



**National Electric Power Regulatory Authority**  
**Islamic Republic of Pakistan**

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**PRESS RELEASE**

Islamabad, July 21, 2020

Subject: **Public Hearings in the matter of unscheduled load shedding and over-billing by HESCO & SEPCO**

Public hearings in the matter of unscheduled load shedding and over-billing by Hyderabad Electric Supply Company (HESCO) & Sukkur Electric Power Company (SEPCO) were held via video link today i.e. on 21.07.2020 (Tuesday). A number of public representatives including Mr. Imtiaz Sheikh – Minister of Energy, Government of Sindh, Chief Executive Officers (CEOs) and Senior Professionals of HESCO and SEPCO, members of business community, journalists and consumers of the areas participated in these public hearings. The participants gave their views and comments regarding the prevailing unscheduled load shedding and over-billing in their respective areas. The general public also narrated their ordeals in lodging and redressal of their complaints /grievances.

02. The Authority after detailed deliberations decided to direct the HESCO and SEPCO officials to resolve the issues of unscheduled load shedding and over-billing on priority basis.

03. Furthermore, the following email addresses for consumers of HESCO and SEPCO have been created to facilitate them in timely manner:

[hescocomplaints@nepra.org.pk](mailto:hescocomplaints@nepra.org.pk) (for HESCO's consumers)  
[sepcocomplaints@nepra.org.pk](mailto:sepcocomplaints@nepra.org.pk) (for SEPCO's consumers)

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