



National Electric Power Regulatory Authority
Islamic Republic of Pakistan

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OFFICE OF THE
REGISTRAR

No. NEPRA/CAD/TCD-01/16558

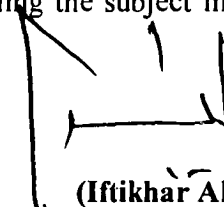
November 13, 2015

Chief Executive Officer
Peshawar Electric Supply Company (PESCO)
WAPDA House, Sakhi Chashma, Shami Road,
Peshawar

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY GENERAL
MANAGER & PROJECT DIRECTOR, TARBELA DAM UNDER
SECTION 39 OF THE REGULATION OF GENERATION,
TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT,
1997 AGAINST PESCO REGARDING PROVISION OF SUPPLY AT ONE-
POINT**
COMPLAINT NO. PESCO-31/2015

Please find enclosed herewith the decision of NEPRA regarding the subject matter for necessary action and compliance within thirty (30) days.

Encl: As above


13/11/15
(Iftikhar Ali Khan)
Deputy Registrar

Copy to:

General Manager (Commercial)
Peshawar Electric Supply Company (PESCO)
WAPDA House, Sakhi Chashma, Shami Road,
Peshawar

General Manager & Project Director
Water and Power Development Authority
Tarbela Dam



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No: PESCO-31/2015

General Manager and Project Director **Complainant**
Water and Power Development Authority
Tarbela Dam.

Versus

Chief Executive Officer **Respondent**
Peshawar Electric Supply Company (PESCO)
WAPDA House, Sakhi Chashma, Shami Road
Peshawar.

Date of Hearing: September 15, 2015

Date of Decision: November 12, 2015

On behalf of:

Complainant:

- 1) Mr. Faisal Hayat, Executive Engineer Civil
- 2) Major (R) Sardar, Deputy Director (Admin)
- 3) Mr. Afsar Khan, Technician

Respondent:

- 1) Mr. Muzafar Khan, S.E PESCO Mardan
- 2) Mr. Inam Ullah Khan, Assistant Manager (Customer Services)

Subject: **COMPLAINT FILED BY GENERAL MANAGER & PROJECT DIRECTOR, TARBELA DAM UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING PROVISION OF POWER SUPPLY AT ONE POINT**

DECISION

1. This decision shall dispose of the complaint dated April 07, 2015 filed by General Manager & Project Director, Water and Power Development Authority, Tarbela Dam (hereinafter referred to as the "Complainant") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 against Peshawar Electric Supply Company (hereinafter referred to as the "Respondent" or "PESCO").

2. Brief facts of the case are that the Complainant in his complaint stated that the supply of electricity to Right Bank Colonies was on one-point supply and under their control prior to year 2001. The same control was shifted to PESCO later on and individual connections were installed. Since then, PESCO has been issuing excessive bills and to avoid this issue, they want to revert back to their earlier arrangement. The Complainant requested that the concerned quarters be instructed to restore the previous system of billing i.e. one-point supply.
3. The complaint was taken up with PESCO for submission of para wise comments. In response, PESCO vide its letter dated May 11, 2015 reported that SDO (Operation) Topi Sub Division time and again carried out over billing against Right Bank consumers which was later rectified. Further, by applying bulk supply tariff, not only more revenue can be earned but also consumers' complaints can be minimized. PESCO further reported that there are certain issues which must be settled prior to change of tariff, i.e. i) an amount of Rs. 3.07 Million is outstanding against private and government connections, ii) there are number of residences which at present are in the occupancy of PESCO employees, iii) meter security at present rates is required for feeding new connection. In addition to above, PESCO vide letter dated May 27, 2015 stated that the matter has already been taken-up with Chief Engineer (Power) WAPDA, Tarbela and he has been advised to apply for bulk supply after completing all the codal formalities. PESCO further reported that as per NEPRA Rules, license should be obtained by the Complainant; hence, the Complainant has been advised to obtain license being a pre-requisite for solving the issue. In the absence of license, many issues will arise i.e. i) issue of ownership of assets such as 11 kV lines, transformers, cables, metering equipments, ii) restoration of old distribution system will disturb the existing system and the sustainability as well as maintainability of HT/LT circuitry will enrich the confrontation in case of damaging of any component of the circuit.
4. To probe further into the matter, a hearing was held on September 15, 2015 at NEPRA Head Office Islamabad wherein representatives of both the parties participated and advanced their arguments. During the hearing, representatives of the Complainant informed that in other power houses, the supply is being provided by the DISCOs on one-point supply. They added that GIK institute, having likewise load, has been given supply by PESCO on one-point supply. It was further informed that they are ready to pay security deposit and outstanding dues as per demand of PESCO. The representatives of the Complainant also submitted that the electricity network/distribution system was installed by them and the same

was handed over to PESCO; as such, they are owner of the assets/equipments/lines. During the hearing, PESCO representatives reiterated their earlier version. PESCO in its written arguments submitted that in Right Bank colony, different categories of people are residing including power house employees, PESCO employees, etc. PESCO further stated that if one point supply is allowed to Right Bank Colonies at Tarbela Dam, other power houses like Dargai, Mangla, Warsak, CRBC Ghazi Barotha will also demand the same.

5. The case has been analysed in detail in light of documents made so available by the parties, arguments advanced during the hearing and applicable law. Following has been observed:

- i). The complaint has been filed by the General Manager and Project Director, Tarbela Dam, WAPDA. The issues pertains to shifting of individual billing of employees of WAPDA living at Right Bank Colonies, Tarbela Dam to one-point supply. Prior to year 2001, the supply was being provided at one-point supply under C-2 tariff.
- ii) The electrification system at Right Bank Colonies, Tarbela Dam was laid by the management of Tarbela Dam at their own cost. Later, the system was handed over to PESCO in the year 2000 for its operation and maintenance and individual billing.
- iii) The employees residing at Right Bank Colonies, Tarbela Dam are entitled for free electricity units in accordance with their designations. PESCO issues them excessive bills without taking actual meter readings due to which they have no other option but to switch to the earlier set up i.e. one point supply.
- iv) During the hearing, it was observed that the maintenance of the distribution system, which is responsibility of PESCO in the present circumstances, is being carried out by the management of Tarbela Dam and no transformer, pole, conductor, etc has ever been replaced by PESCO, if damaged. Further, Tarbela Dam employees rectify the fault, whenever required, and also use their resources for rectification of faults. PESCO representatives did not deny this fact.
- v). The billing procedure carried out at other likewise power houses has also been sought from the concerned DISCOs. The record shows that the

colonies attached with Mangla, Chashma etc. power houses under the jurisdiction of IESCO and FESCO respectively, are being billed at one-point supply.

vi) Conversion of distribution system to one-point supply is in the benefit of PESCO as there will be no issue of line losses or theft of electricity. The individual meters already available/installed at individual premises will only be used for monitoring of consumption by the employees of Tarbela Dam/ residents of Right Bank Colonies and will not be for resale of electricity/billing purpose. The Complainant also assured that no re-sale of electricity shall take place if individual connections are shifted to one-point supply.

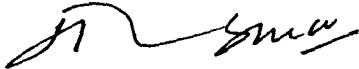
6. In view of foregoing, PESCO is hereby directed to shift the billing of both feeders providing supply at Right Bank Colonies, Tarbela Dam to one-point supply after completion of all codal formalities including:

i). clearance of all outstanding arrears including an amount of Rs. 3.07 Million (as pointed out by PESCO)

ii). updation of security deposit, if any.

7. In addition to above, General Manager and Project Director, Tarbela Dam is directed to ensure that no re-sale activity shall take place and no person is provided with electricity supply residing in the Right Bank Colonies who is not directly involved with Tarbela Dam or not an employee of WAPDA.

8. Compliance report be submitted within thirty (30) days.


(Maj. (R) Haroon Rashid)
Member (Consumer Affairs)

Islamabad, November 12, 2015