



Registrar

National Electric Power Regulatory Authority Islamic Republic of Pakistan

NEPRA Tower, Attaturk Avenue (East), G-5/1, Islamabad
Ph: +92-51-9206500, Fax: +92-51-2600026
Web: www.nepra.org.pk, E-mail: registrar@nepra.org.pk

No. NEPRA/ADG(CAD)/TCD-09/ 17876-78

September 30, 2018

Chief Executive Officer,
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II,
Defence Housing Authority,
Karachi

Subject: **ORDER OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR. WASEEM-UR-RAHIM KHAN, ADVISOR – POWER AMRELI STEELS LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING POSITIONING OF ENERGY METER FOR BULK INDUSTRIAL CONSUMERS**
KE-108/07/2019

Please find enclosed herewith the Order of NEPRA dated 27.09.2019 (03 Pages) regarding the subject matter for necessary action and compliance within thirty (30) days, please.

Encl: As above


(Iftikhar Ali Khan)
Director
Registrar Office

Copy to:

- 1) Mr. Ayaz Jaffar Ahmed,
Director (Finance & Regulation),
K-Electric Limited, KE House No. 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.
- 2) Mr. Waseem-ur-Rahim Khan
Advisor – Power,
Amreli Steels Limited
A/18, S.I.T.E., Karachi



**BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)**

Complaint No. KE-108/07/2019

Mr. Waseem ur Rahim Khan **Complainant**
Amreli Steel Limited, A/18, S.I.T.E, Karachi
Karachi.

VERSUS

K-Electric Limited **Respondent**
KE House No. 39-B, Sunset Boulevard,
Phase-II, Defense Housing Authority,
Karachi.

Dates of Hearing: August 03, 2019

On behalf of

Complainant: 1) Mr. Waseem ur Rahim Khan, Advisor
2) Mr. Abubakar, Manager

Respondent: 1) Mr. Asif Shajar, DGM (Regulations)
2) Mr. Imran Hanif, DGM

Subject: **ORDER OF NEPRA IN THE MATTER OF COMPLAINT FILED BY MR. WASEEM UR RAHIM KHAN, ADVISOR-POWER AMRELI STEELS LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED REGARDING POSITIONING OF ENERGY METER FOR BULK INDUSTRIAL CONSUMERS**

ORDER

This Order shall dispose of the complaint filed by Mr. Waseem ur Rahim Khan on behalf of Amreli Steel Limited (hereinafter referred to as the "Complainant") against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE"), under Section 39 of

the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant in the complaint dated July 03, 2019 submitted that Amreli Steel is a bulk industrial consumer of KE having load of 69MW and its own 132 kV grid station. KE is recording the energy consumption at their own grid station situated at Dhabeji. The complainant added that as per provisions of the Consumer Service Manual (CSM) the electricity meter shall be installed at their premises and solicited further clarification regarding the positioning of energy meter for bulk industrial consumers. He has further mentioned that as per their understanding, the location of the energy meter in the plant will be determined by the utility company, in an independent room with complete lock and key arrangement and easy access for the utility.

3. In order to probe further into the matter, a hearing was held on August 03, 2019 at NEPRA Regional Office, Karachi, which was attended by both the parties. The Complainant re-iterated his existing version during the hearing. In response, the representatives of KE could not submit any convincing argument regarding charging of bills on the basis of meter reading at KE, Grid station rather than at the consumer's premises.

4. The matter has been examined in light of the written/verbal arguments of the parties and following has been concluded:

- i- The Complainant is an industrial consumer of KE under B-4 tariff category. The Complainant has their own 132kV grid station. KE has been sending bills to the Complainant on the basis of meter reading taken at the KE grid station i.e. the sending end.
- ii- According to Clause 4.2 (a) of the Consumer Service Manual (CSM): "it shall be the responsibility of the consumer to provide a safe and accessible location to the DISCO for the installation of the metering equipment at his premises," meaning thereby that the billing of the consumer is to be carried out at the Consumer's premises i.e. the receiving end.
- iii- In other distribution companies also, billing of such consumers is being carried out at receiving end.

- iv- The line losses of the industrial consumers with B-3 and B-4 tariff category are built-in the tariff. In case the metering is not carried out at the consumer end, the consumer will have to pay for the line losses in duplication.
5. Foregoing in view, KE is directed to shift the billing of the Complainant from sending end to the receiving end and in future the billing be made at the Complainant's premises.


(Rehmatullah Baloch)
Member (Consumer Affairs)

Islamabad, September 27 , 2019