



**National Electric Power Regulatory Authority**

ISLAMIC REPUBLIC OF PAKISTAN

NEPRA Head Office

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

Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs  
Department**

TCD.06/ <sup>2502</sup> -2024  
May 31, 2024

**Chief Executive Officer,**  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.

**Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY CH. MUHAMMAD RAFIQUE, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING DELAY IN PROVISION OF NET METERING CONNECTION (REF# 30 15118 0006919 U).**  
**MEPCO-MUL-324-01-24NM**

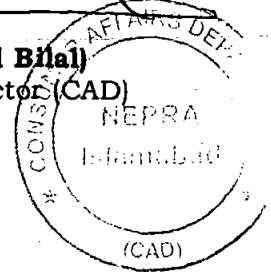
Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC), dated May 31, 2024, regarding the subject matter for necessary action.

**Encl: As above**

**Copy: -**

1. C.E/ Customer Services Director,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
2. Additional Director,  
NEPRA Regional Office,  
39-First Floor, Orient Mall,  
Khanewal Road, Multan.
3. Chief Engineer/ C.E. (P&E), MEPCO,  
Multan Electric Power Company (MEPCO),  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.
4. Ch. Muhammad Rafique,  
Fazal Cold Services, Plot No. 157,  
Industrial Estate, Multan.  
0303-4102010

**(Muhammad Bilal)**  
Additional Director (CAD)



For follow-up, please.



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

Complaint No. **MEPCO-MUL-324-01-24NM**

Ch. Muhammad Rafique  
Fazal Cold Services, Plot No. 157,  
Industrial Estate, Multan.  
0303-4102010

..... Complainant

**VERSUS**

Multan Electric Power Company (MEPCO)  
MEPCO Complex, WAPDA Colony,  
Khanewal Road, Multan.

..... Respondent

**Date of Hearing:** March 05, 2024

**On behalf of**  
**Complainant:** Ch. Muhammad Rafique

**Respondent:** Mr. Khalid Mehmood, C.E. (P&E), MEPCO  
Mr. Arshad Munir, Addl. Manager (P&E), MEPCO

**SUBJECT: DECISION IN THE MATTER OF COMPLAINT FILED BY CH. MUHAMMAD RAFIQUE,**  
**UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND**  
**DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST MEPCO REGARDING**  
**DELAY IN PROVISION OF NET METERING CONNECTION (REF# 30 15118 0006919 U)**

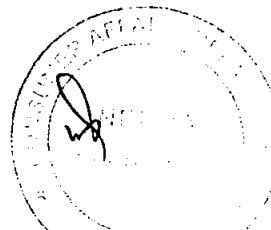
**DECISION**

This decision shall dispose of the complaint filed by Ch. Muhammad Rafique, Fazal Cold Services, Plot No. 157, Industrial Estate, Multan (hereinafter referred to as the "Complainant") against Multan Electric Power Company (hereinafter referred to as the "Respondent" or "MEPCO"), 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 his complaint stated that MEPCO is using delaying tactics in provision of net-metering connection, due to the reason that the Distributed Generator will furnish and install a manual disconnect device that has a visual break to isolate the distributed generation facility from the distribution facilities of DISCO whereas the inverter contains such switch built-in. The subject matter was taken up with MEPCO for submission of report/ comments. A hearing in the matter was also conducted on March 05, 2024 at NEPRA Regional Office, Multan which was attended by both the parties (i.e., MEPCO and the Complainant). MEPCO officials submitted that a Committee was constituted for checking/ inspecting the Net Metering facility which jointly visited the site on November 20, 2023 and found various discrepancies. The Complainant was informed vide letter dated November 23, 2023 to remove the discrepancies. In response, the Complainant approached MEPCO Offices with the request to forward the case to NEPRA for issuance of net metering concurrence with the condition that these discrepancies will be removed before the installation of connection. The case was conditionally forwarded to the NEPRA vide letter dated February 13, 2024. MEPCO officials again visited the site on February 28, 2024 wherein it was observed that the following discrepancies existed at site:

- i). **Manual Load Break Switch is not installed:**

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According to the NEPRA Notification dated September 01, 2015 with subject Interconnection Disconnect Switch, "the DISCO may require that the applicant furnish and install an interconnection disconnect switch that opens, with a visual break, all underground poles of the interconnection circuit. The interconnection Disconnect Switch shall be accessible at all times, located for ease of access of DISCO's personnel, and shall be capable of being lock in the opened position. The applicant shall follow the DISCO's recommended switching, clearance, tagging and locking procedure".

ii). **Solar check meter is not installed:**

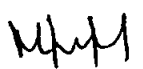
It is necessary to install solar check meter for exact recording of solar generation because HT Bi-Directional billing Meter only records export units and does not confirm the source of Generation hence, just by recording export units it cannot be ascertained whether these units are generated from solar or some other source just like in the case of sugar mills where consumer has multiple sources of electricity generation. As far as checking of solar generation units from inverter meters is concerned, it does not provide monthly data as well as one has to calculate reading from all inverters installed at site which will create ambiguity.


3. The case has been examined in detail in light of the record provided by the parties, arguments advanced during the hearing and applicable law. The following has been observed:

- (i) The Complainant is an individual consumer of MEPCO. The Complainant approached MEPCO for provision of a Net Metering Connection for 249.61kW. MEPCO after inspecting the site found discrepancies. (a) Non-availability of Manual Load Break Switch (LBS) and (b) Installation of solar check meter.
- (ii) The Complainant is of the view that a disconnection switch is built-in in the inverter, therefore, demand of MEPCO for provision of separate LBS is not justified. It may be noted that NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulation 2015 provides that the Distributed Generator is required to install a manual disconnect device/switch having a visual break to isolate the DG facility from the network of DISCO. Maintenance work on Pole Mounted Transformer (PMT) is supposed to be carried out after delinking the drop-out cut-out fuses or in the case of an 11kV feeder, after the de-energizing, isolating and grounding from both sides (grid and workplace). Once, the line is de-energized, the DG facility also gets off automatically. In order to avoid any possible human error, the installation of a Load Break Switch (LBS) in series with the inverter is considered appropriate for the safety of the field staff of DISCO's, therefore, the Complainant is required to provide LBS.
- (iii) MEPCO has demanded for installation of check meter. There is no provision for installation of solar check meter in NEPRA (Alternative & Renewable Energy) Distributed Generation & Net Metering Regulation 2015. Moreover, there is no other source of generation in the instant case like sugar mills etc. therefore, demand for installation of solar check meter is not justified.
- (iv) MEPCO has also issued Distributed Generation license to the Complainant.

4. Foregoing in view, MEPCO is directed to provide the net metering connection to the Complainant on priority without any further delay and meanwhile, the Complainant is required to get the LBS installed from the approved / authorized installer within a period of one (01) month.

  
(Lashkar Khan Qambrani)  
Member Complaint Resolution Committee /  
Director (CAD)

  
(Moqem ul Hassan)  
Member Complaint Resolution Committee /  
Assistant Legal Advisor (CAD)

  
(Naveed Illahi Shaikh)  
Convener Complaint Resolution Committee /  
Director General (CAD)

Islamabad, May 31, 2024

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