may take photos / record video as proof of theft of electricity for production before the competent forum.

(d) Once confirmed that illegal abstraction is being done, the consumer shall be served with a notice by the SDO/AM(O) informing him/her of the allegations and giving him/her seven days for furnishing a reply.

(e) The consumer's reply to the notice shall be examined by the XEN/DM(O). If the reply is not satisfactory or if no reply is received or if the allegations as leveled are admitted, the SDO/AM(O) with the approval of the XEN/DM(O)will immediately serve a detection bill to the consumer for the energy loss.

9.2.3 Issuance of Detection Bill:

(a) The detection bill along with a disconnection notice for payment within seven days will be served by the SDO/AM(O) to the consumer.

(b) The detection bill will be assessed on the basis of any of the following methods in the order of priority:

(i) Previous consumption/Billing History
(ii) On the basis of future undisputed consumption if no previous credible consumption is available.
(iii) No of detection units = Load x Load Factor x 730 x Months

Where:

- Load is the connected load or sanctioned load in kW whichever is higher
- Load Factor as per Annexure – V
- Months = period for charging detection bill
- 730 = Average No of hours in a month

Provided that the units already charged in routine billing during the detection bill period will be adjusted.

(c) Maximum period for charging detection bills shall be:

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

(i) Restricted to three billing cycles for general supply consumers i.e. A-1, A-2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO) of DISCO . The CEO may delegate its powers and authorize a committee comprising at least three officers of Chief Engineer / Director level to allow charging of detection bill up to six months to these consumers on case to case basis after proper scrutiny so that no injustice is done with the consumer. In such cases action will also be initiated against the concerned officer for not being vigilant enough.

(ii) Restricted to maximum six billing cycles for other consumer categories.

(d) Upon payment of the detection bill, the tampered meter shall be replaced by DISCO immediately at the cost of consumer and no further action will be taken against the consumer.

9.2.4 Review of detection bill:

(a) If the consumer objects payment or disputes over the detection bill, the appellant forum for revision of detection bill would be the review committee of DISCO. The consumer shall be given personal hearing by the review committee.

(b) After decision of the review committee if the consumer does not make payment, within the stipulated period, the premises shall be disconnected as per the procedure given in this manual.

(c) Information of such offense shall be provided to the police in writing, by concerned officer (not below Grade 17) or by an officer of an equivalent grade of DISCO in accordance with relevant sections of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898)

9.2.5 Theft detection bills shall be issued separately, showing details i.e. reasons, number of units, amount, period of detection bill, taxes. The DISCO shall separately maintain record of theft detection bills issued and payments made by the consumers.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 10

CONSUMER COMPLAINTS

10.1 GENERAL

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 DISCO 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 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 hereunder.

10.2 COMPLAINTS REGARDING NEW CONNECTIONS

Complaints in respect of non-availability of Application Form, Power Supply Contract, other material, delay in issuance of Demand Notices, etc. shall be attended properly. Connections shall be given as per procedure and time schedule laid down in this manual.

10.3 COMPLAINTS REGARDING BILLING

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

(a) Errors in bills arising from wrong meter readings, wrong calculation of charges, etc (within 7 days from the receipt of complaint).

(b) Tariff changes.(within 30 days from the receipt of complaint)

(c) Replacement of defective meters as soon as possible but not later than 02 billing cycles

(d) Wrong application of LPS, e.g. late receipt of bank scrolls or loss of a scroll (within 3 days of receipt of complaint).

(e) Adjustments arising on various matters including extension of due date and waiver of LPS (within 3 days from the receipt of complaint).

(f) The delivery of bills is delayed and resultantly the consumers do not get seven clear days for payment. In such cases the competent officer(s) of DISCO can extend the due date for payment without LPS.

(g) Complaints regarding detection bills are required to be settled by DISCO within 15 days from the date of receipt of complaint.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(h) The 1st Bill for a new connection shall be issued within two months of the date of connection. Such complaints need to be redressed within fifteen days. If delivered later, it should have appropriate slab corresponding to the number of months for which the accumulated reading bill is delivered.

(i) Inclusion of paid amounts in next month's 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 original previous paid bill.

(j) Arithmetical Errors: RO/AM(CS) and SDO/AM(O) are both competent to correct such bills forthwith upon receipt of the complaint.

(k) Issuance of duplicate bill: SDO/AM(O) and RO/AM(CS) and Incharge Customer Services Centers are competent to issue the duplicate bills on the same day. Consumers having internet facility can also download their electricity bills from the DISCO's website.

(l) Change of Tariff: The complaints pertaining to change of tariff shall be resolved within 30 days from the date of receipt of the complaint.

10.3.2 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.

10.4 COMPLAINTS REGARDING FAILURE OF ELECTRIC SUPPLY

10.4.1 Common complaints regarding failure of electric supply are mentioned as below:

(a) Individual complaints of consumers regarding failure/fluctuation of supply voltage other complaints of technical nature which can be rectified locally.
(b) Collective complaints due to fault on 11 kV feeder.
(c) Collective complaints due to fuse blown up on 11 kV side of distribution transformer.
(d) Collective complaints due to damage of distribution transformer.
(e) Frequent Tripping of 11 kV feeders.
(f) Touching of branches of trees with the HT/LT lines.
(g) Defect in HT/LT jumpers, insulator, etc.
(h) Entangling of string used for kite flying with HT/LT lines.
(i) Leakage of current in poles/structures/other equipment installed on the system.
(j) Low voltage at consumer's premises.
(k) Fluctuations in the system due to deposit on joints of copper/aluminum conductor.
(l) Substandard quality of supply/maintenance.
(m) Any other technical complaint.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

10.4.2 The complaints shall normally be attended in the following order of priority:

(a) Leakage of current immediately on receipt of such complaint.
(b) Collective complaints of consumers.
(c) Individual complaints of consumers
(d) In case of damage of transformer, the supply shall be restored through trolley mounted transformer/alternate transformer till replacement of damaged transformer. Efforts will also be made to restore supply of affected consumers from alternate sources.
(e) In areas where DISCO's transformer repair workshops are not available or there is no capacity of repair of damaged transformers on urgent basis, DISCO may approve private vendors for repair of transformers
(f) 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 tripping/damage to electric installations as per well-advertised program.
(g) The complaints regarding low voltage at consumer's premises shall be investigated by Sub Divisional Officer/AM(O) and remedial measures be taken so as to improve the voltage thereby reducing the chances of damage to electric gadgets of the consumers.
(h) The complaints regarding sub-standard quality of supply shall also be investigated by the Sub-Divisional Officer/AM(O) and remedial measures be adopted so as to improve the same.

10.4.3 At the end of each shift in the complaint office/call center, an abstract shall be prepared as follows:

(a) Number of complaints received
(b) Number of complaints attended
(c) Number of complaints lying un-attended with Sr. Nos. and reasons.

10.4.4 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.

10.4.5 Special arrangements be made for handling complaints of ladies, senior citizens and handicapped consumers.

10.5 CONSUMER SERVICES

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

(a) Consumer Service Manual
(b) Performance Standards (Distribution) Rules, 2005
(c) Consumer Eligibility Criteria, 2003
(d) Tariff terms and conditions

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 11

DISTRIBUTION AND CONSUMER SUB STATION

11.1 GENERAL

In case of consumers of Category I to IV (as defined in Chapter 2) where line voltage (11kV or higher up to 132kV) is stepped down on the consumer's premises to the service voltage required by the consumer, the facilities necessary to accommodate the transformer or transformers and the related equipment will be:

(a) Distribution Sub-station
(b) Consumer Sub-station

11.2 DISTRIBUTION SUB STATION

A Distribution Sub Station, is furnished, installed, owned, and maintained by DISCO for general purpose. In case of any damage/theft of the distribution sub-station the responsibility for installation of another sub-station shall rest with the DISCO.

11.3 CONSUMER SUB STATION

11.3.1 A Consumer Sub Station, is furnished, installed, owned, and maintained by the consumer.

11.3.2 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 DISCO. The equipment may be supplied by DISCO on payment. However, for such facilities, the responsibility of 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.

11.3.3 If any consumer having consumer owned substation requests DISCO for shutdown; due to reasons including maintenance of machinery etc, the DISCO shall shut down the transformer/ sub-station, without any charges. However, the consumer is required to submit a written request three days prior to the scheduled shut down.

11.3.4 Consumer Sub Station is meant for one consumer. In case of more than one connection on the same substation /transformer with different ownerships such as commercial plazas/apartments/shops/residences, where bills are issued separately, the responsibility of maintenance, repair and replacement of the said system or up gradation/reinforcement thereof shall rest with the DISCO.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

11.4 CONSUMER OWNED GRID STATION

Consumers receiving 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:

11.4.1 Receiving electrical energy from DISCO/ NTDC system; and utilizing such energy, by installing step down transformer and all other allied accessories and equipment including protection devices at the consumer premises.

11.4.2 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, 2003.

11.4.3 The design of the Grid station shall conform to Grid Code, Distribution Code and Safety Code.

11.5 METERING INSTALLATION REQUIREMENTS

11.5.1 Metering installation shall comply with Pakistan Standard Institute (PSI) or International Electric Technical Commission (IEC) standard or Standards developed/adopted by DISCO /NTDC.

11.5.2 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.

11.5.3 Whenever any electrical wiring is modified, new metering equipment complying with these service requirements shall be used, except when in the opinion of DISCO/ NTDC the existing metering equipment is satisfactory and adequate to register all energy to be supplied.

11.5.4 Line side (unmetered) conductors and load side (metered) conductors shall be prohibited from occupying the same enclosure.

11.6 GROUNDING SYSTEM

As defined in Distribution Code, Grid Code and as per the standard utility practice, proper neutral and protective earthing/ grounding system shall be installed by the consumer in the consumer owned grid station and checked by authorized experts of DISCO / NTDC.

11.7 SAFETY

All safety equipment including fire extinguishers and other relevant equipment shall be made available at the Grid Station.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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 measures as described below:

12.2.1 Operation and maintenance of DISCO's/ NTDC distribution system /Network shall be carried out only by the DISCO's/ NTDC authorized and trained personnel.

12.2.2 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 Grid Code, Distribution Code and other relevant documents.

12.2.3 To ensure proper operation of DISCO's/ NTDC network under abnormal conditions (short-circuits, overloading, etc.) appropriate protective relays shall be installed and properly coordinated to ensure isolation of faulty circuits.

12.2.4 The earthing systems installed shall be dimensioned and regularly tested to ensure protection from shock hazards.

12.2.5 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.

12.2.6 DISCO will issue a notice to the Consumer(s)/Person(s), in case of illegal construction, extension of building under or near the distribution/ transmission lines for violation of safety standards.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

12.3 OBLIGATIONS OF THE CONSUMER

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

12.3.1 No matter how small, electrical installations, including earthing system, must be installed by competent Electrical Engineers and/or authorized wiring contractors, which must be inspected and certified by an Electric Inspector.

12.3.2 Wiring materials and electrical equipment installed must conform to the approved relevant standards and be of a good quality.

12.3.3 For the protection of the consumer it is necessary that electrical installation at the consumer's premises conform to the rules established by DISCO /NTDC and approved by the Authority as per the terms and conditions of the Consumer Eligibility Criteria 2003, Performance Standards (Distribution) Rules, 2005, Distribution Code, Safety Code and Grid Code.

12.3.4 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 an authorized wiring contractor.

12.3.5 In case of fatal electrical accident to a person, an immediate report shall also be made to the nearest police station and to the DISCO's Complaint center/ NTDC.

12.3.6 Any consumer committing a breach of procedures/rules outlined above shall render himself/herself liable for disconnection of his/her electric power and legal action.

12.3.7 No Consumer can construct/ extend the building under or near the transmission/ distribution lines or within close proximity of the lines.

12.3.8 If any existing consumer has to carry out re-wiring (due to any reason but not limited to catching fire/short circuiting) , he/she is required to provide a wiring test report to DISCO afresh issued by the Electric Inspector or his authorized wiring contactor.

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:

12.4.1 Hazardous conditions on utility systems shall be monitored and immediately reported to DISCO :

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(a) Damaged or faulty insulators.
(b) Damaged cross arms
(c) Broken strands or wires on overhead conductors, or fallen wires.
(d) Uneven sagging of lines/Insufficient ground clearances of lines.
(e) Leaning or damage to poles/structures /towers.
(f) Branches of trees interfering with overhead conductors.
(g) Loose stay- wires.
(h) Construction of new roads, buildings, or other structures near/under the line.
(i) Damaged or faulty transformer structures, including oil leakages
(j) Leakage of currents in poles and other structures /towers.
(k) Unsafe working practices by employees

12.4.2 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.

12.4.3 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.

12.4.4 Use proper circuit-breakers in preference to re-wire able fuse cut-outs.

12.4.5 Metallic and chemical string must not be used for kite flying as it poses serious danger to life and damages electricity installations.

12.4.6 Safe 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.

12.4.7 Connection may not be granted where safety hazards are observed and clearance (horizontal/vertical) of electricity supply lines is low, to discourage people from construction of houses under the lines to avoid accidents.

12.4.8 Animals must not be tied with poles/structures/towers/stay wires in order to avoid accidents/electrocutions.

12.4.9 In case of non-compliance of safety standards or already issued notices (by DISCO to the consumer, local building department/concerned civic authority is responsible to demolish the illegal constructed / extended building near or under the transmission / distribution lines after receiving information from concerned DISCO .

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 13

EFFICIENT USE AND CONSERVATION OF ELECTRIC POWER

13.1 GENERAL

DISCO 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 (CFL), Light Emitting Diodes (LEDs) bulbs, etc. These bulbs yield pleasing light as a conventional incandescent lamps 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.

13.2.1 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:

(a) Turn off lights when not needed.
(b) Remove unneeded light bulbs.
(c) When replacing bulbs, use lower wattage or more efficient ones.
(d) Reduce air conditioning thermostat setting.
(e) Reduce air conditioning during unoccupied hours.
(f) Reduce air conditioning before the end of operating hours.
(g) Have the ventilating and air conditioning systems serviced and adjusted.
(h) Turn off machines and equipment when not needed.
(i) Make sure all automatic controls are in good working condition
(j) Ensure all motive machinery is properly lubricated and maintained.

13.2.2 The following steps may be read carefully:

(a) **Find out last year's energy use and cost.** Twenty to thirty percent savings may be possible with little effort.
(b) **Do an energy "audit".** Take a good look at how and where you use – and waste – energy.
(c) Get some expert help for the audit if needed.
(d) Ask friends for their ideas and listen to their concerns about health and comfort. They should be fully involved in energy management efforts.
(e) **Decide the top priority things to do.** Include them in the Energy Action Plan.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(f) **Do them – with outside help if needed.** The sooner a start is made, the better savings are made.

(g) **Keep a record of savings.** See if what has been done is working and how much being saved.

13.3 LIGHTING

13.3.1 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).

13.3.2 Three major ways to save wasting energy are as follows:

(a) Turning lights off when they are not needed;

(b) Reducing light levels wherever you have more light than you need;

(c) 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 monthly electricity 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.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

TABLE FOR CONSUMPTION OF ELECTRICITY

Month	Electricity use (kwh)			Electricity cost		
	Last year	This year	% difference	Last year	This year	% difference
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Total						

13.6 GENERAL TIPS-INDUSTRIAL OPERATIONS

13.6.1 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.

13.6.2 **Save money:** Simply by switching machines off after use, or turning the cooling/heating down as per weather requirement, real savings can be made in the energy bill.

13.6.3 **Offer better value to your customers** cutting overheads means production costs will go down, making your products and services more competitive

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

(a) **Motors**

(i) **Keep your motors maintained / extend your motors operating life.** If a motor is not working at its maximum efficiency, it can add to the energy costs. Ensure that the motors are always well maintained and voltage is balanced on all phases.

(ii) **Use high efficiency motors**
Higher Efficiency Motors save energy.

(iii) **Don't keep motors running on no-load**
Always check that motors are switched off when not in use, as even a motor at no-load uses a large amount of energy.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

(b) **Compressed air**

(i) **Find and fix leaks**
Most businesses using compressed air can save up to 30% simply by fixing any leaks.

(ii) **Try to lower the operating pressure**
Reducing the operating pressure will save energy.

(iii) **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.

(c) **Refrigeration**

(i) **Keep freezer doors closed**
Ensure freezer doors do not stay open un-necessarily.

(ii) **Ensure your system is at the right temperature**
Even a slight difference in temperature-setting can create a substantial difference in your bill.

(iii) **Don't let the condensers get overheated**
Make sure refrigerators are located in a place with sufficient airflow.

(d) **Improve Heating operation Systems**

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

(e) **Improve Pumping Operation Systems**

By matching the pumps to system requirements

13.7 SUGGESTIONS AND RECOMMENDATIONS

13.7.1 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.

13.7.2 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.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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

(a) Evaluate all of the industrial systems to calculate how and where your plant uses energy,
(b) Help find opportunities to increase efficiency,
(c) Determine potential upgrades and emerging technologies that might work for your plant, and
(d) Implement cost-saving measures.
(e) Employee Involvement

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

(a) Turn off lights ,when leaving work areas,
(b) Report leaking faucets, lavatory fixtures, piping etc.
(c) Keep windows and outside doors closed, if air conditioners are in use.
(d) Leave thermostats at a constant setting to avoid forcing the system OFF and ON.
(e) Turn off all tools and portable appliances when not in use,
(f) Assign responsibility for turning off designated items to specific employees.

13.7.4 Recommendations

(a) Install power factor correction equipment
(b) Turn OFF equipment when not in use
(c) Begin a practice of monitoring electric demand
(d) Repair compressed air leaks
(e) Redirect air compressor intake to use outside air
(f) Lower air pressure in compressors
(g) Repair steam valve leakages

(h) Install water cooled chillers instead of replacing air cooled chillers
(i) Install Speed controllers on twisting machines
(j) Replace standard Fluorescent lighting with energy efficient tubes/lamps
(k) Reduce luminance to minimum required levels via delamping
(l) Install timers on lighting systems, where necessary

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

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 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 DISCO, for the purpose of:

14.1.1 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 DISCO or to the Consumer, or.

14.1.2 Ascertaining the amount of energy supplied or the electrical quantity contained in the supply or the apparatus, or.

14.1.3 Removing, where a supply of energy is no longer required, or where 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 DISCO , or.

14.1.4 Along all other things necessary or incidental to the proper supply or maintaining such supply to the consumer's premises.

14.2 FACILITATIONTO BE PROVIDED BY THE CONSUMER

14.2.1 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.

14.2.2 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.

14.2.3 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 two (2) months. After that, a new appointment will be required to update the readings.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

14.3 PROPERTY DAMAGE

14.3.1 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.

14.3.2 The consumer will be held responsible for damage to DISCO's meter installation 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.

14.3.3 If a consumer, new applicant, developer or other person is found to be responsible for any damage done to the DISCO's property; such damages shall be reimbursed to DISCO .

14.3.4 In case of damage to common distribution system by any vehicle accidently; the DISCO is required to proceed as under:

a) Restore Electricity Supply at the earliest at their own cost.

b) Conduct departmental enquiry to establish whether it was purely an accident or was done malafidely.

c) In case of malafide action; the DISCO may take action against the responsible person and recover the cost of damage/repair.

d) In case no mala fide action is proved, the DISCO will repair/replace the distribution system at its own under maintenance head.

14.4 LIABILITY OF THE CONSUMER FOR DAMAGE TO DISCO APPARATUS

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 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/her employees, except 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 DISCO on the consumer's premises.

14.5 RIGHT OF WAY

The right of way shall be the responsibility of the applicant/consumer

14.6 FAILURE OF SUPPLY DUE TO FORCE MAJEURE

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.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

14.7 OBLIGATIONS OF CONSUMERS

14.7.1 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 DISCO. The Consumer will be required to comply with the necessary corrective measures.

14.7.2 Separate service is required for x-ray units over 5 kVA, welder units over 3 kVA, radio transmitters and resistance welders.

14.7.3 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. In such cases, DISCO shall furnish energy at 11 kV.

14.7.4 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

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

14.9 CONSUMER'S OBLIGATION TO COMPLY

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.

14.10 DISCONNECTION OF SUPPLY FOR NON-COMPLIANCE

DISCO may disconnect is the supply to a consumer if,

a) The consumer has not fulfilled an obligation to comply with this manual;
b) The DISCO has given the consumer seven (7) Business days written notice of disconnection (such notice to be in addition to the notice already given); and
c) The consumer fails to comply with the notice.

CHAPTER 15

Violation of Instructions

15.1 DISCO shall ensure that it complies with the provisions of the Consumer Service Manual while dealing with consumer complaints.

15.1.1 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:

15.1.2 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 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.

15.1.3 Under section 39 of the Act, any consumer/interested person, including a Provincial Government may file a written complaint with the Authority against a licensee for contravention of any provision of the Act or any order, rule, regulation, licence or instruction made or issued thereunder. The complaint shall be processed under the Complaint Handling and Dispute Resolution (Procedure) Rules, 2015.

15.1.4 Under section 35-A of the Act, any consumer/interested person may file complaint with NEPRA regarding over billing, noncompliance of instructions respecting metering and collection of 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.

15.1.5 DISCO 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.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CHAPTER 16

PUBLIC ELECTRIC VEHICLE CHARGING STATIONS.

16.1 This chapter on Public Electric Vehicle Charging Station (PEVCS) describes relevant provisions exclusively applicable to PEVCS. Notwithstanding this chapter, all the applicable laws and provisions in this Manual shall apply to PEVCS.

16.2 **Definitions**

The Definitions given in Chapter 1 are applicable herewith. However, the definitions of the terms used specifically in this chapter are given below:

16.2.1 "**electric vehicle or EV**" means a vehicle that uses electric motors and motor controllers for propulsion, and contains an energy storage device, such as a rechargeable battery to store electricity and use it as a transportation fuel to power its electric motors and motor controllers, which is manufactured primarily for use on public streets, roads or highways and charges its battery by plugging into the national distribution facilities.;

16.2.2 "**electric vehicle supply equipment or EVSE**" means a complete assembly consisting of conductors, connectors, devices, apparatus, and fittings installed specifically for power transfer and information exchange between a branch electric circuit and an electric vehicle.

16.2.3 "**EV Services**" means the charging of a battery of an EV User by an EVSE at a PEVCS.

16.2.4 "**EV User**" means any person who owns, charges, or operates an EV.

16.2.5 "**Margin**" means an amount (in PKR) announced by NEPRA as a rate per unit of electric power (kWh) to be billed by a PEVCS from time to time from an EV User and duly notified and displayed on the NEPRA website.

16.2.6 "**public EV charging station or PEVCS**" means any premises where an EVSE is located for recharging of an EV by the public and which allows any EV User or operator to access and use the charging station free of cost or on payment;

16.3 **PEVCS's Connection and Category**

16.3.1 PEVCS shall be deemed to fall within the category of "commercial" consumer and be subject to the relevant tariff as announced by NEPRA and to all the applicable laws and relevant terms and conditions and more specifically chapter 7 of this Manual.

16.3.2 PEVCS shall be subject to all the provisions of chapter 2 and chapter 11 of this Manual, Performance Standards (Distribution) Rules (PSDR), 2015 and Distribution Code for obtaining a connection and submitting the requisite application forms stated therein.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

16.3.3 For each EVSE installed at a PEVCS a separate connection will be required and shall be approved under chapter *2* unless DISCO makes an exception subject to any conditions the DISCO deems necessary.

16.4 **Maximum Margin**

16.4.1 PEVCS shall not bill an EV User above the Maximum Margin for each unit of electric power (kWh) used in the delivery of EV Services.

16.4.2 DISCO shall ensure that a PEVCS shall not bill more than the Maximum Margin from EV Users and shall comply with the terms arid conditions as notified by the Authority.

16.4.3 16.4.3 PEVCS shall display on the premises, website, arid any online tool (as applicable) at a prominent and visible place the Margin applicable from time to time for the benefit of the EV Users. The Margin should be displayed in such a manner to ensure that the EV User is made aware before using the EV Services of the Margin applicable per kWh.

16.4.4 16.4.4 If a PEVCS is found to have billed an EV User a rate higher than the Margin for EV Services, then DISCO shall be under an obligation to report this infraction to the Authority. The Authority may itself or may require DISCO to take any measures against the owner(s) of the PEVCS amongst others imposing any financial penalties including taking measures to prevent the PEVCS owner(s) in the future owning, managing, or indirectly being involved in the running of a PEVCS

16.5 **Metering**

16.5.1 PEVCS shall be subject to all the requirements stated in chapter 4 and chapter 6 of this Manual as well as PSDR and Distribution Code.

16.5.2 PEVCS will install any and all meters as required to ensure that the number of kWh consumed by the PEVCS in total and by each EV User for charging the EV at the PEVCS can be accurately measured. PEVCS shall be required to follow any directions given by DISCO in this regard.

16.5.3 DISCO shall inspect the functioning of any meter forming part of EVSE to ensure it accurately measures the number of kWh consumed by an EV User and DISCO may recommend any alterations in the metering equipment to protect its integrity and accuracy.

16.5.4 If DISCO detects any defect or interference with the EVSE, which has or can cause wrong billing to EV Users, then DISCO shall require PEVCS to take all steps to rectify the defect/interference and further shall take any penal measures applicable under this Manual

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

16.6 Billing

PEVCS shall be at liberty to design any bill/invoice which is to be given to the EV User for the EV Services.

16.7 Safety and Technical Standards for PEVCS and EVSE

16.7.1 Safety Standards for PEVC

DISCO shall ensure PEVCS are installed according to manufacturer's instructions and applicable legal requirements during construction and installation and shall be in compliance with the highest safety, industrial and technical standards/codes issued by any regulatory body of Pakistan, including Pakistan Standards & Quality Control Authority, recommendations provided by the manufacturer, or DISCO or requirements incorporated into this Consumer Services Manual, from time to time for EVSE and for the overall premises on which the PEVCS is located/installed.

16.7.2 PEVCS shall adhere to alt the technical and safety requirements stated in this Manual and more specifically chapter 12 as well as PSDR, Distribution Code and Power Safety Code.

16.7.3 PEVCS and the EVSE must conform to all approved and prevailing technical and safety standards approved by National Energy Efficiency and Conservation Authority (NEECA)/Pakistan Standards, Quality Control Authority (PSQCA) and manufacturer's recommendations.

16.7.4 The owner of PEVCS shall ensure that:

a) Display safe charging tips/instructions for Operator and EV User;

b) Display fixed "Danger Sign" at places where an immediate hazard/ danger exists such as panel, substation, transformer, etc. Display fixed "Caution Sign" at places where it is required to warn against potential hazards or to caution against unsafe practices;

c) Danger and Caution Signs shall be clear, easy to understand, and the words shall be in Urdu, English, and/or in a language understood by locals and workers. The signs shall be readable at a minimum distance of 5 feet;

d) Fire Prevention system for charging station shall be provided with manufacturer's instruction and applicable legal requirements;

e) The enclosure of the charging station shall be made of fire retardant material with self-extinguishing media;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

f) Fire detection, alarm, and control system shall be provided as per manufacturer's instructions, Pakistan Building Codes and other applicable national and provincial legal requirements.

16.7.5 **Design**

The owner of PEVCS shall ensure that:

a) It coordinates with the DISCO to obtain EVSE installation requirements, Specifications, and other relevant information and documents. This includes any interconnection documents required by the DISCO for new service requests and sites requiring a service upgrade; Provided that the DISCO shall be bound to provide such information and documents in response to the request free of cost within seven working days;

b) The installation, design, and site layout shall consider the potential risk of ignitable fumes such as gasoline dispensers and therefore must comply with relevant safety requirements;

c) The installation, design, and site layout shall consider the potential risks during the installation, operation, and maintenance of the EVSE and all support equipment including wiring, conduit, and protection devices;

d) The design shall consider protection against vehicle impact and EVSE shall be installed in a position to minimize the likelihood of damage from vehicle impact;

Provided that in case the likelihood of damage from vehicle impact cannot be minimized, use of additional protection barriers shall be installed following IEC 62262 i.e. a typical protection against mechanical stress impact for EVSE installed outdoors is IK10;

e) The electric vehicle parking place shall be such that the connection on the vehicle when parked for charging shall be within five meters from the electric vehicle charging point;

f) Electric vehicle charging stations shall be designed, installed, tested, certified, inspected, and connected as per manufacturer's instructions/specifications by following the applicable law and international standards such as IEEE, IEC, ASTM, BS, INIFPA, UL, or ISO, etc;

g) Hazardous live parts shall not be accessible to protect persons against electric shock;

h) Every part of the electric apparatus shall be securely guarded and fenced unless they are safe by position or construction;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

i) Electric vehicle charging station shall be provided with protection against the overload of input supply and output supply fittings;

j) Electric vehicle charging points shall be installed so that any socket-outlet of supply is at least 800 millimeters above the finished ground level;

k) A cord extension set or second supply lead shall not be used in addition to the supply lead for the connection of the electric vehicle to the electric vehicle charging point and it shall be so constructed so that it cannot be used as a cord extension set;

l) Where the connection point is installed outdoors, or in a damp location, the equipment shall have an ingress protection code at least IPX4 as defined in IEC standard 60529;

m) A lightning protection system shall be provided for the electric vehicle charging station;

n) The electric vehicle charging station shall be equipped with a protective device against the uncontrolled reverse power flow from the vehicle;

o) The electric vehicle charging station shall have protection to prevent overvoltage/overloading of the battery;

p) The electric vehicle charging point shall not be energized until it is connected to the vehicle;

q) Identify, install and maintain the protective system for abnormal conditions (short-circuits, overcurrent, fault or overloading, etc.) including the grounding of circuits, apparatus, and infrastructures to interrupt all live connections, including the neutral. ELCBs (earth leakage circuit breakers), RCDs (residual current devices), and RCCBs (residual current circuit breakers) shall be used as per design in circuits to prevent fires and shocks in electrical installations. Protections/ controls/ interlocks shall be intact and shall not be bypassed or modified without approval from the designer;

r) Install and maintain earthing/grounding system for the charging station and bonding system for the vehicle. The resistance shall be as per design or manufacturer's instruction or Distribution design code of Distribution Code. In the absence of grounding and bonding instruction, the earthing resistance shall be not more than 5 Ohms and the transformer shall be not more than 2.5 Ohms to determine the integrity of the grounding path to ensure protection from shock hazards. Verify integrity of earthing/ grounding and bonding by continuity test and resistance measurement after 12 months and critical care shall be after 6 months. Provide nameplate/ tag to all equipment with numbers for tracking of earthing/

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

grounding and bonding testing record, etc. The original record of testing shall be retained and preserved for three (03) years;

s) Electric vehicle charging station shall be provided with an earth continuity monitoring system that disconnects the supply if the earthing connection to the vehicle becomes ineffective;

t) All apparatus of charging stations shall have the insulation resistance value as per manufacturer's instructions/specifications or as stipulated in the relevant IEC 61851-1 standard;

u) Power supply cables used in charging stations or charging points shall conform to manufacturer's instructions/specifications or IEC 62893-1 standard.

16.7.6 **Installation**

EVSE shall:

a) be installed in a position to avoid obstruction to public or private footpaths and it shall not be installed in such a position that causes an unnecessary trip hazard;

b) have electrical wiring routed and suitably clipped or enclosed in a containment system to avoid creating a potential trip hazard and contact risk to the public. Wire routing requiring a conduit shall either be installed underground at the appropriate depth following local requirements or along walls or ceilings when necessary;

c) be installed to minimize the distance between the EV inlet and the charging equipment. The cord installed for charging vehicles shall have appropriate length to ensure minimum distance;

d) be installed with precautions to ensure that live parts i.e. hot wires/loaded circuits are either not accessible or cannot be touched during installation, operation, and maintenance;

e) be designed and installed to enable maintenance and service work to be carried out safely;

f) be designed and installed to comply with the requirements for health, safety, and environment as set out in this Manual, PSOR and Distribution Code;

g) be designed to prevent unauthorized usage of the charging facilities such as housing the socket outlet in a padlocked box or using an access card for energizing charging facility etc. may be provided as necessary especially for outdoor installations;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

h) be installed with sufficient space around it to allow for adequate ventilation and cooling of the equipment (e.g. DC charging equipment incorporating rectifiers). The designer and installer of the EV must refer to the manufacturer's installation and operating instructions supplied and comply with requirements stated in relevant standards;

i) have all associated equipment an IP rating suitable for the installation location; for indoor locations, minimum ingress protection of IP44 shall be used; for outdoor locations, minimum ingress protection of IP55 shall be used;

j) comply with the relevant quality and safety standards;

k) the connector type installed shall comply with IEC 62196 (Type 2 for level 2 charging and CCS2 (Combined Charging System) for DC (Direct Current) charging;

l) Entry of unauthorized visitors and access of stray or street animals shall be controlled in hazardous areas;

m) The EVSE installed at existing petrol/gas stations shall be located outside the hazardous zone.

16.7.7 **Operations**

a) EVSE shall be set up in compliance with relevant standards and codes to ensure proper calibration, accurate metering, and transparency;

b) EVSE shall be capable to provide a technical basis for billing options, metering accuracy, and network connectivity;

c) EVSE shall be capable of upgrades to enable Smart-grid-capability through Open Charge Point Protocol (OCPP) transmission and an integrated 4G/5G modem;

d) EVSE shall not create faults (typically through a circuit breaker/overcurrent protection), harmonics, and frequency misbalance in the distribution network;

e) EVSE shall have the capability to detect and monitor faults and generate signals/alarms in case of any fault is detected as required under international standards like J1772. It shall be capable to react to critical as well as small residual faults, reporting it and deliberately terminating the charging process before the residual current device (RCD) is tripped;

f) EVSE shall be connected to energy management systems (EMS) through the standardized EEBUS protocol for energy management, data exchange, and control;

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

g) EVSE shall be capable to have bi-directional communication with the vehicle as well as intelligent connection to EMS, monitoring the internal hardware of the charging system, the user interfaces as well as the charging socket and the charging cable. However, it shall be ensured that the EVSE shall not back-feed the grid in the case of an outage;

h) the charging infrastructure results in maximum availability and safety for both the charging infrastructure and the electric vehicle to be charged;

i) A portable socket-outlets or adaptor shall not be used for electric vehicle charging.

16.7.8 **Maintenance, Inspection, and Testing**

a) The owner of the charging station shall ensure the electrical and mechanical isolation before performing any servicing or maintenance at the charging station, where the unexpected energizing, start-up, or release of any type of energy (electrical, kinetic, potential, thermal, chemical) could occur, cause damage to equipment, and injury to personnel;

b) The owner of the charging station shall plan and conduct periodic preventive maintenance based on the manufacturer's instructions/ manual;

c) The owner of the charging station shall ensure that the inspection and testing shall be done as specified in the manufacturer's instructions/manual at specified intervals;

d) The owner of the charging station shall arrange inspection and testing by the Electrical Inspector or Third Party Inspector. The report of inspection / testing may be submitted to DISCO;

e) The owner of the charging station shall ensure that inspection and testing of the charging station shall carry out every year or at the time of any major breakdown;

f) The original record of inspection, maintenance, and testing shall be retained and preserved by the owner for three (03) years.

16.8 **Complaints**

EV Users may raise any complaints against the PEVCS and DISCO under chapter 10 and chapter 15 of this manual. An EV User shall be deemed to be a consumer for purposes of raising any complaint.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

LIST OF ANNEXURES

Annexure – I	Application Form for New Connection
Annexure – II	Power Supply Contract
Annexure – III	Time Frame for New Connections
Annexure – IV	Security Deposit Rates
Annexure – V	Percentage of Load Factor for Different Types of Connections
Annexure – VI	Load Assessment Criteria

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Annexure –I

APPLICATION FORM
(FOR CONNECTION)

(DISCO to insert its name and logo)

Type of Connection

☐ Domestic	☐ Commercial	☐ Industrial
☐ Agriculture	☐ Temporary	☐ Other (Please specify)

Purpose of application

☐ New Connection	☐ Change of Name	☐ Extension of load
☐ Reduction of load	☐ Change of Tariff	☐ Other (Please specify)

Load applied:

Serial No.	Electrical Appliances	Quantity	Load (Watts)
1.	Light(s)		
2.	Fan(s)		
3.	Air-conditioner(s)		
4.	Heater		
5.	Washing machine		
6.	Refrigerator		
7.	Light plug		
8.	Power Plug		
9.	Motor		
	Other……..		
		Total Load (kW)	

PART I (FOR OFFICE USE)

Application No._____

Date_____ Name of Sub Div._____

1. Name of Applicant_____
2. Father's/Husband's name_____
3. Complete address where the connection is required_____
4. Applicant's Mailing Address_____
5. CNIC _____
6. Applicant E-Mail address_____
7. Phone No. _____
8. Mobile No _____
9. Size of Plot_____ Marla _____ Kanals _____ Sq.Yds
10. Reference No. of existing connection(s) if any_____

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

_____ (Signature of Applicant)

_____ (Signature of witness)

Applicant's Receipt

FOR OFFICE USE:

Application for _____ (purpose of application) has been received from Mr. _____ with DISCO and has been allotted Registration No./Case ID. _____ dated _____.

Signature of Officer/Official: _____

Date:_____

Name of Sub-Division/Division/Circle_____

DOCUMENTS TO BE ATTACHED WITH THE APPLICATION FORM

a) Ownership proof of the premises as determined by DISCO where connection is required. Conversely provision of electricity connection does not necessarily constitute proof of ownership of the premises.

b) An affidavit by the owner of the premises on non-judicial stamp paper worth Rs. 50/- as per schedule 1 of the Stamp Act 1899 (or as amended through Stamp Act, 1899 from time to time) to the effect that no connection existed previously at the premises for which connection is applied for and that he/she shall pay DISCO any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on. Further, in the affidavit it will be mentioned that the applicant is not defaulter of any other electricity connection in DISCOs or / and in any other distribution company, and if found at any stage, his/her connection may be disconnected after issuance of prior seven days' notice.

c) If the applicant is a tenant or a person other than the landlord/owner then no objection certificate from the owner/landlord along with the ownership proof and affidavit as mentioned above are required. The Owner/landlord will also affirm on a non-judicial stamp paper worth Rs.50/- as per schedule 1 of the Stamp Act 1899 that he/she would be responsible for payment of the default amount of his/her tenant (if any)

d) Attested copies of CNIC of the applicant and a witness. In case of tenancy case, attested copy of CNIC of the landlord/owner is also required.

e) If the connection is applied in the name of a company, duly incorporated under the law, 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) List of directors with complete addresses and copies of their computerized national identity cards.

f) Approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority. However, the condition of the approved map or approved site plan or approved layout plan or NOC for houses and shops can be relaxed by the DISCO in case of rural areas where map /site plan /layout plan/NOC are not applicable/required.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

i. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority for another connection or for extension/ reduction of load where already any permanent/ regular connection exists at the premises.

ii. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority for premises which are located inside approved housing schemes/ societies/plazas/multi-storey buildings.

iii. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority in the areas where the land is either not acquired by the concerned Civic Agency/Authority or the area is not developed by concerned Civic Agency/Authority.

iv. There shall be no requirement of approved map or approved site plan or approved layout plan (LOP) or NOC by the Civic Agency/Authority in the old colonies/ abadies where the land belongs to the native people inherited from their forefathers.

v. It will be ensured before provision of connection that there are no restraining orders/ Court orders with respect to non-provision of connection in the area.

g) Wiring test report duly issued by Electric Inspector or his authorized wiring contractor

h) In case of connection for stone crushing plants NOC from concerned Environmental Protection Agency is necessary.

PART II
(FOR OFFICE USE)

1. Date of Survey/Verification of Test Report----------
2. Authenticity of particulars given by consumer
   a. Load at site ---------kW
   b. Tariff Applicable ----------
3. Material required (as per attached estimate)
4. Size of plot ----------
5. Proposed Reference No.----------
6. Whether area electrified/ un electrified/Housing Society----------
7. Whether Transformer is available or not:_____
8. Whether 11 kV feeder is available or not(name of feeder):_____
9. Whether Grid Station is available or not(name of Grid Station)_____

10. Name of Official: _____
11. Designation: _____

12. Load Sanctioned: _____
13. Date of sanction _____

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

14. Name of Officer: _____
15. Designation: _____

16. Demand Notice for Capital Cost:
    a. No. _____
    b. Issue Date: _____
    c. Total amount:_____
    d. Paid On (Date):_____
    e. Total Paid Amount: _____
    f. Bank Name and Branch: _____
    g. Date of Return of Demand Notice by the applicant to DISCO: _____

17. Demand Notice for Security Deposit:
    a. No. _____
    b. Issue Date: _____
    c. Total amount:_____
    d. Paid On (Date):_____
    e. Total Paid Amount: _____
    f. Bank Name and Branch: _____
    g. Date of Return of Demand Notice by the applicant to DISCO: _____

18. Reason(s) if application is not sanctioned and returned

_____

(Signature of officer with designation)

PART III

(i) Connection installation

a. Date of metering installation----------
b. Name of Incharge installing the meter----------

(ii) Meter's Particulars

a. Meter No----------
b. Make----------
c. Meter type----------
d. Capacity----------
    i. kWh ii. kVARh iii. MDI
e. Initial reading----------
f. Multiplying factor if any----------
g. Seals/Postal order No----------

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

_____
(Signature of official with designation)

_____
(Signature of officer with designation)

PART IV

Submission of documents to RO/AM(CS) for billing vide Letter No_____

Dated: _____

_____

(Signature of Officer with Designation)

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

_____

(Signature of the Applicant as a token of receipt of a copy of the set)

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Annexure-II
Power Supply Contract
(DISCO to insert its name and Logo)

To be executed on non-judicial stamp paper worth Rs. 50/-

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 _____ for the purpose of _____(New connection/change of name/extension of load/reduction of load)

Whereas the applicant had applied vide Application Form dated _____ for a load of _____ kW to DISCO under tariff_____.

Whereas DISCO had issued demand notices bearing No._____ dated ____ (capital cost) and No._____ dated_____ (security deposit) in the favour of consumer amounting to Rs. _____and Rs._____respectively which were duly deposited by the consumer on _____vide receipt no. _____in _____Bank.

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 the Electric Inspector or his authorized wiring contractor.

Whereas 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:

DISCO shall provide the distribution services to the consumer in accordance with the terms and conditions approved by National Electric Power Regulatory Authority ("Authority").

The Consumer Service Manual provides the rights and duties of both DISCO and the consumer which 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 DISCO.

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

DISCO:_____
Name _____
Signature_____

Consumer:_____
Name:_____
Signature_____

Witness:
Name_____
CNIC No._____
Signature_____

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Annexure – III

Time Frame for New Connections, Extension / Reduction of Load

CONNECTION CATEGORY-1
Load (up to 15 kW) at 400 V

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Sub Division/Division, submission of wiring test report, site survey and verification of test report	-SDC, LS, SDO (for A1,A2, A3) connections -Head Draftsman/XEN/DM(O) (for other connections)	4
2	Preparation of Service cost estimate & vetting , issuance of demand notice,	-LS, SDO/AM(O) (for A1,A2, A3) connections -Head Draftsman/XEN/DM(O) (for other connections)	6
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	-LS, SDO/AMO (for A1,A2, A3) connections -XEN/DM(O) (for other connections)	11
4	Metering installation	-LS -SDO/AM(O) -XEN/DM(O)	9
			30

CONNECTION CATEGORY-2
Load (above 15 kW but not exceeding 70 kW) at 400 V

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Division, submission of wiring test report, site survey and verification of test report	Head Draftsman/XEN /DM (0)	4
2	Preparation of Service cost estimate & vetting and issuance of demand notice	XEN/DM (O)	6
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	-do-	25
4	Metering installation	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	9
			44

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

CONNECTION CATEGORY-3

Load (above 70 kW but not exceeding 500 kW) at 400 V

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Circle, submission of wiring test report, site survey and verification of test report	Head Draftsman /SE/Manager (O)	5
2	Preparation of Service cost estimate & vetting and issuance of demand notice	SE/Manager (O)	7
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	PD (Construction), XEN/DM (O)	36
4	Metering installation	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	10
			58

CONNECTION CATEGORY-4

Load (above 500 kW but not exceeding 5000 kW) at 11kV or 33 kV

Sr. No.	Description	Responsibility	Days
1	Registration of application in CEO Office, submission of wiring test report, site survey and verification of test report	Manager (P&E)	10
2	Preparation of Service cost estimate & vetting and issuance of demand notice	-do-	20
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	PD (Construction), XEN/DM (O)	55
4	Metering installation	SE/Manager (O), Manager (M&T) XEN/DM (O),	21
			106

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY NEPRA AUTHORITY

CONNECTION CATEGORY-5

All loads at 66 kV and above

Sr. No.	Description	Responsibility	Days
1	Registration of application in the CEO Office, submission of wiring test report, site survey and verification of test report	Mgr. (P&E)	30
2	Preparation of Service cost estimate & vetting and issuance of demand notice	CE (T&G) Office of CEO Office of MD, NTDC	15
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	CEO- - CE (T&G) - PD (GSC)	411
4	Metering installation	Manager (P&E) Manager (M&T) SE/Manager (O), XEN/DM (P&I), XEN/DM (T&I)	40
			496

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)".

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA AUTHORITY

Annexure – IV

Security Deposit Rates

Description	Security Deposit
Residential A-1	
Urban	Rs. 1,220 / kW
Rural	Rs. 610 / kW
Commercial A-2	
Urban	Rs. 1,810/ kW
Rural	Rs. 920 / kW
General Services A-3	To be determine by NEPRA
Industrial	
B1	Rs. 1,580 / kW
B2	Rs. 2,010 / kW
B3	Rs. 2,890 / kW
B4	Rs. 3,560 / kW
Single Point Supply	
C1 Supply at 400	Rs. 1,670 / kW
C2 Supply at 11 kV	Rs. 2,080 / kW
C3 Supply above 11 kV	Rs. 2,740 / kW
Agricultural Tube-wells - Tariff D	
Agricultural Tube-wells (including scarp/ lift pump)	Rs. 15000 lump sum
Public Lighting - Tariff G	Rs. 3,240 / kW
Tariff H - Residential Colonies attached to industries	Rs. 1,560 / kW
Special Contracts - Tariff K (AJK)	Rs. 2,570 / kW
Traction - I	Rs. 610/ kW
Special Contracts - Tariff K (Rawat)	Rs. 2,900 / kW

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Annexure - V

Percentage of Load Factor for Different Types of Connections

Sr. No.	CATEGORY OF CONNECTION	Load factor to be charged
A-1 GENERAL SUPPLY TARIFF - RESIDENTIAL		
01	Single Phase	20%
02	Three Phase	25%
A-2 GENERAL SUPPLY TARIFF - COMMERCIAL		
03	Single Phase	20%
04	Three phase	25%
A-3 GENERAL SERVICES		
05	Single phase	15%
06	Three phase	20%
B INDUSTRIAL SUPPLY		
07	B-1 except for ice factories, Plastic Molding, Rice shellers	40%
08	B-2, except Ice Factories, Plastic Molding, Rice shellers	50%
09	Ice Factory	70%
10	Plastic Molding Industry, Rice Sheller	50%
11	B-3 Textile Mills and Steel Furnaces Melting Industry and all other continuous industry	60%
12	Other normal Industry like Engineering Works	50%
13	Flour Mills B-2 & B-3	40%
14	B-4	50%
TUBEWELLS		
15	Agricultural Tubewells installed in perennial area/ river belts	15%
16	Agricultural Tubewells installed in non-perennial area	50%
17	Scarp Tubewells	50%
MISCELLANEOUS		
18	Tariff H for Housing Colonies	15%
19	Other Bulk Power supply	15%
20	Temporary Supply (E1, E2)	20 %
21	Street Lights (G)	40%

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Annexure - VI
Load Assessment Criteria for Housing Societies, High-rise Buildings, Commercial Plazas, Multi-storey Buildings, etc.

Description	Size of Plot Square Yard	Load Assessment
Individual Houses in Housing Schemes	Up to 75	3.15 kW
	Above 75 up to 125	5.0 kW
	Above 125 up to 200	5.70 kW
	Above 200 up to 250	6.60 kW
	Above 250 up to 300	7.45 kW
	Above 300 up to 350	8.75kW
	Above 350 up to 400	9.5 kW
	Above 400 up to 500	10.61 kW
	Above 500 up to 600	13 kW
	Above 600 up to 1000	17.74 kW

The above load criteria is for houses with double storey (Ground + 01) however, for single storey the same shall be taken as half.

Farm Houses/ plots (Area: above 2 kanals)

- Load of first 2 Kanals will be assessed @ 17.74 kW.
- 1/4th area of rest of the plot will be assessed @ 0.4 kW per Marla.

	Area	Maximum Load Assessment	
		Urban/Upper Areas	Rural/Lower Areas
Apartments *NOTE: The AC load shall not be applied to those buildings which are centrally air conditioned with no provision of individual ACs.*	Up to 700 Sq.ft	125 w/100 sq.ft + 50 % flats with 1 AC of 1.5 kW	100 w/100 sq.ft with 25 % flats with 1 AC of 1.5 kW
	701-900 Sq. ft	150 w/100 sq.ft + 50 % flats with 1 AC of 1.5 kW	125 w/100 sq.ft with 25 % flats with 1 AC of 1.5 kW
	901-1200 Sq. ft	175w/100 sq.ft + 100 % flats with 1 AC of 1.5 kW	150 w/100 sq.ft + 30 % flats with 1 AC of 1.5 kW
	1201-1600 Sq. ft	175 w/100 sq.ft + 100 % flats with 2 ACs of 1.5 kW each	150w/100 sq.ft + 50 % flats with 1 AC of 1.5 kW
	Above 1600 Sq. ft	200 w/100 sq.ft + 100 % flats with 2 ACs of 1.5 kW	175w/100 sq.ft + 100 % flats with 1 AC of 1.5 kW
Shops / Clinics	Any Area	1000 w/100 sq.ft (AC load inclusive)	500 w/100 sq.ft (AC load inclusive)
Super Market	Any Area	1000w/100 sq.ft (AC load inclusive)	800 w/100 sq.ft (AC load inclusive)
Offices	Any Area	700 w/100 sq.ft (AC load inclusive)	500 w/100 sq.ft (AC load inclusive)
Covered Godown	Any area	50 w/100 sq.ft	40 w/100 sq.ft
Open Godown	Any Area	25 w/100 sq.ft	20 w/100 sq.ft

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

Corridors	Any area residential	40 w/100 sq.ft	30 w/100 sq.ft
	Any area offices	60 w/100 sq.ft	50 w/100 sq.ft
	Any area commercial activity	75 w/100 sq.ft	60 w/100 sq.ft
Parking/ Air Raid Shelter	Any Area	60 w /100 sq.ft	60 w /100 sq.ft
	Where building has air raid shelter and a car ramp then the load will be assessed for air raid shelter however, if stairs are available instead of car ramp then it will be considered as commercial space and the load will be assessed accordingly.		
Mezzanine Floor	The Mezzanine floor which has been provided with concrete slabs and divided into two floors, the load shall be assessed for two separate floors, otherwise it will be taken as single floor.		
Marriage halls	Any Area	250 W/ 100 sq.ft + 1 AC of 1.5 kW for office	250 W/ 100 sq.ft + 1 AC of 1.5 kW for office
Banquets	Any Area	1000 W/ 100 sq.ft (AC load inclusive)	700 W/ 100 sq.ft (AC load inclusive)
Community Hall / Centre	Any Area	250 W/ 100 sq.ft + 1 A Cof 1.5 kW	200 W/ 100 sq.ft + 1 AC of 1.5 kW
Restaurants	Any Area	1000 w/100 sq.ft (AC load inclusive)	800 w/100 sq.ft (AC load inclusive)
Open Air Restaurants	Any Area	250w / 100sq.ft	200w / 100sq.ft
Children Play Area (Covered/Within Boundary)	Any Area	150w / 100sq.ft	100w / 100sq.ft
Health Club / Recreation Club	Any Area	500 w/100 sq.ft (AC load inclusive)	200w/100 sq.ft (AC load inclusive)
Swimming Pool	Any Area	5 kW	4 kW
Plant Nursery	Any Area	4 kW	3 kW
Schools / Colleges/ University/Coaching/ Centre/IT Institutes	Any Area	150 w/100 sq.ft for constructed area with 1 AC of 1.5 kw for office	100 w/100 sq.ft For constructed area
Parks	Any Area	3 kW	2 kW
Madrassa	Any Area	150 w/100 sq.ft.	100 w/100 sq.ft.
Places Of Worship	Any Area	150 w/100 sq.ft.	100 w/100 sq.ft.
Hostel	Any Area	100 w/100 sq.ft. AC load as per actual	100 w/100 sq.ft and AC load as per actual
Library	Any Area	400 w/100 sq.ft (inclusive AC load)	300 w/100 sq.ft and AC load as per actual.
Snooker Club	Any Area	500 w/ 100 sq.ft (AC load inclusive)	250 w/100 sq.ft and AC load as per actual
Lift	-	7 kW OR as per technical specifications	7 kW OR

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA
AUTHORITY

			as per technical specifications
Street Lighting	-	60W (LED) per pole 100 W (others) per pole	60W (LED) per pole 100 W (others) per pole
Water Pump	-	5 kW OR as per technical specifications	5 kW OR as per technical specifications

Note:

(I): Installation of transformer shall be proposed at 80% of the name plate capacity which includes transformer loading position and power factor. For example, in case of 80kw load a transformer of 100 kVA will be installed.

(II): The above load assessment criteria is for determination of ultimate load demand of any un-electrified Housing society/housing schemes/colony/Commercial Plaza/High Rise Building/ Multi-storey Building for the purpose of electrification design. The load of premises such as hospitals, hotels, petrol pumps etc. have to be assessed as per applied load/information provided by the consumer/applicant. However, at the time of providing individual connections; the load declared in the Application Form by the applicant will be considered as the connected load, subject to provision of the test report issued by the Electric Inspector or his authorized wiring contractor and verified by DISCO.

(III): The following formula will be applicable for assessment of ultimate load demand:

Total Ultimate Assessed Load =

$$\frac{\text{(Total Sum of Load) X (Development Factor)}}{\text{Diversity Factor}}$$

Where:

a) Development Factor:
   i. Housing societies/schemes----------85%
   ii. Multi-storey buildings/commercial plazas/high-rise buildings----------100%

b) Diversity Factor----------125%

(IV): ADJACENT HOUSING SCHEMES/ SOCIETIES MULTI-STOREY BUILDINGS

Adjacent Housing Schemes/societies multi-storey buildings etc., belonging to the same owner/party/sponsor, shall be treated in totality for assessment of ultimate load demand, however, if there is a gap of two years in approvals of LOP/ Map of the schemes by civic agency and approval of electrification by DISCO, then such schemes will be treated separately for assessment of load. Further, in case of extension of any housing scheme/buildings, the earlier assessed load shall be considered final and the additional load will be clubbed with the already approved load.

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
NEPRA AUTHORITY