



National Electric Power Regulatory Authority

ISLAMIC REPUBLIC OF PAKISTAN

Attaturk Avenue (East) Sector G-5/1, Islamabad.

Ph: 051-2013200 Fax: 051-2600021

**Consumer Affairs
Department**

TCD.05 **3368**-2026
September 08, 2026

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

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIM REHMAN
C/O M/S AA PAPER MILLS PVT LIMITED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING (REF 24 11611 2113000).**

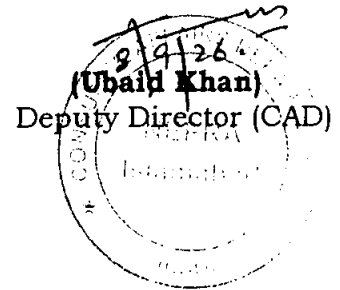
Complaint No. **LESCO-NHQ-70770-03-26**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC), dated September 08, 2026 regarding the subject matter for necessary action and compliance.

Encl: As above

Copy to:

1. Chief Engineer/Customer Service Director,
LESCO, 22-A, Queen's Road, Lahore.
2. Director Commercial
LESCO, 22-A, Queen's Road, Lahore.
3. Additional Director (CAD),
NEPRA Regional office, 54-B, Link Arcade, GECH Society,
Phase-3, Link Road, Model Town, Lahore.
4. Incharge Central Complaint Cell, LESCO
Focal Person To NEPRA,
LESCO, 22-A, Queen's Road, Lahore.
5. S.E Sheikhpura Circle, LESCO
Lahore Sargodha Road, Near Regal Cinema, Sheikhpura.
6. XEN sheikhpura City Division LESCO,
Lahore Sargodha Road, Near Regal Cinema, Sheikhpura.
7. Mr. Asim Rehman S/o Allah Ditta
M/s. AA Paper Private Limited, Muridke Khurd,
Bank Al Falah, Urdu Bazar, Lahore.
8. Mr. Islam Liaqat (Legal Council)
R/o 107, First Floor, Atif Center,
1-Turner Road, Lahore.
Cell: 0321-7455839.





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

Complaint No. LESCO-NHQ-70770-03-26

Mr. Asim Rehman
M/s AA Paper Limited
Muridke Khurd, Sharaqpur Road
Shiekupura.

..... Complainant

VERSUS

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

..... Respondent

Date of Hearing: April 07, 2026
April 29, 2026
May 09, 2026
August 18, 2026

**On Behalf of
Complainant:** Rana Fayyaz Ahmed
Mr. Islam Liaqat Advocate

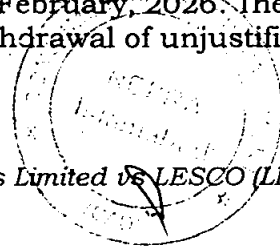
Respondent: Mr. Shahid Hussian XEN (Operation), LESCO

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. ASIM REHMAN
C/O M/S AA PAPER MILLS PVT. LIMITED UNDER SECTION 39 OF THE
REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF
ELECTRIC POWER ACT, 1997 AGAINST LESCO REGARDING EXCESSIVE
BILLING**

DECISION

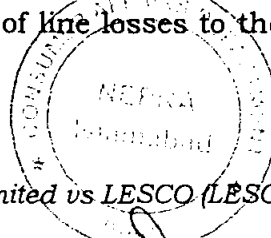
This decision shall dispose of the complaint filed by Mr. Asim Rehman c/o M/s AA Paper Mills Pvt. Limited (hereinafter referred to as the "Complainant") before NEPRA against Lahore Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "LESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that the Complainant in the complaint disputed the charging of arrears amounting to Rs. 54,265,261/- during the month of February, 2026 despite payment of all previous bills without any default and further prayed for withdrawal of unjustified amount. The matter was taken up with LESCO and hearings were held at NEPRA Head Office, Islamabad and Provincial Office, Lahore which were attended by both the parties wherein case was discussed in detail. During the hearing, LESCO official submitted that upon extension of load from 4950 kW to 7500 kW against the Complainant's connection during April, 2023, the billing was erroneously not shifted to grid end meter and the Complainant was continued to be charged on consumer end meter until January, 2026. LESCO official apprised that as DISCOs are to ensure that no additional line losses are incurred and additional loss if any shall be borne by respective consumer, therefore, the Complainant was charged difference of reading i.e. 1217170 units between the grid end meter reading and consumer end meter during February, 2026. The Complainant contested the version of LESCO and again argued the withdrawal of unjustified units.

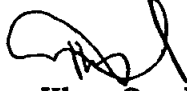


3. The case has been analyzed in the light of arguments advanced by the parties, documents placed on record and applicable law. The following has been observed:

- (i) The Complainant is an industrial consumer of LESCO under reference No. 24-11611-2113000 getting supply from LESCO with dedicated feeder under B-3 tariff category. The Complainant applied to LESCO for extension of load from 4950 kW to 6800 kW which was approved by LESCO on August 04, 2022. Later, during February, 2026, LESCO charged technical line losses against the enhanced sanctioned load of 6800 kW based on the difference of reading between grid end meter reading and consumer end meter reading during the for the period i.e. April, 2023 to January, 2026. The Complainant disputed the unjustified charging of technical line losses.
- (ii) Prior to extension of load, LESCO was carrying out billing at consumer end meter (installed at premises), and after extension of load LESCO kept charging bills as per consumer end meter until January, 2026. Later, during February, 2026, the difference of reading between grid end meter reading and consumer end meter reading i.e. 1217170 units was charged by LESCO at once for the period i.e. March 31, 2023 to January 31, 2026. It is noted that when the meter reading is carried out at grid end meter, line losses between grid and consumer premises shift to consumers whereas in the case of B-3 consumers where billing is carried out at the consumer's premises, such losses do not pass on to the consumer.
- (iii) According to relevant provision of Consumer Service Manual (CSM), meters of all consumer categories are installed at the consumer premises. Moreover, according to NEPRA approved tariff terms and conditions regarding allowing extension of load between 5 MW to 7.5 MW; DISCOs are to ensure that no additional line losses are incurred and additional loss if any are to be borne by the respective consumer which means that consumer is liable for payment of line loss which will be incurred additionally after extension of load i.e. over and above losses after extension of load and not the total losses. In the instant case, LESCO has charged the Complainant the total losses i.e. difference of reading between grid end meter and consumer end meter.
- (iv) Further, clause-2.6 (6) of Consumer Service Manual (CSM) provides that for load above 5-MW there is requirement of dedicated transformer(s), dedicated feeder(s) and dedicated grid station along with associated lines, however, the consumers may be allowed extension of load beyond 5 MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11 kV existing dedicated feeder. In the instant case the load was extended from LESCO owned grid station through dedicated feeder of the Complainant, as such tariff category of the Complainant remained under B-3 tariff whereby the billing is to be carried out at consumer end meter i.e. meter installed at the premises and the Complainant is liable to pay only additional losses if any as per approved tariff terms and conditions. Moreover, According to USAID Power Distribution Program Planning Guide and recent study of distribution companies (DISCOs), Annual Energy Loss (AEL) at HT is 3%, therefore, LESCO can only charge the losses which are above 3% i.e. additional losses above the permissible limits.
- (v) LESCO has submitted details of technical line losses as per which aggregated line losses for period March, 2023 to January, 2026 is 1.55 % which are well within the prescribe limit as such no additional line losses have been incurred to LESCO. In view thereof, charging of line losses to the Complainant is not justified.



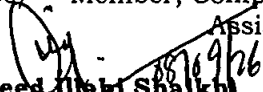
4. Foregoing in view, it has been concluded from the record so provided by LESCO that due to extension of load from 4950 kW to 6800 kW, no additional line losses have been incurred on the feeder. As such the consumer is not liable for payment of line losses beyond 3%. Therefore, LESCO is directed to withdraw the detection bill charged to the Complainant on account of total line losses i.e. difference of reading between grid end meter and consumer end meter. LESCO can only charge losses beyond permissible limit of 3% (Aggregate) at 11 kV feeder (if any) after extension of load. The complaint is disposed of in above terms.


(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee /
Director (Consumer Affairs)


(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee /
Assistant Legal Advisor


(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee /
Director General (CAD)

Islamabad, September 08, 2026

