



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN

PRESS RELEASE

June 28, 2019

Subject: **NEPRA ISSUED DIRECTIVE TO ALL DISTRIBUTION COMPANIES REGARDING CHARGING OF COST OF ENERGY METER ON ACCOUNT OF METER DISPLAY ERROR**

It came to the attention of NEPRA that Distribution Companies have been charging cost for replacement of meter to the consumers for defective meters, and specifically for meter display errors. In pursuance of Clause 4.4 of the Consumer Service Manual, the consumer is not liable for any discrepancy or fault in metering equipment that is not attributable to any act or omission of the consumer.

Accordingly, NEPRA has directed all Distribution Companies to forthwith cease the practice of charging cost for replacement of meter to the consumers for meter replacements, specifically on account of meter display errors, where the discrepancy or fault is not attributable to any act or omission of the consumer.