



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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No. NEPRA/CAD/TCD.05/2148-51


February 14, 2017

Chief Executive Officer
Lahore Electric Supply Company Limited (LESCO)
22-A, Queen's Road, Lahore.

Subject: **Order in the matter of Complaint filed by Syed Jawed Waheed under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against LESCO regarding Excessive Billing (A/C # 03 11233 0265300 U)**
[Complaint # LESCO-86/2016]

Please find enclosed herewith the Order of NEPRA dated 10/02.2017 in the subject matter for compliance within thirty (30) days of the receipt of the Order.

Encl: As above


(Iftikhar Ali Khan)
Director
Registrar Office

Copy to: -

1. C.E/Customer Service Director
Lahore Electric Supply Company Limited (LESCO)
22-A, Queen's Road, Lahore.
2. Manager (Commercial)
Lahore Electric Supply Company Limited (LESCO)
22-A, Queen's Road, Lahore.
3. Syed Jawed Waheed S/O Syed Iqbal Waheed,
H. # 104, Raza Block, Allama Iqbal Town, Lahore.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. LESCO-86-2016

Syed Jawad Waheed **Complainant**
House No. 104, Raza Block Allama Iqbal Town,
Lahore.

Versus

Lahore Electric Supply Company Limited (LESCO), **Respondent**
22-A, Queen's Road, Lahore.

Date of Hearing: August 18, 2016
September 01, 2016

Date of Decision: February 10, 2017

On behalf of:

Complainant: Nemo

Respondent: i). Mr. Iqbal Anwar, Assistant Manager (Customer Services),
ii). Mr. Nouman Nisar, Assistant Manager (Operations),

Subject: **Order in the Matter of Complaint filed By Syed Jawad Waheed Under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 Against LESCO Regarding Excessive Billing (04-11233-0265300 U)**

ORDER

This Order shall dispose of the complaint dated nil filed by Syed Jawad Waheed (hereinafter referred to as the "Complainant") against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

2. Brief facts of the case are that the Complainant in his complaint stated that LESCO has issued him excessive bill without taking proper meter reading.

3. The matter was taken up with LESCO for submission of comments. Moreover, LESCO was also directed to defer the disputed amount of Rs. 59,835/- till a final decision is taken. In response, LESCO reported that the site was checked on August 15, 2016 whereby the meter readings were found as 13705(off peak) and 2918 (peak) against the meter reading charged for the month of July 2016 as 12920(off peak) and 2754 (peak). LESCO further reported that on request of the consumer, a check meter was also installed whereby the existing meter was found accurate.

4. In order to further examine the matter, a hearing was held on August 18, 2016 at NEPRA Head office, Islamabad. However, LESCO representatives could not provide complete record of the case in the hearing. Subsequently, LESCO was directed to provide some information/documents with respect to Meter Change Order (MCO), Billing statement, breakup of arrears, results of check meter etc. The said information was provided by LESCO during another hearing held on September 01, 2016 at NEPRA Regional Office, Lahore. Subsequently, LESCO was directed to down load the data of the meter month wise (peak/off peak) from date of its installation i.e August 25, 2014 however, LESCO could not provide the same and informed vide its letter dated January 27, 2017 that the meter only retains one year data.

5. The case has been examined in detail in light of available record, relevant documentary evidence, arguments advanced in the hearing and applicable law. Following has been observed:

- (i). The record shows that the Complainant applied for extension of load from 2 kW to 5 kW in August 2014, accordingly, the said request was acceded to and the load was extended. Upon extension of load, a new ToU meter was installed at site on August 25, 2014. The old single phase meter was removed at that time; however LESCO did not feed Meter Change Order (MCO) in its record for

carrying out actual billing and the bills were charged at will and whim of the concerned officials.

(ii). The billing history of the Complainant provided by LESCO is as under:

Month	Year 2014			Year 2015			Year 2016				Units Charged
	Previous	Present	Units Charged	Previous	Present	Units Charged	Previous		Present		
							Off Peak	Peak	Off Peak	Peak	
January	66099	66488	389	75437	75437	0	9982	1996	9982	2086	90
February	66488	66928	440	75437	76987	1550	7348	2086	7348	2150	64
March	66928	67306	378	76987	77356	369	7348	2150	7810	2231	543
April	67306	67688	382	77356	77356	0	7810	2231	10654	2328	2941
May	67688	68526	838	77356	77356	0	10654	2328	11211	2439	668
June	68526	69846	1320	77356	79056	1700	11211	2439	11211	2439	0
July	69846	71370	1524	79056	79285	229	11211	2439	12920	2754	2024
August	71370	73174	1804	79285	79285	0	12920	2754	13647	2907	880
September	73174	73174	0	79285	79285	0	13647	2907	14600	3003	1049
October	73174	75437	2263	79285	82219	2934	14600	3003	15419	3210	1026
November	75437	75437	0	82219	85153	2934	15419	3210	15917	3323	611
December	75437	75437	0	85153	9982	0	15917	3323	16307	3422	489

(iii). As per the record of MCO , the old single phase meter was removed at final reading dial of 73376 and the Complainant was charged bills up to meter reading as 85153 hypothetically without taking proper meter reading. LESCO fed the MCO in December 2015 after a lapse of about sixteen (16) months, which caused financial loss to the Complainant in shape of charging single part tariff instead of ToU tariff.

(iv). LESCO could not provide month wise breakup of actual consumption (peak/off peak) from the date of installation of meter. Therefore, the calculations for overhauling/revision of bills are required to made on the basis of average consumption of the Complainant w.e.f. date of installation of ToU meter. The average consumption is tabulated as under:



Present Reading as of December 2016		Average consumption			
		Winter (532 units)		Summer (971 units)	
Off peak	Peak	Off peak	peak	Off peak	Peak
16307	3422	440	92	803	168

Keeping in view the above average consumption, the total payable amount (taking into consideration all the components i.e. Cost of Electricity, TR surcharge, FC surcharge, NJ surcharge, TV fee, Electricity duty, GST, FPA, subsidy etc) becomes Rs. 2,46,361/- whereas the Complainant has paid total amount of Rs. 2,60,025/- since September 2014, as such, the Complainant has paid an amount of Rs. 13,664/- in excess up to billing month of December 2016; which is required to be adjusted by LESCO in his future bills. The detailed calculations are annexed.

6. In view of above, LESCO is hereby directed to proceed as under:

- i). Withdraw the excessive bills and overhaul the account of the Complainant with effect from September 2014 to December 2016 by affording credit of Rs. 13,664/-.
- ii). Take action against concerned Meter Reader/Meter Supervisor for not feeding MCO in time.
- iii) Compliance report in this regard be submitted within thirty (30) days.

Member (Consumer Affairs) 

Islamabad, February 10, 2017

Months	Rate		Units Billed			Cost of Electricity (EC)	Subsidy	TR Surcharge @ Rs.3/kWh	FC Surcharge @ Rs.0.43/kWh	NI Surcharge @ Rs.0.10/kWh	TV Fee	Electricity Duty @1.5% of EC	GST@17% of EC and ED	Bill Amount (Rs.)	FPA Rate (Rs./kWh)	FPA Amount (Rs.)	Total Payable	Amount Paid	Balance
	Peak	Off-Peak	Total	Off-Peak	Peak														
Sep-14	18.00	12.50	971	803	168	13,064	(4,110)	-	-	97	35	196	2,254	11,536	0.53	606	12,142	908	11,234
Oct-14	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	0.42	267	8,279	46,972	(38,693)
Nov-14	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(2.96)	(1,870)	6,141	-	6,141
Dec-14	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(3.24)	(2,047)	5,964	-	5,964
Jan-15	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(2.08)	(1,314)	6,697	-	6,697
Feb-15	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(4.51)	(2,849)	5,162	-	5,162
Mar-15	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(3.62)	(2,287)	5,724	28,737	(23,013)
Apr-15	17.50	11.50	532	440	92	6,672	-	-	-	53	35	100	1,151	8,011	(1.86)	(1,175)	6,836	597	6,239
May-15	17.50	11.50	971	803	168	12,177	-	-	-	97	35	183	2,101	14,593	(2.69)	(3,102)	11,491	-	11,491
Jun-15	17.50	11.50	971	803	168	12,177	-	-	-	97	35	183	2,101	14,593	(2.19)	(2,525)	12,068	25,264	(13,196)
Jul-15	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.13)	(2,456)	13,061	855	12,206
Aug-15	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.60)	(2,998)	12,519	682	11,837
Sep-15	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.88)	(3,321)	12,197	649	11,548
Oct-15	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(1.81)	(1,144)	7,374	58,834	(51,460)
Nov-15	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(2.06)	(1,301)	7,216	3,500	3,716
Dec-15	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(3.83)	(2,420)	6,098	-	6,098
Jan-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(4.04)	(2,552)	5,965	11,899	(5,934)
Feb-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(4.36)	(2,755)	5,763	1,999	3,764
Mar-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(2.84)	(1,794)	6,723	9,806	(3,083)
Apr-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(3.94)	(2,489)	6,029	-	6,029
May-16	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(3.32)	(3,828)	11,689	-	11,689
Jun-16	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.80)	(3,229)	12,289	10,000	2,289
Jul-16	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(3.00)	(3,459)	12,058	9,131	2,927
Aug-16	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.56)	(2,952)	12,566	17,428	(4,862)
Sep-16	15.00	9.50	971	803	168	10,151	-	2,913	418	97	35	152	1,752	15,518	(2.77)	(3,194)	12,323	-	12,323
Oct-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(2.61)	(1,649)	6,869	32,764	(25,895)
Nov-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	(1.920)	(1,920)	6,598	-	6,598
Dec-16	15.00	9.50	532	440	92	5,562	-	1,596	229	53	35	83	960	8,518	-	-	8,518	-	8,518
			19,725	16,303	3,422	220,947	(4,110)	39,264	5,628	1,973	980	3,314	38,124	306,119	-	(59,758)	246,361	260,025	(13,664)

Handwritten signature or mark