

Sr.#	Clause	Existing Clause	Proposed Clause
1	2.8.2(a)	<p>For a premises with separate portions, DISCO shall allow more than one connection at the same premises subject to the following:</p> <ul style="list-style-type: none"> <li>i. Separate portions</li> <li>ii. Separate electric circuits</li> <li>iii. Separate kitchens</li> <li>iv. Separate entrance/ access</li> <li>v. An affidavit on non-judicial stamp paper worth Rs. 50/- submitted to the effect that separate family resides in separate portion of the premises</li> </ul>	<p><b>Residential Connections (New Applicants)</b></p> <p>Provision of multiple connections will be subject to separate entrance from road/street. A premises having single entrance will only become entitled for ToU meter(s) and in that case the already installed single phase meter will be converted into ToU meter subject to the following:</p> <ul style="list-style-type: none"> <li>i. Separate access to the separate portions.</li> <li>ii. Separate electric circuits.</li> <li>iii. Separate kitchens.</li> <li>iv. An affidavit on non-judicial stamp paper worth Rs. 50/- submitted to the effect that separate family resides in separate portion of the premises.</li> <li>v. There is no restriction on number of TOU meters as far as separate portions exist at any premises, having one entrance from road/street.</li> </ul> <p>If the applicant is a tenant or a person other than the landlord then No Objection Certificate from the owner/ landlord, along with the ownership proof and other documents as required as per clause 2.3.3.</p>
2	2.8.3	New	<p><b>Regularization of existing 2<sup>nd</sup> / multiple connections (above 10-Marlas)</b></p> <ul style="list-style-type: none"> <li>a) DISCOs to review all premises above 10 Marla or equivalent where more than one connection already exist on one premises and follow as under: Serve 15 days' notice to the consumers having more-than-one non-TOU meters for the following: <ul style="list-style-type: none"> <li>i. To apply for the consolidation of load of existing connections to convert all non-TOU meters into ToU meter; or</li> <li>ii. Produce following documents to maintain already existing connections. <ul style="list-style-type: none"> <li>a) bifurcation / sub division of house/premises</li> <li>b) Separate gate for entrance /access to separate portions</li> <li>c) Separate electric circuits</li> <li>d) Separate kitchens</li> <li>e) An affidavit on non-judicial stamp paper worth Rs. 50%-submitted to the effect that separate family resides in separate portion of the premises.</li> </ul> </li> <li>iii. In case of failure the supply will be disconnected as per procedure laid down in Chapter 8 of CSM.</li> </ul> </li> </ul>

			<p>b) After the lapse of 15 days' notice period, the concerned Assistant Manager (Operation) shall conduct field survey through Line Superintendent to confirm that the consumer has neither applied for consolidation of load nor submitted the required documents as mentioned in clause 2.8.3(a)(ii). In case of failure of the consumer on this account, DISCO will proceed for disconnection of more than one non-TOU connections installed in one premises.</p>
3	9.1.1	<p><b>DIRECT THEFT OF ELECTRICITY BY REGISTERED/ UN REGISTERED CONSUMERS OF DISCO:</b></p> <p>If a premises/person is found to be hooked directly with DISCO's (DISCO to insert its name) supply line by bypassing the metering installation or the metering installation is missing at site (where the safe custody of the meter is the responsibility of the consumer) , or supply is restored illegally on disconnected premises, or if the consumer is using electricity direct from DISCO's (DISCO to insert its name) supply line and/or the person living in the premises is not a consumer of DISCO (DISCO to insert its name), or meter is installed at site but no record exists then DISCO (DISCO to insert its name) shall inter-alia process the case as theft of electricity. Information of such offense is provided to the police in writing by the concerned officer (not below Grade 17) of DISCO (DISCO to insert its name) or by an officer of an equivalent grade.</p>	<p>The presence of one or more of the following shall constitute prima facie evidence of illegal use or theft or electricity:</p> <ol style="list-style-type: none"> <li>i. If a person / premises is found to be drawing power by hooking or is connected directly with DISCO's supply/Distribution line without any metering installation;</li> <li>ii. The metering installation is missing at site (where the safe custody of the meter is responsibility of the consumer)</li> <li>iii. A meter is found to be tampered with in any way which effects the normal operation or registration of an electricity meter;</li> <li>iv. The presence of a current reversing transformer, jumper, shorting and/or shorting wire and/or loop connection or other similar device is found in any part of the building or its premises which is subject to the control of the consumer or is used in electric meter;</li> <li>v. Supply is restored illegally on a disconnected connection/premises;</li> <li>vi. If a meter is installed at site but no record of such installed meter exists;</li> <li>vii. Electricity is being used for a purpose other than purpose for which it was authorized;</li> <li>viii. If money or any other valuable consideration is offered or supplied to any official of DISCO for any of the reason related with supply of the electricity.</li> </ol> <p>Then DISCO shall inter-alia process the case as theft of electricity. Information of such offence shall be provided to the police in writing by the concerned officer (not below Grade-17) of DISCO or by a Government Officer of an equivalent grade.</p>

4	9.1.2	<p>All theft cases as mentioned above would be dealt by DISCO (DISCO to insert its name) strictly in accordance with relevant sections of Pakistan Penal Code, 1860 (Act XLV of 1860) and the Code of Criminal Procedure, 1898 (Act V of 1898). The disconnection of electricity shall be carried out immediately under the supervision of concerned Officer of DISCO (DISCO to insert its name) by removing such facility. The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the court during the trial. After conclusion of the legal proceedings the material so removed shall be retained by DISCO (DISCO to insert its name).</p>	<p>All cases of theft of electricity as mentioned above shall be dealt by DISCO strictly in accordance with relevant sections of the Pakistan Panel Code, 1860 (Act XLV of 186), Code of Criminal Procedure, 1898 (Act V of 1898), and any other relevant law inforce at the time. The following steps shall be taken in this regard.</p> <ol style="list-style-type: none"> <li>a. The disconnection of electricity shall be carried out immediately under the supervision of concerned officer of DISCO by removing the means through which theft of electricity is being carried out. The removed material shall be preserved as a proof of theft i.e. the case property and the same shall be produced before the court during the trial. After conclusion of the legal proceedings the material so removed shall be retained by DISCO.</li> <li>b. In the event that the same premises / person is again found to be involved in the aforementioned offence, the identical procedural steps delineated in clause (a) shall be executed.</li> <li>c. In the event that the same person/premises is found 3<sup>rd</sup> times to be involved in the theft of electricity, then in addition to the steps set out in clauses 9.1.2, electrical equipment and appliances used by such person / premises, for consumption of the stolen electricity shall also be removed. For this purpose, concerned law enforcement agencies shall, after lodging of the FIR, issue search warrant for such person / premises and shall enter and remove all electrical equipment and appliances being used for the consumption of stolen electricity. This process shall be carried out in the presence of the concerned DISCO representative. The removed materials, equipment and appliances shall be preserved as case property, serving as tangible evidence of the theft of electricity.</li> </ol>
5	9.1.3	<p>DISCO (DISCO to insert its name) shall be authorized to recover its loss by raising a detection bill as follows provided that the maximum period of charging in such cases shall be restricted to twelve months for</p>	<p>DISOCO shall be authorized to recover its loss by theft detection bill as follows:</p> <ol style="list-style-type: none"> <li><b>i. First Instance:</b> <ul style="list-style-type: none"> <li>• Unregistered consumer will be charged for twelve months.</li> <li>• Registered consumers will be charged for six months.</li> </ul> </li> </ol>

	<p>unregistered consumers and up to six months for registered consumers:</p> <p>a. Detection Bill for Unregistered Consumers</p> <p>No of detection units = Load x Load Factor x 730 x Months Where:</p> <ul style="list-style-type: none"> <li>• Load means the connected load or running load in kW whichever is higher</li> <li>• Months = Period for charging detection bill</li> <li>• Load Factor as per Annexure-V</li> <li>• 730 = Average number of hours in a month</li> </ul> <p>b. Detection Bill for Registered Consumers</p> <p>The detection bill shall be issued as per the following methods in the order of priority:</p> <ol style="list-style-type: none"> <li>i. Previous consumption/Billing History</li> <li>ii. On the basis of future undisputed consumption if no previous credible consumption is available.</li> <li>iii. No of detection units = Load x Load Factor x 730 x Months Where: <ul style="list-style-type: none"> <li>• Load means the connected load or sanctioned load in kW whichever is higher</li> <li>• Months = Period for charging detection bill</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>ii. <b>Second Instance:</b> <ul style="list-style-type: none"> <li>• Unregistered consumer will be charged three times of twelve months.</li> <li>• Registered consumers will be charged three times of six months.</li> </ul> </li> <li>iii. <b>Third Instance:</b> <ul style="list-style-type: none"> <li>• Unregistered consumer will be charged five times of twelve months.</li> <li>• Registered consumers will be charged five times of six months.</li> <li>• All appliances utilized for direct hooking of electricity within the premises shall be confiscated (for unregistered and registered consumers).</li> </ul> </li> </ol> <p><b>Calculation of detection bill:</b></p> <ol style="list-style-type: none"> <li>a. Theft Detection bill for Unregistered consumers  No. of theft detection units = Load x Load Factor x 730 x Months x T where: <ul style="list-style-type: none"> <li>• Load means the connected load or running load in kW whichever is higher</li> <li>• Months = Period for charging theft detection bill</li> <li>• Load Factor as per Annexure-V</li> <li>• 730 Average number of hours in a month</li> <li>• T = 1 for first instance, 3 for second and 5 for third instance.</li> </ul> </li> <li>b. Theft Detection bill for Registered consumers  The theft detection bill shall be issued as per the following methods in the order of priority: <ol style="list-style-type: none"> <li>i. Previous consumption / Billing history</li> <li>ii. On the basis of future undisputed consumption if no previous credibility consumption is available.</li> <li>iii. No. of theft detection units = Load x Load Factor x 730 x Months x T where:</li> </ol> </li> </ol>
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		<ul style="list-style-type: none"> <li>• Load Factor as per Annexure-V</li> <li>• 730 = Average number of hours in a month</li> </ul> <p>Provided that the units already charged in routine billing during the detection bill period will be adjusted.</p>	<ul style="list-style-type: none"> <li>• Load means the connected load or running load in kW whichever is higher</li> <li>• Months = Period for charging theft detection bill</li> <li>• Load Factor as per Annexure-V</li> <li>• 730 Average number of hours in a month</li> <li>• T = 1 for first instance, 3 for second and 5 for third instance.</li> </ul> <p>Provided that the units already charged in routine billing during the theft detection bill per shall be adjusted.</p> <p>Note: For second and third instance cases, only Clause 9.1.3(b)(iii) above shall be applicable.</p>
6	New	Special Economic Zones (SEZs)	The consumers located inside the Special Economic Zones (SEZ) do not require construction of a separate grid station and shall be fed from the dedicated grid station of the SEZ subject to availability of load and NOC by the SEZ.
7	New	Shifting of material from DISCO to DISCO	<p>In case a consumer requests for shifting/relocation of equipment installed in one DISCO (Host DISCO) to another DISCO (inter DISCO shifting) due to discontinuation of the connection in the Host DISCO; the same shall be allowed for installation in the other DISCO against a new connection or for extension of load etc. Following charges shall be applicable.</p> <ol style="list-style-type: none"> <li>Host DISCO shall charge 2% of the cost of material at prevailing rate in respect of dismantling / removal of equipment (Panel transformers, switch gear etc.)</li> <li>Consumer shall bear transportation/ carriage charges as per actual.</li> <li>8 % charges of the cost of material at prevailing rate shall be charged by other DISCO for installation/ commissioning of the equipment at the new site.</li> </ol>

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)

**Load applied:**

Serial No.	Electrical Appliances	Quantity	Load (Watts)
1.	Light(s)		
2.	Fan(s)		
3.	Air-conditioner(s)		
4.	Heater		
5.	Washing machine		
6.	Refrigerator		
7.	Light plug		
8.	Power Plug		
9.	Motor		
	Other.....		
<b>Total Load (kW)</b>			

**PART I (FOR OFFICE USE)**

Application No. \_\_\_\_\_

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 \_\_\_\_\_

### DOCUMENTS TO BE ATTACHED WITH THE APPLICATION FORM

- a) Ownership proof of the premises as determined by DISCO (DISCO to insert its name) where connection is required. Conversely provision of electricity connection does not necessarily constitute proof of ownership of the premises.
- b) An affidavit by the owner of the premises on non-judicial stamp paper worth Rs. 50/- as per schedule 1 of the Stamp Act 1899 (or as amended through Stamp Act, 1899 from time to time) to the effect that no connection existed previously at the premises for which connection is applied for and that he/she shall pay DISCO (DISCO to insert its name) any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on. Further, in the affidavit it will be mentioned that the applicant is not defaulter of any other electricity connection in DISCOs (DISCO to insert its name) or / and in any other distribution company, and if found at any stage, his/her connection may be disconnected after issuance of prior seven days' notice. **If someone repeatedly engages in dishonest energy theft, DISCOs can charge a detection bill 3-5 times the loss. They'll also remove all electrical equipment used for theft, preserving them as evidence following Consumer Service Manual Chapter 9.**
- c) If the applicant is a tenant or a person other than the landlord/owner then no objection certificate from the owner/landlord along with the ownership proof and affidavit as mentioned above are required. The Owner/landlord will also affirm on a non-judicial stamp paper worth Rs.50/- as per schedule 1 of the Stamp Act 1899 that he/she would be responsible for payment of the default amount of his/her tenant (if any)
- d) Attested copies of CNIC of the applicant and a witness. In case of tenancy case, attested copy of CNIC of the landlord/owner is also required.
- e) If the connection is applied in the name of a company, duly incorporated under the law, following additional documents shall be attached:

## 6.1 ELECTRICITY BILL

6.4.1 Electricity bill shall generally contain the following information:

INFORMATION	DESCRIPTION
Billing Month	The month for which bill is being issued.
Name and Address	The name and address of the consumer.
Reference No.	A dedicated number allotted to a consumer for identification.
Tariff	The applicable rates and charges approved by NEPRA for the category of connection.
Load	The load sanctioned for the connection.
Meter No,	Billing meter, Net Metering
Date of connection	The date on which the meter was installed
Reading Date	The date on which the meter reading is taken.
Issue Date	The date on which bill is issued to the consumer.
Due Date	The date by which amount of the bill is to be paid. However, if the due date falls on a holiday, the due date shall be the next working day.
Present meter reading	The meter reading taken on the reading date
Previous meter reading	The meter reading taken on the previous month reading date
Exported/ Imported Units	In case of Net Metering
Snap shots	The snap shot of present meter reading, peak/off peak including exported meter reading in case of net metering facility. In case of MCO, the snapshot of final reading of the previous meter shall also be printed.
Total units Consumed	The units consumed during a Billing Period or average consumption in case of defective meter.
Billing History	Details of billing by DISCO (DISCO to insert its name) and payment by the consumer for the period of 12 months.
Total cost of Electricity	The cost as per applicable tariff of total units consumed or average consumption in case of defective meter.
Installments	Any amount to be paid as per installments allowed by the Competent Officer.
GST	The General Sales Tax levied by the Government of Pakistan
Amount Payable within due date	Total current amount of all the payment items as mentioned in the bill including arrears amount, if any
Deferred Amount	Amount deferred by DISCO (DISCO to insert its name)
Arrears	Unpaid amount of the bill.
Late Payment Surcharge (LPS)	The amount levied on account of non-payment of bill within due date
Amount Payable after due date	Total of amount payable within due date including Late Payment Surcharge.
Fixed Charges	As defined in Tariff Terms & Conditions.
Variable Charges	As defined in Tariff Terms & Conditions.
Billing Demand	As defined in Tariff Terms & Conditions.
ED	Electricity Duty levied by the Provincial Government.



Other Charges	Fuel Price Adjustment(FPA), Quarterly tariff adjustment (QTA), Financing Cost (FC) surcharge , Annual Distribution Margin Component (ADMC) ,PTV Fee, Withholding Tax, any other charge/surcharge levied by the Federal Government etc.
Payment of Bills	Banks and other Financial Institutions where the bills can be paid.
Other particulars	Name and address of consumer, name of division/sub-division/feeder, contact number for Complaint , Contact number of XEN/SDO
Address	Addresses of concerned sub-division, NEPRA head office /regional office, Electric Inspector/Provisional office of Inspection

**Note-I: DISCO ensure that the following notice shall be placed in the appropriate section of the bill:**

**If someone repeatedly engages in dishonest energy theft, DISCOs can charge a detection bill 3-5 times the loss. They will also remove all electrical equipment used for theft, preserving them as evidence following Consumer Service Manual Chapter 9.**

**Note-II:** DISCO (DISCO to insert its name) shall not print any instruction on the bill in violation of the Act, Rules, Regulation, Codes and any other applicable document. All the above mentioned information shall also be printed in Urdu on the bill.

- 6.4.2 In cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have accumulated to give slab benefit/relief to the consumers.
- 6.4.3 The consumers are advised to read the “INSTRUCTIONS FOR THE PAYMENT OF BILLS” given on the Monthly Electricity bills for their knowledge and guidance.

## AFFIDAVIT FROM EXISTING CONSUMERS

An affidavit by the owner of the premises on non-judicial stamp paper worth Rs. 50/- as per schedule 1 of the Stamp Act 1899 (or as amended through Stamp Act, 1899 from time to time) to the effect that

- No connection existed previously at the premises for which connection is applied for and that he/she shall pay DISCO (DISCO to insert its name) any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on.
- Further, in the affidavit it will be mentioned that the applicant is not defaulter of any other electricity connection in DISCOs (DISCO to insert its name) or / and in any other distribution company, and if found at any stage, his/her connection may be disconnected after issuance of prior seven days' notice.
- **If someone repeatedly engages in dishonest energy theft, DISCOs can charge a detection bill 3-5 times the loss. They'll also remove all electrical equipment used for theft, preserving them as evidence following Consumer Service Manual Chapter 9.**