

Principles of inquiry into refusal to serve

- A. The licensee shall not unduly discriminate against customers in the immediate vicinity of a microgrid if such person wishes to receive service from the microgrid.
- B. There shall be a presumption of undue discrimination if the customer refused service is within the microgrid boundaries or in the vicinity thereof.
- C. The presumption of undue discrimination may be rebutted if the licensee demonstrates that:
 - 1. it is not feasible to connect the applicant based on cost, where the cost of connection and service to the applicant would exceed the average cost plus a reasonable return of providing service to other customers of the same customer-class, with the reasonable return derived from the tariff pursuant to regulation 6(1) of these regulations, or
 - 2. it is technically not feasible to connect the applicant, for which the licensee shall submit an affidavit signed by an engineer licensed by the Pakistan Engineering Council describing the technical barriers that prevent delivery of service to the applicant.

Form of License for Microgrids

Schedule 3

Terms for contract of electrical service supply by microgrids

The licensee shall develop a standard form contract to be used for all customers with the exception that rates may vary for each customer-class. The contract shall be written in plain language and shall be drawn to represent a fair and equitable agreement comprising but not limited to the following terms:

- i) the effective date of the contract
- ii) the contract to continue until terminated by the customer with notice, by the licensee on customer's payment default or on grid arrival
- iii) all rates and charges for which the customer shall be charged, including late payment fees and reconnection fees, as applicable, but subject always to the tariff and conditions approved by the Authority generally or specifically
- iv) the billing cycle
- v) the terms and conditions for the suspension of service and reconnection
- vi) the assignment of the contract to a successor/lessee/licensee to the customer's premises
- vii) force majeure provisions
- viii) terms and conditions for the licensee's right to enter the customer's premises
- ix) provisions against theft of electricity
- x) customer inquiries and complaints office with address and contact details
- xi) customer complaints resolution procedure
- xii) transfer of contract on grid arrival
- xiii) a dispute between a customer and the licensee shall not be subject to arbitration but shall be processed under section 39 of the Act, provided that, the contract may provide for a conciliation or mediation process not exceeding 15 days before filing of a complaint with the Authority, and in such case the mediation shall be conducted either by a mediator duly accredited under the relevant legislation or by a conciliation committee comprising equal representation of the licensee and the association of consumers of the licensee
- xiv) the standard operating procedures specified by the Authority from time to time pursuant to the regulations to prevail in case of inconsistency with the contract terms, and
- xv) such other provisions as the Authority may specify from time to time.