



National Electric Power Regulatory Authority Islamic Republic of Pakistan

NEPRA Tower, Ataturk Avenue (East) G-5/1, Islamabad
Ph: +92-51-2013200, Fax: +92-51-9210215, +92-51-2600050
Web: www.nepra.org.pk, E-mail: Office@nepra.org.pk

Islamabad, September 08, 2021

PRESS RELEASE

NEPRA has observed some media reports regarding complaints of over-billing in terms of raising bills beyond approved billing period by various DISCOs.

2. NEPRA Authority wants to clarify that till today no consumer has filed such complaint before NEPRA's Consumer Affair Division. The Authority encourages consumers and other stakeholders to please report any such complaint to our Consumer Affair Division if they have any evidence in this regard so that the Authority may take stringent action as per applicable rules/regulations.

3. NEPRA Consumer Affair Division can be approached through its regional offices or at the following;

NEPRA Tower Attaturk Avenue (East), Sector G-5/1, Islamabad, Pakistan

Cell No. +92 51 2013200

Fax # +92 51 2600021

Email ID: cad@nepra.org.pk

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