



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office Attaturk Avenue (East),
Sector G-5/1, Islamabad.
Ph: 051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

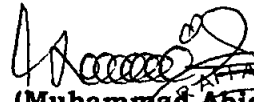
TCD.04/1762-2024
April 18, 2024

Chief Executive Officer,
Faisalabad Electric Supply Company (FESCO),
Abdullah Pur, Canal Bank Road, Faisalabad.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO REGARDING SOLAR SYSTEM**
(Ref# 24-13138-5807819)
FESCO-FSD-33898-01-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated April 18, 2024, regarding the subject matter for necessary action and compliance within ten (10) days, positively.

Encl: As above


(Muhammad Abid)
Assistant Director (CAD)
NEPRA
Islamabad
(CAD)

Copy to:

1. Chief Engineer/Customer Services Director
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
2. Director Commercial
FESCO, Abdullah Pur, Canal Bank Road, Faisalabad.
3. Assistant Director,
NEPRA Regional Office, 1st floor, Plaza No. C-6B,
Opposite National Bank, College (Hockey Stadium) Road,
Kohinoor City, Faisalabad
4. Mr. Muhammad Abid,
Chak No. 209-RB, Jaranwala Road, Faisalabad.
Cell # 0342-2334444

(For follow-up please)



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

Complaint No. FESCO-FSD-33898-01-24

Mr. Muhammad Abid
Chak No. 209 RB, Jaranwala Road, Faisalabad.

..... **Complainant**

VERSUS

Faisalabad Electric Supply Company (FESCO)
Abdullah Pur, Canal Bank Road, Faisalabad.

..... **Respondent**

Date of Hearing: March 05, 2024

On behalf of
Complainant: 1) Mr. Muhammad Abid

Respondent: 1) Mr. Ammar Imtiaz Addl. SE (M&T), FESCO

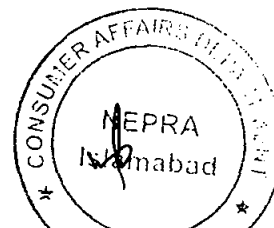
Subject: DECISION IN THE MATTER OF COMPLAINT FILED BY MR. MUHAMMAD ABID
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST FESCO
REGARDING SOLAR SYSTEM

DECISION

This decision shall dispose of the complaint filed by Mr. Muhammad Abid (hereinafter referred to as the "Complainant") against Faisalabad Electric Supply Company (hereinafter referred to as the "Respondent" or "FESCO") under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. NEPRA received a complaint from Mr. Muhammad Abid dated January 20, 2024 wherein it was submitted that he applied to FESCO for provision of net-metering connection during October, 2023 as corresponding solar system was already installed at his industrial premises. The application was rejected by FESCO on the pretext of technical incompatibility of the installed capacity of solar panels with the capacity of solar inverter present at the proposed site. Being aggrieved, the Complainant requested to direct FESCO for provision of net-metering connection. The matter was taken up with FESCO whereby FESCO vide letter dated February 02, 2024 submitted that the application was not processed as the desired net-metering connection within the proposed technical configuration will lead to increased technical losses and over voltages in distribution system along with overheating and clipping of inverter.

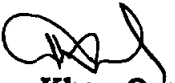
3. In order to analyze the matter, a hearing was held on March 05, 2024 at NEPRA Head Office, Islamabad in presence of both the parties whereby the matter was discussed in detail. During the hearing, FESCO official reiterated previous arguments, however, the Complainant while contesting the same apprised that other net-metering connections having similar scheme of arrangement have already been processed by FESCO against which the corresponding licenses are also on the record. The Complainant supported its statement by underlining some examples of such cases during the hearing.

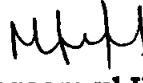



4. The case has been examined in detail in light of the record made so available by both the parties, arguments advanced during the hearing and applicable law. Following has been concluded:

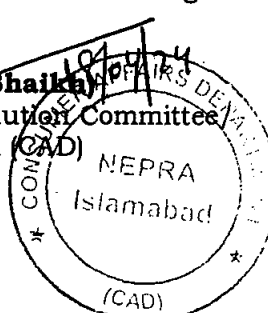
- i. The Complainant approached FESCO for provision of a net-metering connection having proposed distributed generation capacity of (149) kW against an industrial connection with reference number i.e. (24-13138-5807819) located at Chak No. 209 RB, Jaranwala Road, Faisalabad. In response, the application was rejected by FESCO after noting suspected incompatibility of the capacity of solar panels with the capacity of installed solar inverter. However, the Complainant was of the discorded view that technical configuration of components making up the installed solar system are essentially coherent.
- ii. Perusal of the documentary evidence reveals that the electricity connection having sanctioned load of 144 kW is currently operational at the Complainant's industrial premises whereas net-metering connection applied to FESCO by the Complainant comprises of solar panels having rated capacity of 149 kW & solar inverter of 115 kW. The inverter manufacturer's guideline reflects that various models similar to the installed inverter can be oversized with DC to AC ratio higher than 150 % in accordance with respective data sheets which also provides technical consistency in between both the solar panels and the installed inverter.
- iii. FESCO has based its understanding on the pretext that the continuous operation of solar inverter on its maximum capacity will lead to increased technical losses and over voltages in the distribution system. However, the same is devoid of any technical grounds considering the fact that solar panels predominantly operate on 70% efficiency year around as per which the solar panels shall only cater average input power i.e. approximately 104 kW which comes to tune of 90 % of the rated power output of inverter which contradicts argument raised by FESCO.
- iv. Moreover, the technical data sheet of installed solar system reflects that the same entails necessary features of circuit protection i.e. over current/voltage etc. in accordance with numerous equipment & grid standards/codes ensuing aggressive protection of the distribution system which in turn furnishes eligibility to the Complainant to be provided with the required net-metering connection vis-a-vis a distributed generation concurrence within the current configuration. Moreover, the Complainant has quoted examples, underscoring the currently operationalized distributed generation systems having similar DC/AC ratios and technical configuration while running smoothly without adversely affecting distribution system of FESCO which further establish the precedents for provision of instant net-metering connection to the Complainant.

5- مذکورہ بالا حقائق کی روشنی میں فیو کو کوہدیت کی جاتی ہے مطلوبہ نیٹ میٹرنگ کی درخواست پر تمام قانونی تقاضے پورے کرتے ہوئے بغیر کسی تاخیر کے کارروائی کرے۔ تفصیل کی رپورٹ دس (10) دنوں کے اندر مثبت انداز میں پیش کی جائے۔


(Lashkar Khan Qambrani)
Member, Complaints Resolution Committee/
Director (CAD)


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


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



Islamabad April 18, 2024