

AMMENDMENTS IN CONSUMER SERVICE MANUAL (CSM)

Distribution Companies and stakeholders have suggested following amendments in Consumer Service Manual (CSM). All the stakeholders, interested/affected persons/parties and general public are invited to submit their comments/ suggestions within 15 days regarding the subject matter. These proposed amendments be read in conjunction with the CSM, 2021 which is available on NEPRA's website.

Sr.	Proposed Amendments	
1.	<p>Sanctioned Load Clause 1.4 (60) Means the load in Kilowatts (kW) sanctioned by DISCO</p>	Means the load in Kilowatts (kW) applied by the applicant.
2.	At the end of Clause 2.3.2 the following will be inserted:	In case DISCO fails to claim its dues at the time of providing new connection/ reconnection, in that case, the outstanding dues against the premises can be raised within the period of three years of installation of the connection.
3.	<u>New Clause: 2.3.9</u>	Completion certificate issued by the concerned civic agency in case of high rise buildings/ commercial plazas / multistory buildings.
4.	<p><u>Existing 2.4.6</u> Once Demand Notice has been issued by DISCO and paid by the applicant in full, no further charges/demand notice can be raised against the applicant on account of escalation of cost of material.</p>	<p>Once Demand Notice has been issued by DISCO and paid by the applicant in full, no further charges/demand notice can be raised against the applicant on account of escalation of cost of material. However, if escalation on 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.</p>
5.	<p><u>Clause 2.6</u> Rehabilitation charges</p>	There are suggestions that Rehabilitation charges be eliminated since the cost of rehabilitation / up gradation/ bifurcation/ re-conductoring is allowed to DISCOs in their investment plan.



6.	Clause 2.6 (7) Steel Furnace Above 5MW	The consumers may be allowed extension of load above 5MW to 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 i.e. current limiting reactor etc., shall be installed on cost deposit basis.
7.	Clause 2.6 Grid sharing charges including transmission line charges shall be as follows:	Rates of Grid sharing charges are awaited from DISCOs. Grid sharing charges will not be applicable to buildings up to Ground plus three floors with basements. However, these charges shall be applicable for buildings requiring transformer capacity exceeding 200kVA.
8.	Clause 2.6 Cost of land	Response awaited from DISCOs.
9.	Clause 2.7.2 (a) This Clause shall be substituted as:	The Sponsor/ applicant shall submit electrification design book (prepared by the consultant duly registered with PEC) to DISCO for vetting. The applicant/ sponsor may opt for preparation of electrification design book by DISCO itself. In such a case the DISCO shall charge 2% of the cost of electrification as fee, however; in any case the fee shall not be more than Two Million Rupees.
10.	Clause 2.7.2 (g) (Amended)	Electrification work should be carried out/completed by the sponsor within the double time period as required for individual connections given in (Annexure-III) for connection Categories 1 to 4. In case of delay, penalty of 2% (maximum up to Rs. One Million) shall be applicable upon the sponsor.
11.	Clause 2.7.2 (i) (Amended)	Bank Guarantee of 25% shall be substituted with 10% or plots / property equivalent to the value of 25% (without taxes) of capital cost / connection charges can also be mortgaged.
12.	New Clause 2.8.3	In case of industries a separate connection shall be provided on the request of applicant/ consumer up to 8kW by installing MDI meter, under commercial tariff for office load/light load. In case of disconnection of the industrial connection, the connection provided for office shall remain intact.
13.	Clause 2.10.1 At the end of Note under the table the following shall be inserted:	Further, the above mentioned 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.

14.	<p><u>Clause 2.12.2</u> Shifting and installation charges @10% of actual cost of material (paid at the time of connection) to be shifted at new site.</p>	Shifting and installation charges @10% of cost of material (at prevailing rates) to be shifted at new site
15.	<p>2.12.4 (Existing) Sanctioning officer for shifting of connections: The competent officer for shifting of connection will be the next higher officer if new site falls within his/her jurisdiction. In case the new site is located in another Circle, the competent officer will be CEO.</p>	<p>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. In case the new site is located in another Circle, the competent officer will be CEO</p>
16.	<u>New Clause 2.14.1</u>	In case of reduction of load for industrial, commercial etc., consumers, the already installed independent transformer, switchgears and other allied material etc., shall remain installed without replacement.
17	<u>New Clause 2.14.2</u>	<p>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.</p> <p>In case the consumer does not respond, the security deposit shall be recovered through electricity bills in three (3) installments as per Clause 2.5.3 of CSM and load will be extended automatically.</p>
18.	<u>New Clause 3.1.6</u>	<p><u>Shifting charges</u> The applicant shall make payment as under:</p> <ol style="list-style-type: none"> 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.



19.	<u>New Clause 3.5</u>	<p><u>Temporary Connections for Housing schemes/ Multi-storey buildings</u> For Housing schemes/ Multi-storey buildings where NOC is under process for approval with the civic agency then in such a case a temporary connection may be provided.</p> <p>Moreover, estimate/ demand notice for electrification as per ultimate load may be issued. For provision of regular connections, the distribution network shall be energized after issuance of NOC/approval of LOP by the civic agency and issuance of completion certificate of the building.</p>
20.	<u>New Clause 4.3.1(d)</u>	<p>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.</p> <p>The defective meter shall be replaced within two (2) billing cycles and 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.</p>
21.	<u>New Clause 4.3.7</u>	<p>In cases where backup meter/AMR meters are installed and drop in consumption can be observed (due to slowness caused by weathering effect, equipment fault, aging effect etc., and is not attributable to the consumer) slowness can be charged for maximum period of six (6) months retrospectively.</p> <p>The differential bill so issued shall be called "Supplementary Bill".</p> <p>Due credit for fastness shall be provided for maximum period of six (6) months.</p> <p>The consumption pattern of the consumer shall be considered for debit/credit of units, as the case may be.</p> <p>In case, the DISCO raises difference of consumption for more than six (6) months, then in such a case, disciplinary proceedings shall be initiated against the delinquent officer/official and loss sustained by DISCO shall be recovered from such officer/official.</p> <p>In cases where backup meters/ AMR meters are not installed and the meters become slow due to weathering effect, equipment fault, aging effect etc., and is not attributable to the consumer) then in such a case slowness can be charged for a maximum period of two (2) months, retrospectively.</p>



22.	Clause 6.4.1 (Amended)	Visible snapshots of present meter readings (peak/ off peak) including exported meter reading in case of net metering facility. The snapshot must contain legible meter number along with date of reading. In case of MCO, the snapshot of final reading of the previous meter shall also be oriented.
23.	Clause 6.8 (Amended)	<p>Any consumer may approach the DISCO for extension of due date for payment of bill prior to due date printed on the bill. No request for extension of due date shall be entertained after the due date.</p> <p>Extension of due date and payment of bills in installments shall be allowed four (times) maximum in any financial year on non-discriminatory basis.</p> <p>Extension of due date shall not be allowed in two consecutive months. In genuine cases where bills are not delivered in time, extension of due date for payment of bill shall be allowed more than four (4) times.</p> <p>Any subsequent request for installments may be entertained subject to clearance of all previous installments.</p> <p>DISCO may allow installments after due date but in such a case LPS will be applicable.</p>
24.	New Clause 8.2.12	The premises where smart or AMR, HT meters are installed, disconnection may be made remotely.
25.	Clause 8.3 (existing) 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.	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 shall be allowed on consumer's request for a maximum period of eleven months.
26.	Clause 8.3.3 (existing) That no reconnection fee shall be charged if the consumer applies for re-connection within seven (7) days after the expiry of disconnection period.	That no re-connection fee shall be charged if the consumer applies for re-connection within seven (7) days after the expiry of disconnection period. <u>DISCO shall reconnect / restore the electricity supply within four (4) working days after collection of codal formalities.</u>



27.	<u>New Clause 8.3.5</u>	<p>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. In such case the consumer shall submit a fresh test report.</p> <p>DISCO shall disconnect the electricity supply within four (4) working days after receipt of written temporary disconnection request from the consumer.</p> <p>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.</p> <p>The concerned Revenue officer shall ensure feeding of temporary disconnection (T-Disc) code on the electricity bills.</p>
28.	<u>New Clause 8.3.6</u>	<p>The consumers shall submit a written request to the DISCO for temporary disconnection. However, this option can be availed by the consumer up to three (3) times in a financial year.</p>
29.	<u>New Clause 8.3.7</u>	<p>In case the consumer intends for temporary disconnection above eleven (11) months; the fixed charges as per tariff terms and conditions shall be paid by the consumer till the subsequent request of temporary disconnection by the consumer.</p>
30.	<p><u>Existing 8.5.4 (c)</u> In case a disconnected consumer applies for reconnection after the expiry of 365 days but within three years of disconnection, <u>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.</u></p>	<p>In case a disconnected consumer applies for reconnection after the expiry of 365 days but within three years of disconnection, <u>the same material shall be installed. However, in case of non-availability, reclaimed transformer and other serviceable material shall be installed on cost deposit basis.</u></p>

31.	<p>Annexure-III- (Amended) (Time frame for new connections)</p>	<p>At the end of tables for connection Category 1 to 4 the following will be inserted: The above time frame is for provision of individual connections. However, in case of electrification work of housing schemes/ multi-storey buildings the time period for execution of electrification work shall be considered as double i.e. 60, 88, 116 & 212 days for Category 1, Category 2, Category 3 & Category 4, respectively. Moreover, the time required for meter installation shall be included in the execution of work. For example: time period for issuance of work order/ approval of store requisition/ issuance of material and execution of work order shall be 76 days for Category 4.</p>
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<p>ASSESSMENT OF LOAD: (Amended)* *The remaining contents of Annexure-VI shall remain the same. Following amendments are proposed for Annexure-VI i.e. Load Assessment Criteria for Housing Societies, High Rose Buildings, Commercial Plazas, Multi- Storey Buildings, etc.</p>						
32.	Individual Houses	Description	Plot Size		Load Assessment	Load per SQY
			Marla	Square Yard		
			03 Marla	75	3.15 kW	0.042kW
			05 Marla	125	5.0 kW	0.040 kW
			07 Marla	175	5.70 kW	0.0325 kW
			10 Marla	250	6.60 kW	0.0264 kW
			12 Marla	300	7.45 kW	0.024kW
			14 Marla	350	8.75kW	0.025kW
			01 Kanal	500	10.61 kW	0.021kW
			02 Kanal	1000	17.74 kW	0.0177kW
<p>Explanation: For a house of 100 sqy, the load applied to 75 Yards shall be 3.15kW and the load of the remaining area i.e. 25 sqy shall be calculated on the basis of load of next category i.e. 5.0kW on pro-rata basis, as per following: For 75 sqy load shall be = 3.15kW For area over and above 75 sqy = 25 x (5/125)= 1 kW Total Load of 100 sqy area shall be assessed as: 3.15 + 1 = 4.15 kW</p>						

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		Maximum Load Assessment		
		Area	Urban/ Upper Areas	Rural/Lower Areas
Apartments		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
33.	Note (I) at the end of Annexure-VI shall be amended (Existing) Transformer loading capacity shall be taken 80% for assessment	The transformer shall be designed at 80% of the maximum capacity which includes transformer loading position and power factor. For example, in case of 80kW load a transformer of 100 kVA will be installed		
34.	New Clause: Note (III) at the end of Annexure-VI	(III) ADJACENT HOUSING SCHEMES/ SOCIETIES MULTISTORY BUILDINGS Adjacent Housing Schemes/ societies multistory buildings etc., belonging to the same owner/ party/ sponsor have been approved by the concerned Civic agency separately shall be amalgamated for assessment of ultimate load demand, However, approvals granted by Civic agency for schemes with more than two years apart shall be treated separately. 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.		