



Before the Appellate Board
National Electric Power Regulatory Authority
(NEPRA)
Islamic Republic of Pakistan

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No. NEPRA/Appeal/024/2026/ 724

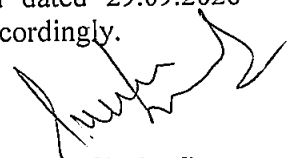
September 29, 2026

- | | |
|---|---|
| 1. Muhammad Talib Hussain,
House No. D-254, Ayesha Manzil,
F. B. Area, Karachi
Cell No. 0345-2075880 | 2. Chief Executive Officer,
K-Electric Ltd, KE House,
39-B, Sunset Boulevard,
DHA-II, Karachi |
| 3. Asif Shajer,
General Manager (Regulations),
K-Electric Ltd, KE House,
39-B, Sunset Boulevard,
DHA-II, Karachi | 4. Tatheera Fatima,
Advocate, 1 st Floor, Block F,
Elander Complex, Elander Road,
Karachi |
| 5. POI/Electric Inspector,
Karachi Region-II, Government of Sindh,
Plot No. ST-2, Block-N, North Nazimabad,
Near Sarina Mobile Market,
Main Sakhi Hasan Chowrangi,
Karachi | |

Subject: Appeal No.024/2026 (K-Electric vs. Muhammad Talib Hussain) Against the Decision Dated 13.10.2025 of the Provincial Office of Inspection to Government of the Sindh Karachi Region-II, Karachi

Please find enclosed herewith the decision of the Appellate Board dated 29.09.2026 (04 pages), regarding the subject matter, for information and necessary action, accordingly.

Encl: As Above


(Ikram Shakeel)
Additional Director
Appellate Board

Forwarded for information please.

1. Director (IT) –for uploading the decision of the Appellate Board on the NEPRA website



National Electric Power Regulatory Authority

Before Appellate Board

In the matter of

Appeal No.024/POI-2026

K-Electric Limited

.....Appellant

Versus

Muhammad Talib Hussain, House No. D-254,
Block-4, Ayesha Manzil, F. B. Area, Karachi

.....Respondent

APPEAL U/S 38(3) OF REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997

For the Appellant:

Ms. Tatheera Fatima Advocate
Mr. Muhammad Irshad Manager Legal
Hafiz M. Salman DGM
Mr. Arshad Kamran AM

For the Respondent:

Mr. Muhammad Talib

DECISION

1. Through this decision, the appeal filed by K-Electric Limited (hereinafter referred to as the "Appellant") against the decision dated 13.10.2025 of the Provincial Office of Inspection, Karachi Region-II, Karachi (hereinafter referred to as the "POI") is being disposed of.
2. Brief facts of the case are that Talib Hussain (hereinafter referred to as the "Respondent") is a domestic consumer of the Appellant bearing Ref No.0400007031977, having a sanctioned load of 11 kW, and the applicable tariff category is A-1R. Net metering connection of the Respondent was installed by the Appellant on 20.10.2024, Thereafter, the Respondent challenged the arrears of Rs.233,386/- containing the bills for the period from November 2024 to January 2025 with the plea that excessive bills were charged by the Appellant against the defective meter. The POI vide decision dated 13.10.2025 cancelled the arrears of Rs.233,386/- charged in January 2025.
3. Being dissatisfied with the decision dated 13.10.2025 of POI (hereinafter referred to as the Appeal No.024/POI-2026





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“impugned decision”), the Appellant filed instant appeal before NEPRA under Section 38(3) of the NEPRA Act. In its appeal, the Appellant opposed the impugned decision *inter alia*, on the main grounds that the Respondent agitated before the POI, the accumulated outstanding dues pertaining to the bills for the period from November 2024 to January 2025 charged as per actual consumption recorded by the meter; that the POI neglected all the record provided by the Appellant and exercised his powers beyond the jurisdiction passed impugned decision without examination of facts, arguments and comments placed on record by the Appellant and cancelled the above bills; that the POI arbitrary considered the consumption trend and overlooked the fact that the consumption of the Respondent even after installation of net metering connection remained high; that all the findings of the POI are baseless and that the impugned decision is liable to be set aside.

4. Notice dated 18.02.2026 was sent to the Respondent for filing reply/para-wise comments to the appeal within ten (10) days, which however were not filed.
5. Hearing was conducted at NEPRA Regional Office Karachi on 18.06.2026, which was attended by both parties. The representatives for the Appellant repeated the same contention as contained in memo of the appeal and contended that the net metering connection was installed in October 2024, thereafter the Respondent defaulted in making payment of regular bills due to which arrears of Rs.233,386/- accumulated till January 2025. The representatives for the Appellant further contended that on the request of the Respondent, impugned meter was checked and found within permissible limits. As per Appellant, the bills for the period from November 2024 to January 2025 charged to the Respondent are justified and payable by the Respondent. According to the Appellant, the impugned decision for cancellation of the arrears pertaining to the disputed bills is unjustified as the lower forum neither consulted the consumption data in true spirit nor decided the case on merits. The representative for the Appellant averred that even after replacement of the impugned meter on 11.04.2024, the consumption of the Respondent remained higher, which justifies the charging of the above bills. The representatives for the Appellant finally prayed for setting aside the impugned decision. On the contrary, respondent appearing in person rebutted the version of the Appellant and argued that net metering connection was installed by the Appellant in October 2024, since then inflated bills were charged to him against which he approached the Appellant to check the impugned meter accuracy. The Respondent stated that if presumed the impugned meter was functioning correctly as to why the Appellant replaced the same in April 2024. As per Respondent,



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such high consumption charged during the period from November 2024 to January 2025 has never been recorded in the billing history, hence the POI has rightly cancelled the arrears pertaining to the bills for the period from November 2024 to January 2025.

6. We have heard arguments of both the parties and examined the record placed before us.

i. It is an admitted fact that net metering connection was installed by the Appellant in October 2024. Thereafter, the Appellant debited the bills for the period from November 2024 to January 2025 to the Respondent, arrears of which were challenged before the POI with the plea that excessive billing was done by the Appellant during these months due to fast meter. Meanwhile, the Appellant replaced the impugned meter with a new meter on 11.04.2025.

ii. To verify the contention of both parties, billing history of the Respondent is reproduced below:

Period before dispute				Disputed period				Period after dispute			
Month	Units			Month	Units			Month	Units		
	Off-peak	Peak	Total		Off-peak	Peak	Total		Off-peak	Peak	Total
Jan-24	97	25	122	Nov-24	1268	341	1609	Feb-25	477	190	667
Feb-24	51	6	57	Dec-24	752	263	1015	Mar-25	430	172	602
Mar-24	44	56	100	Jan-25	631	303	934	Apr-25	241	92	333
Apr-24	80	15	95					May-25	14	7	21
May-24	85	34	119					Jun-25	237	113	350
Jun-24	416	21	437					Jul-25	560	175	735
Jul-24	206	35	241					Aug-25	713	130	843
Aug-24	31	0	31					Sep-25	17	10	27
Sep-24	117	10	127					Oct-25	33	7	40
Oct-24	94	1	95					Nov-25	135	50	185
Net metering connection installed on 20.10.2024								Dec-25	38	14	52
								Jan-26	162	86	248
								Feb-26	185	80	265
								Mar-26	140	111	251
								Apr-26	159	167	326
								May-26	290	52	342
								Jun-26	89	24	113
								Average			142

Perusal of billing statement as provided by the Appellant revealed that the average consumption charged during the disputed period is much higher than normal average consumption of the

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periods before and after the dispute. Such high consumption has never been recorded by the meter even before installation of net metering connection.

7. In view of what has been stated above, we are of the considered view that:

- i. The Appellant debited excessive bills for the period from November 2024 to January 2025 to the Respondent, and the arrears of Rs.233,386/- pertaining to the above-said bills were rightly cancelled by the POI.
 - ii. Since the highest consumption recorded before the installation of net metering connection in June 2024 was 437 units, therefore, it would be fair and appropriate to charge the revised bills for the period from November 2024 to January 2025 @ 437 units/month as recorded in June 2024.
 - iii. The billing account of the Respondent may be overhauled, accordingly.
8. Impugned decision is modified in the above terms.

Abid Hussain
Member/Advisor (CAD)

Dated: 29-09-2026

Naweed Illahi Sheikh
Convener/DG (CAD)

Muhammad Irfan-ul-Haq
Member/ALA (Lic.)

