

Procedure to Obtain Electricity Connection



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1 Disclaimer

This information memorandum is to introduce the subject matter and provide a general idea and information on the said matter. Although, the material included in this document is based on data/information gathered from various reliable sources; however, it is based upon certain assumptions, which may differ from case to case. The information has been provided on as is where is basis without any warranties or assertions as to the correctness or soundness thereof.

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2 Introduction of SMEDA

Small and Medium Enterprises Development Authority (SMEDA) is an apex SME development agency working under the Ministry of Industries and Production (MoI&P), Government of Pakistan. In pursuit of its mission, SMEDA has adopted an integrated strategy that comprises SME sectors & clusters development, Business Development Services (BDS), and Policy advocacy to protect and promote SME interests. SMEDA offers a broad spectrum of business development services to SMEs which include prefeasibility studies, identification of experts and consultants, delivery of need-based capacity building programs in addition to business guidance through help desk services along with other initiatives of SMEDA for SME development.

3 Purpose of the Document

This document is a demonstrative guide for business community who are interested in getting electricity connection for their industrial and commercial units, particularly for businesses categorized as Small & Medium Enterprises (SMEs). The guide aims at helping to understand the procedure of getting electricity connection.

4 Relevant Law & Authority

In order to promote fair competition in the electricity industry and to protect the rights of customers as well as producers and sellers of electricity, the Government of Pakistan has enacted the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997.

The National Electric Power Regulatory Authority (NEPRA), has been established under this Act for regulation of electric power generation, transmission and distribution in Pakistan. NEPRA has an objective to provide growth to the electric power sector and to rationalize the electricity rates. NEPRA is also to ensure that investment in the electricity industry is justified and earns a reasonable return for the investors.

WAPDA, the relevant authority for electricity connection was established in 1958 and its agenda includes generation, transmission and distribution of power. It is also responsible for irrigation, water supply and drainage flood control, internal navigation etc.

WAPDA's distribution network is divided into various electric supply companies structured in line with modern management practices:

- 1- Lahore Electric Supply Company (LESCO)
- 2- Islamabad Electric Supply Company (IESCO)
- 3- Multan Electric Power Company (MEPCO)
- 4- Faisalabad Electric Supply Company (FESCO)
- 5- Gujranwala Electric Power Company (GEPCO)
- 6- Sukker Electric Power Company (SEPCO)
- 7- Peshawar Electric Supply Company (PESCO), Catering KPK Province
- 8- Quetta Electric Supply Company (QESCO), Catering Baluchistan Province
- 9- Hyderabad Electric Supply Company (HESCO), catering Sindh Province except Karachi
- 10- Tribal Electric Supply Company (TESCO), Working under the administration of CE, PEPCO to cater the needs of Tribal Areas

5 Types of Connections Available

WAPDA is providing three types of connections, according to the purpose and extent of usage of electricity. These categories are as follows:

- i. Domestic (A-1)
- ii. Commercial (A-2)
- iii. Industrial (B-1, B-2)

The applicants are divided into these categories on basis of the purpose for which electricity is being used. The applicants requiring connection at their residences are classified as 'Domestic (A-1)' consumers. The applicants requiring connection for usage at their business sites are termed as 'Commercial (A-2)' consumers, such as hotels, and restaurants etc. If the applicants require the electricity connection at their place of business and are utilizing

electricity for the purpose of operating heavy machinery for production, they are categorized as 'Industrial (B-1, B-2)' consumers.

6 Electricity Connection for Agriculture

The procedure of getting electricity connection for agriculture is same as for industrial. Agriculture related consumers are required to apply for / select the appropriate connection based upon their load capacity. Electricity tariffs for agriculture sector are different from that of Industrial, therefore, even though the type of connection will fall under "Industrial (B-1, B-2)" at the time of application, bill generated thereof will have "Agriculture" mentioned on it.

7 Documents Required

Documentation requirement for electricity connections is dependent upon load capacity required for which the application is made and the type of connection as referred above. Documents required for a sole proprietor, firm or company applying for any one type of connections, i.e. A-1, A-2, B-1, B-2, have been listed below:

- 1- Application Form
- 2- Abridged Conditions of Supply
- 3- Attested Copy of National Identity Card of Applicant
- 4- Attested Copy of National Identity Card of witness
- 5- Attested Copy of Property Ownership
- 6- NOC from Owner in case of Tenant

Following additional documents are required for Industrial Connection in case of a Limited Company:

- 1- Resolution from Board of Directors in Favor of Signatory
- 2- Addresses and attested copies of CNIC of all Board Members.
- 3- Certified True Copy of Memorandum of Articles of Association
- 4- Certified True Copy of Form-29
- 5- NOC from all Directors as per Form 29

8 Sanctioning Officers for Connections

The sanctioning authority is responsible for inspection and processing of documents. The sanctioning authority varies with the load of the energy being consumed.

8.1 Domestic and Commercial Connection: A1, A2

LOAD	SANCTIONING OFFICER
1-15 KW	Assistant Manager Operations (AMO)/SDO
16-70 KW	Deputy Manager Operations (DMO)/XEN
70-500 KW	Manager Operations (MO)/SE
500 and above	Chief Executive (CE)

8.2 For Industrial Connection: B1, B2

The sanctioning authorities for the industrial connection are different from the domestic and commercial connections and are stated as below:

LOAD	SANCTIONING OFFICER
Up to 70 KW	Deputy Manager Operations (DMO)/XEN
70-500 KW	Manager Operations (MO)/SE
500 and above	Chief Executive (CE)

9 Estimated Time Schedule

Time required to process an application for electricity connection depends upon the type of connection and begins from the date of registering the application to installation of the connection. For detailed information regarding time schedules please refer to Annexure III.

10 Step Wise Procedure for Commercial and Industrial Connections:

All the new applications for electricity connections are processed thorough Electricity New Connection (ENC) System, www.enc.com.pk for all distribution companies except KE.

This section will facilitate you with the procedure for getting new electricity connection from distribution companies.

Note: Karachi area is separately administered under K-Electric and has its own procedure of connection and tariff rates; however, K- electric has agreement with WAPDA as electricity supply is a federal matter. Website: www.ke.com.pk.

The following steps must be followed

Step #1	Fill the online Application Form (For Offline Form, refer to Annexure-I)
Step #2	<p>Please upload the scanned copies of the following documents. Make sure that the size of scanned documents are less than 50 Kilo Bytes:-</p> <ul style="list-style-type: none"> (a) Proof of ownership (Registry, Actual Farred, Baynama, Allotment Letter (In case of Housing Colony). All pages duly attested by Oath Commissioner or Notary Public or Class one officer. (b) Undertaking by the Applicant (As per the specimen available in the concerned office on Stamp Paper duly attested by Oath Commissioner) that no electricity connection is previously available on the required connection place and no arrears exists. If arrear found on latter stage, I shall bound to pay them. (c) In case of more than one owner, power of attorney (As per the specimen available in the concerned office on Stamp Paper duly attested by Oath Commissioner) in favor of applicant from other owners. (d) In case of applicant is a tenant, No objection certificate (As per the specimen available in the concerned office on Stamp Paper duly attested by Oath Commissioner) from the owner of the property. (e) Attested copy of CNIC of the applicant. (f) Attested Copies of CNIC of the two witnesses (in case of single phase meter witnesses are not required) (g) A copy of concerned Tariff duly signed by the consumer and witnesses (In case of Domestic and Commercial connections, signatures of the witnesses are not necessary). <p style="text-align: center;"><u>Additional documents only for industrial applicants</u></p> <ul style="list-style-type: none"> (h) Connection in the name of Company and in case of more than one owner , Power of Attorney (in the favour of Applicant) that he can follow the application and also sign contract with the Distribution Company. (i) Site map where connection is required. (j) In case of Limited or Private Limited Company, copy of incorporation certificate (Article and memorandum of Association). (k) Complete addresses and attested copy of CNIC of all board of Directors. (l) No Objection Certificate on Company letter head as per Form 29 duly signed by all the Directors of the Company. (m) Charge Creation Certificate from Security and Exchange Commission, whose worth will be equal to the security amount.
Step #3	Submit the online Application Form
Step #4	Get Printout of the Application Form
Step #5	Attach all above documents with Application Form
Step #6	Send Application along-with all attachments to the concerned office
Step #7	After verification of the documents, Demand Notice will be issued
Step #8	Please pay the Demand Notice to the designated bank
Step #9	Please send paid Demand Notice copy to the concern office
Step #10	After verification of Demand Notice payment, connection will be installed

Note:-

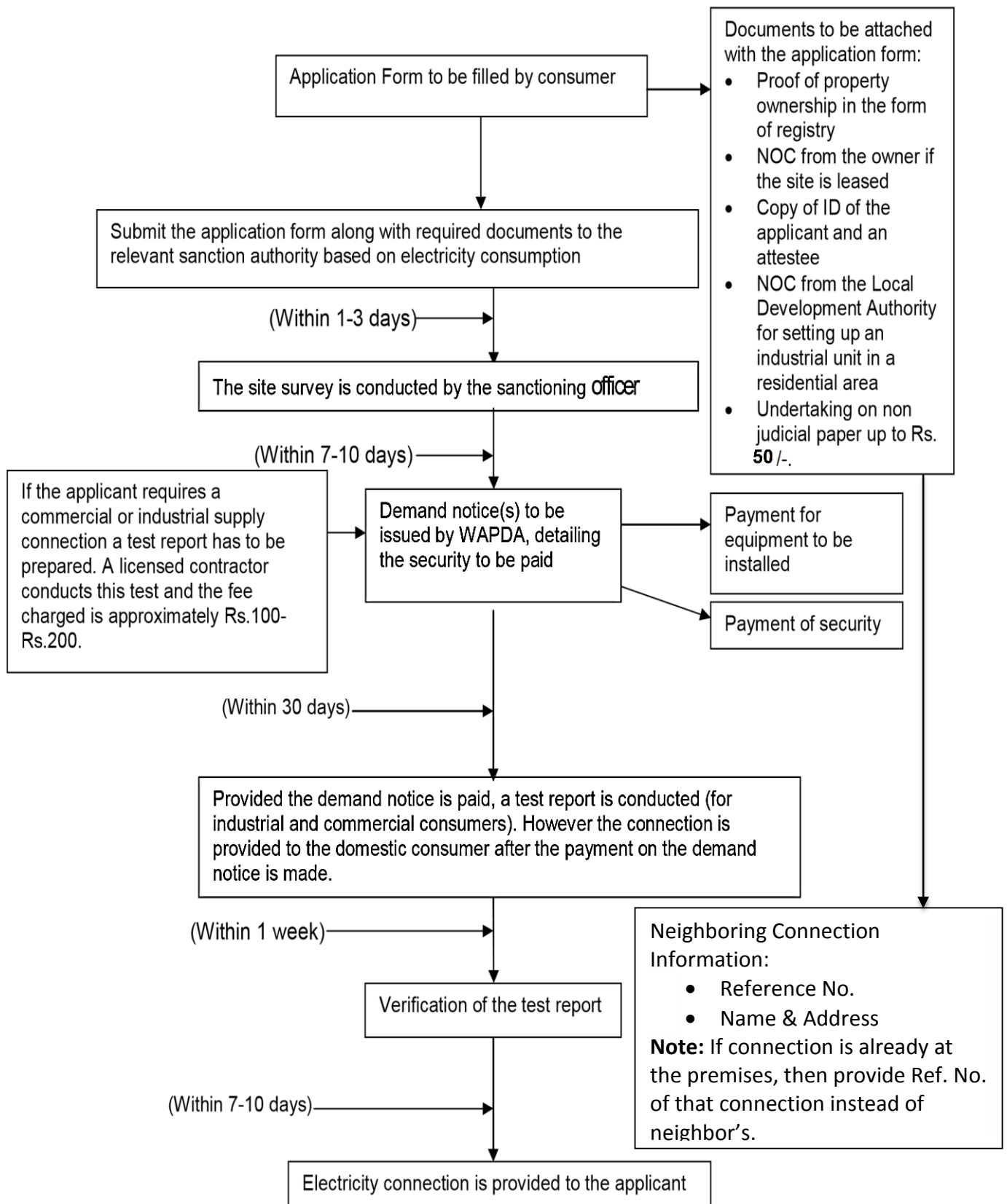
- 1 DISCOs reserve the rights to reject/cancel any application at any stage, if found defaulter.
- 2 Incomplete/vague applications will not be entertained.
- 3 In case of fake documents submitted, application will be cancelled and legal action will be taken against applicant(s)/owner(s).

11 Useful Links

Useful and related links of connection procedure from Regional Companies of WAPDA are listed below:

- i. Electricity New Connection (ENC) System www.enc.com.pk
- ii. Lahore Electric Supply Company (LESCO)
www.lesco.gov.pk/registration/NewConnection.asp
- iii. Islamabad Electric Supply Company (IESCO)
http://www.iesco.com.pk/new_connection.php
- iv. Multan Electric Power Company (MEPCO)
<http://117.20.28.179:8189/mepco/?q=services/new-connection-procedure>
- v. Faisalabad Electric Supply Company (FESCO)
<http://fesco.com.pk/newconnection.asp>
- vi. Gujranwala Electric Power Company (GEPCO)
<http://www.gepco.com.pk/NewConnection.aspx>
- vii. Peshawar Electric Supply Company (PESCO), catering to the needs of KPK
http://www.pesco.gov.pk/new_conn_procedure.asp
- viii. Tribal Electric Supply Company (TESCO), Working under the administration of CE, PEPCO to cater the needs of Tribal Areas
www.tesco.gov.pk/Connection%20Procedure.php
- ix. Quetta Electric Supply Company (QESCO), Catering to the needs of Baluchistan Province
http://www.qesco.com.pk/New_Conn.aspx
- x. Hyderabad Electric Supply Company (HESCO), catering to the needs of Sindh Province except Karachi area. <http://www.hesco.gov.pk/htmls/newconnection>

12 Flow Chart of the Procedure for Obtaining an Electricity Connection



13 Tariff Structure of WAPDA

The electricity Tariff(s) are subject to change by the Government, however tariffs can be checked from the Regional Electric Supply Company's websites as under:

- 1- Lahore Electric Supply Company (LESCO), <http://www.nepra.org.pk/lesco.htm>
- 2- Islamabad Electric Supply Company (IESCO), <http://www.nepra.org.pk/iesco.htm>
- 3- Multan Electric Power Company (MEPCO), <http://www.nepra.org.pk/mepco.htm>
- 4- Faisalabad Electric Supply Company (FESCO), <http://www.nepra.org.pk/fesco.htm>
- 5- Gujranwala Electric Power Company (GEPCO), <http://www.nepra.org.pk/gepco.htm>
- 6- Peshawar Electric Supply Company (PESCO), <http://www.nepra.org.pk/pesco.htm>
- 7- Tribal Electric Supply Company (TESCO), <http://www.nepra.org.pk/Tesco.htm>
- 8- Quetta Electric Supply Company (QESCO), <http://www.nepra.org.pk/qesco.htm>
- 9- Hyderabad Electric Supply Company (HESCO), <http://www.nepra.org.pk/hesco.htm>

Note: Karachi area is separately administered under K-Electric and has its own procedure of connection and tariffs rates; however, K- electric has agreement with WAPDA as electricity supply is a federal matter. Website: www.ke.com.pk.

Annexure -I
APPLICATION FORM
(FOR CONNECTION)

(DISCO to insert its name and logo)

Type of Connection

<input type="checkbox"/> Domestic	<input type="checkbox"/> Commercial	<input type="checkbox"/> Industrial
<input type="checkbox"/> Agriculture	<input type="checkbox"/> Temporary	<input type="checkbox"/> Other (Please specify)

Purpose of application

<input type="checkbox"/> New Connection	<input type="checkbox"/> Change of Name	<input type="checkbox"/> Extension of load
<input type="checkbox"/> Reduction of load	<input type="checkbox"/> Change of Tariff	<input type="checkbox"/> Other (Please specify)

PART I

Application No. _____ (For office use)

Date _____

Name of Sub Div. _____

1. Name of Applicant _____
2. Father's/Husband's name _____
3. Complete address where the connection is required _____
4. Applicant's Mailing Address _____
5. CNIC _____
6. Applicant E-Mail address _____
7. Phone No. _____
8. Mobile No _____
9. Size of Plot _____ Marla _____ Kanals _____ Sq.Yds
10. Reference No. of existing connection(s) if any _____



(Signature of Applicant)

(Signature of witness)

Applicant's Receipt

FOR OFFICE USE:

Application for _____ (purpose of application) has been received from Mr. _____ with DISCO (DISCO to insert its name) and has been allotted

Registration No./Case ID. _____ dated _____

Signature of Officer/Official: _____

Date: _____

Name of Sub-Division/Division/Circle _____

PART II
(FOR OFFICE USE)

1. Date of Survey/Verification of Test Report-----
2. Authenticity of particulars given by consumer
 - a. Load at site -----kW
 - b. Tariff Applicable -----
3. Material required (as per attached estimate)
4. Size of plot -----
5. Proposed Reference No.-----
6. Whether area electrified/ un electrified/Housing Society-----
7. Whether Transformer is available or not: _____
8. Whether 11 kV feeder is available or not(name of feeder): _____
9. Whether Grid Station is available or not(name of Grid Station) _____

Name of Officer/Official: _____

Designation: _____

10. Load Sanctioned: _____

11. Date of sanction _____

12. Demand Notice for Capital Cost:

- a. No. _____
- b. Issue Date: _____
- c. Total amount: _____
- d. Paid On (Date): _____
- e. Total Paid Amount: _____
- f. Bank Name and Branch: _____
- g. Date of Return of Demand Notice by the applicant to DISCO(DISCO to insert its name): _____

13. Demand Notice for Security Deposit:

- a. No. _____
- b. Issue Date: _____
- c. Total amount: _____
- d. Paid On (Date): _____
- e. Total Paid Amount: _____
- f. Bank Name and Branch: _____
- g. Date of Return of Demand Notice by the applicant to DISCO(DISCO to insert its name): _____



14. Reason(s) if application is not sanctioned and returned

(Signature of officer with designation)

PART III

(i) Connection installation

- a. Date of metering installation-----
- b. Name of Incharge installing the meter-----

(ii) Meter's Particulars

- a. Meter No-----
- b. Make-----
- c. Meter type----- Capacity-----
(a) KWH (b) KVARH (c) MDI
- d. Initial reading----- (d) Multiplying factor if any-----
- e. Seals/Postal order No-----

(Signature of official with designation)

(Signature of officer with designation)

Part IV

Submission of documents to RO/AM(CS) for billing vide Letter No _____
Dated: _____

(Signature of Officer with Designation)

NOTE: Copy of the complete set (part I to IV) completely filled in and signed by the officer of DISCO (DISCO to interest its name) will also be provided to the consumer for his/her record. The consumer may lodge complaint against non-provision of such complete copy.

(Signature of the Applicant as a token of receipt of a copy of the set)



Annexure-II
Power Supply Contract
(DISCO to insert its name and Logo)

To be executed on non-judicial stamp paper worth Rs. 50/-

Contract for Consumer Connection and Supply of Electric Power

This Contract for Consumer Connection and Supply of Electric Power ("Power Supply Contract") is entered into between Mr./Ms./Mrs. M/s _____ ("Consumer") AND DISCO (DISCO to insert its name) _____ on the ____ day of _____, at _____ for the purpose of _____ (New connection/change of name/extension of load/reduction of load)

Whereas the applicant had applied vide Application Form dated _____ for a load of _____ kW to DISCO (DISCO to insert its name) under tariff _____.

Whereas DISCO (DISCO to insert its name) had issued demand notices bearing No. _____ dated _____ (capital cost) and No. _____ dated _____ (security deposit) in the favour of consumer amounting to Rs. _____ and Rs. _____ respectively which were duly deposited by the consumer on _____ vide receipt no. _____ in _____ Bank.

Whereas the consumer has in line with the provisions of Consumer Eligibility Criteria, 2003 deposited the charges, complied with the safety requirements and its electrical installations checked and verified by the Electric Inspector or his authorized wiring contractor.

Whereas DISCO (DISCO to insert its name) has also verified the electrical installation at the consumer's premises and ensured its soundness for the purpose of its connection to its distribution system.

Now therefore, the parties to this contract hereby agree as follows:

DISCO (DISCO to insert its name) shall provide the distribution services to the consumer in accordance with the terms and conditions approved by National Electric Power Regulatory Authority ("Authority").

The Consumer Service Manual provides the rights and duties of both DISCO (DISCO to insert its name) and the consumer which shall be binding on both the parties and shall be referred to by the parties to deal with different aspects of services to be rendered by DISCO (DISCO to insert its name).

In witness whereof, the parties hereto execute this Contract of Power Supply on this day of _____

DISCO: _____
Name _____
Signature _____

Consumer: _____
Name _____
Signature _____

Witness:
Name _____
CNIC No. _____
Signature _____



Annexure – III

Time Frame for New Connections

CONNECTION CATEGORY-1

Load (up to 15 kW) at 400 V

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Sub Division/Division, submission of wiring test report, site survey and verification of test report	-SDC, LS, SDO (for A1,A2, A3) connections -Head Draftsman/XEN/DM(O) (for other connections)	4
2	Preparation of Service cost estimate & vetting . issuance of demand notice,	-LS, SDO/AM(O) (for A1,A2, A3) connections -Head Draftsman/XEN/DM(O) (for other connections)	6
3	Issuance of SCO/ Work Order/ Instructions. Approval of Store requisition/Issue of material and execution of work order	-LS, SDO/AMO (for A1,A2, A3) connections -XEN/DM(O) (for other connections)	11
4	Metering installation	-LS -SDO/AM(O) -XEN/DM(O)	9
			30

CONNECTION CATEGORY-2

Load (above 15 kW but not exceeding 70 kW) at 400 V

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in the Division. submission of wiring test report, site survey and verification of test report	Head Draftsman/XEN /DM (O)	4
2	Preparation of Service cost estimate & vetting and issuance of demand notice	XEN/DM (O)	6
3	Issuance of SCO/ Work Order/ Instructions. Approval of Store requisition/Issue of material and execution of work order	-do-	25
4	Metering installation	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	9
			44



CONNECTION CATEGORY-3

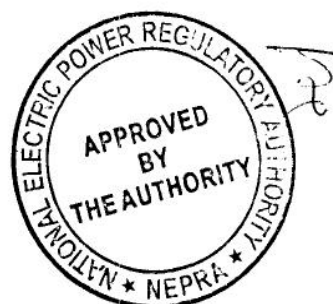
Load (above 70 kW but not exceeding 500 kW) at 400 V

Sr. No.	Description	Responsibility	Days
1	Registration of application in the Circle, submission of wiring test report, site survey and verification of test report	Head Draftsman /SE/Manager (O)	5
2	Preparation of Service cost estimate & vetting and issuance of demand notice	SE/Manager (O)	7
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	PD (Construction), XEN/DM (O)	36
4	Metering installation	XEN/DM (O), XEN/DM (M&T) SDO/AM (O),	10
			58

CONNECTION CATEGORY-4

Load (above 500 kW but not exceeding 5000 kW) at 11kV or 33 kV

Sr. No.	Description	Responsibility	Days
	(1)	(2)	(3)
1	Registration of application in CEO Office, submission of wiring test report, site survey and verification of test report	Manager (P&E)	10
2	Preparation of Service cost estimate & vetting and issuance of demand notice	-do-	20
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	PD (Construction), XEN/DM (O)	55
4	Metering installation	SE/Manager (O), Manager (M&T) XEN/DM (O),	21
			106



CONNECTION CATEGORY-5All loads at 66 kV and above

Sr. No.	Description (1)	Responsibility (2)	Days (3)
1	Registration of application in the CEO Office, submission of wiring test report, site survey and verification of test report	Mgr. (P&E)	30
2	Preparation of Service cost estimate & vetting and issuance of demand notice	CE (T&G) Office of CEO Office of MD, NTDC	15
3	Issuance of SCO/ Work Order/ Instructions, Approval of Store requisition/Issue of material and execution of work order	CEO- - CE (T&G) - PD (GSC)	411
4	Metering installation	Manager (P&E) Manager (M&T) SE/Manager (O), XEN/DM (P&I), XEN/DM (T&I)	40
			496

Explanation:

"In case the distribution company does not take the required action within the stipulated time prescribed in the above table, the distribution company shall have to give reasons for each day delay in writing to the consumer with a copy to the Authority; the Authority may accept or reject such reasons. However, the delay shall not absolve the distribution company from the obligation to complete the required action (i.e. issuance of demand notice or provision of connection, as the case may be)".

