



NATIONAL ELECTRIC POWER REGULATORY AUTHORITY PERFORMANCE STANDARDS SUPPLIER REGULATIONS, 2021

Islamabad, the -----, 2021

NOTIFICATION

S.R.O...../2021. — In exercise of the powers conferred by Section 47 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (XL of 1997) read with Section 34 thereof, the National Electric Power Regulatory Authority is pleased to make the following Regulations namely: —

PART I PRELIMINARY

1 Short title and commencement.—(1) These Regulations may be called the National Electric Power Regulatory Authority Performance Standards (Supplier) Regulations, 2021.

(2) These shall come into force at once.

2 Definitions.—(1) In these regulations, unless there is anything repugnant in the subject or context,—

- (a) "Authority" means the National Electric Power Regulatory Authority established under Section 3 of the Act;
- (b) "Act" means the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (XL of 1997);
- (c) "Force Majeure" means an act of God that is reasonably not foreseeable by an electric power supplier or a force or cause beyond the reasonable control of an electric power supplier;

Explanation: Events such as an earthquake, explosion, riot, floods, hurricane that result in exceeding the design parameters of the equipment or other calamity of

catastrophic nature whose timing, duration and extent of the impact cannot reasonably be foreseen or quantified by the electric power supplier may be considered as a Force Majeure condition.

- (d) “kV” means kilo-volts or 1,000 volts;
 - (e) “NTDC” means the National Transmission and Dispatch Company;
 - (f) “electric power service” includes generation, transmission, distribution, supply, sale or trading of electric power and all other services incidental thereto;
 - (g) “electric power supplier” means a person who has been granted a license under the Act to undertake supply of electricity; and
 - (h) “year” or “annual” means the period of twelve months beginning on the 1st day of July and ending on the 30th day of June;
- (2) The words and expressions used but not defined in these regulations shall have the meanings assigned to them in the Act.

PART II

PERFORMANCE STANDARDS

3 Following Performance Standards shall provide the underlying indicators for Metering, Billing and Complaint Handling Mechanism for electric power suppliers. In addition, these Standards shall also provide safety of electric power supply that an electric power supplier is minimally required to ensure at the time of supply to its consumers.

(a) Performance Standard 1 – Metering and Billing (PS1)

- (a) Meter reading of all the consumers of an electric power supplier shall be carried out each month to record the consumption of energy consumed by each consumer during a given period (billing cycle/billing month). The meter reading program shall be prepared in such a way that the meters are normally read on the same dates of each month;
- (ii) Meter readings shall be taken along with the snapshots of the meter showing the relevant reading, meter number and date to ensure correct readings. The snapshots of meter reading also showing the meter number and, wherever applicable, Net Metering facility showing import and export units shall be printed on the electricity bill;
- (iii) Irregularities and discrepancies in the metering system shall be properly checked at the time of reading meters and taking snapshots. The concerned

officer of electric power supplier will take corrective action to rectify any discrepancies or irregularities observed;

- (iv) If due to any force majeure it is not possible for an electric power supplier to take actual reading, the consumer is timely requested to provide meter reading snap to the electric power supplier for carrying out actual billing or the electric power supplier 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;
- (v) In order to ensure recording of correct meter reading, the percentage check over the readings shall be in accordance with Consumer Service Manual;
- (vi) 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;
- (vii) Procedure of bill distribution, collection/payment of electricity bills and extension of due date for payment and installments of electricity bills shall be in accordance with Consumer Service Manual;
- (viii) The bill shall describe, in plain Urdu and English languages, the procedure for filing of a complaint with regard to any discrepancy found in the bill along with the complete address, working phone numbers and location of the complaint office of the electric power supplier;
- (ix) An electric power supplier shall ensure that any investigation and decision of dispute concerning metering, billing and electricity consumption charges are finalized within twenty one days of the filing of the complaint failing which it shall be immediately referred to the Provincial Offices of Inspection (POIs), established pursuant to section 38 of the Act. However, the disputed meter shall be inspected by the authorized electric power supplier personnel within five days of receipt of the particular complaint from the consumer.

(b) Performance Standard 2 – Complaint Handling Mechanism (PS 2)

- (i) An electric power supplier shall ensure that all consumer complaints are properly registered and accurately recorded;
- (ii) An electric power supplier shall establish complaint offices to facilitate consumers in lodging complaints which can be done by appearing personally or lodging the complaints telephonically or electronically;

- (iii) a toll-free telephone system shall be established to receive complaints;
- (iv) all complaints shall be immediately registered and the complainant shall be informed by the electric power supplier of the reference number allotted to the complaint;
- (v) In case of a failure by the electric power supplier to comply with these regulations, the electric power supplier shall be subject to fines and penalties under regulation 6:

Provided that the Authority may relax the application of this regulation on the basis of special circumstances or size of a particular electric power supplier.

PART III

REPORTING REQUIREMENTS

4 Quarterly and Annual Performance Reports.—(1) Each electric power supplier shall supply to the Authority a Quarterly and Annual Performance Report every quarter and a year, before the 15th day of the next month after the relevant quarter and 31st day of August of the succeeding year.

(2) The Annual Performance Report shall contain all relevant information with respect to compliance with these Regulations during the quarter and year, including a comparison with the compliance reporting provided in the previous quarter and year to the Authority.

(3) The Annual Performance Report shall also include the Electric Power Supplier's written report on performance and plans for improvement containing minimum the following information: —

- (i) reasons for any poor performance against standards;
- (ii) worst served consumers;
- (iii) plans of measures to improve the reported poor performance areas related to consumer services practices, investment plans or organizational change; and
- (iv) expected performance improvements as a result of any measure or investment.

5 Monitoring of standards.—

- (1) The Authority may periodically monitor the compliance of each electric power supplier with these regulations;
- (2) The Authority may send its teams in the field and verify the data submitted by the electric power supplier under requirement of above regulations;

- (3) The Authority may conduct a performance audit of an electric power supplier every year in order to assess the performance of electric power supplier;
- (4) The Authority may require the electric power supplier to undertake an independent performance audit at the electric power supplier's expense, for the purpose of monitoring the same.

6 Fines.—

- (1) Any non-compliance of these regulations by an electric power supplier shall be liable to imposition of a fine as provided under section 27B of the Act.
- (2) An electric power supplier shall ensure that payment of any fine becoming due under these regulations shall be paid to the Authority within one billing cycle of the electric power supplier becoming aware of the non-compliance through its own monitoring and recording systems or through the receipt of a consumer complaint to the electric power supplier or the Authority;
- (3) In imposing any fine under these Regulations, the Authority shall keep in view the principle of proportionality of the fine to the gravity, frequency of occurrence, duration and impact of non-compliance of the Performance Standards; and shall allow the electric power supplier liable to be penalized to show cause, in writing, in the manner deemed fit by the Authority, as to why the fine should not be imposed;
- (4) The fines imposed under this regulation shall be indexed to the Consumer Price Index (“CPI”) published from time to time by the Federal Bureau of Statistics.

7. Issuance of instructions.—For carrying out the purposes of these regulations, the Authority may issue specific instructions and guidelines to the electric power suppliers in the form and manner determined by the Authority which shall be complied with by all the electric power suppliers.

8 Glossary of Standards. —The Glossary of Standards applicable to these regulations shall be as set out in Annexure II to these Regulations.

Glossary of Standards

GS1U	Guaranteed Standards 1.	Restoration following Unplanned Long Duration Power Supply Interruption (Urban).
GS1R	Guaranteed Standards 1.	Restoration following Unplanned Long Duration Power Supply Interruption (Rural).
GS2	Guaranteed Standards 2.	Maximum Number of Unplanned Long Duration Power Supply Interruptions.
GS3	Guaranteed Standards 3.	Duration of Unplanned Long Duration Power Supply Interruptions.
GS4	Guaranteed Standards 4.	Maximum Number of Planned Long Duration Power Supply Interruptions.
GS5	Guaranteed Standards 5 .	Duration of Planned Long Duration Power Supply Interruptions.
GS6	Guaranteed Standards 6.	Maximum Number of Unplanned Short Duration Power Supply Interruptions.
OS1	Overall Standards 1.	System Average Interruption Frequency Index-SAIFI.
OS2	Overall Standards 2.	System Average Interruption Duration Index-SAIDI.
OS3	Overall Standards 3.	Time Frame for New Connections.
OS4	Overall Standards 4.	Nominal Voltages.
OS5	Overall Standards 5.	Frequency.
OS6	Overall Standards 6.	Priorities and Principles of Load Shedding.
OS7	Overall Standards 7	Safety.

