



**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.01/ 1079 -2025  
March 12, 2025

Chief Executive Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.

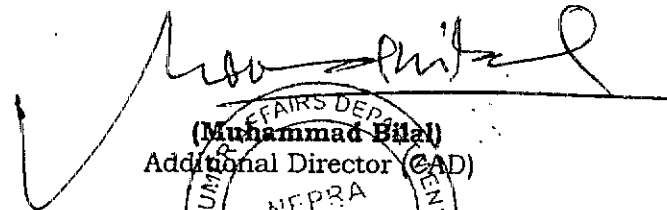
Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY M/S UNIVERSAL GAS, UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING (A/C# 30 26151 0000403).**  
**PESCO-NHQ-47331-11-24**

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee (CRC) dated March 12, 2025, regarding the subject matter for necessary action and compliance within fifteen (15) days.

**Encl: As above**

Copy to:

1. Chief Commercial Officer, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
2. Incharge Complaint Cell, PESCO,  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar.
3. M/s Universal Gas,  
**Postal Address:**  
Head Office, 21, 1<sup>st</sup> Floor, Super Market,  
Cantonment Plaza, Peshawar Cantt.  
091-5284973

  
(Muhammad Bilal)  
Additional Director (CAD)  
NEPRA  
Islamabad  
(CAU)



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

**Complaint No. PESCO-NHQ-47331-11-24**

**M/S Universal Gas,**  
Plot No. 02, Sohail Marble Factory,  
Risalpur, District Nowshera.  
0343-8000047

..... Complainant

**Versus**

**Peshawar Electric Supply Company (PESCO)**  
WAPDA House, Sakhi Chashma Shami Road,  
Peshawar

..... Respondent

**Date of Hearing:** January 25, 2025

**On behalf of:**

**Complainant:** M/S Universal Gas representative

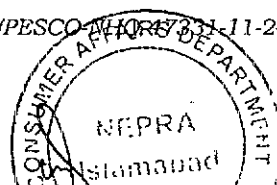
**Respondent:** Mr. Abdul Wali Khan, PA to XEN, Shabqadar Division  
(Operations) PESCO,  
Mr. Imran, Commercial Assistant, PESCO

**Subject:** DECISION IN THE MATTER OF COMPLAINT FILED BY M/S  
UNIVERSAL GAS UNDER SECTION 39 OF THE REGULATION OF  
GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC  
POWER ACT, 1997 AGAINST PESCO REGARDING EXCESSIVE BILLING  
(A/C # 30 26151 0000403).

**DECISION**

This decision shall dispose of the complaint filed by M/s Universal Gas (hereinafter referred to as the "Complainant") against Peshawar Electric Supply Company Limited (hereinafter referred to as the "Respondent" or "PESCO"), 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 NEPRA received a complaint wherein the dispute agitated by the Complainant was that PESCO charged a detection bill amounting to Rs. 1,005,073/- during the month of November, 2024 on the pretext of meter slowness despite the healthy consumption history commensurate with the load sanctioned against the premises. The Complainant requested NEPRA to intervene in the matter and instruct PESCO for withdrawal of the detection bill. PESCO responded to the issue, stating that a detection bill was charged to the Complainant due to the meter's slowness, which resulted in under billing of 33,099 units. Specifically, the meter was found 33.3% slow from July, 2022, to September, 2022 prompting PESCO to issue the detection bill to recover the lost revenue. In order to analyze the matter, a hearing was held on January 25, 2025 at NEPRA Head



Office, Islamabad which was attended by both the parties i.e. PESCO & the Complainant wherein the matter was discussed in detail. During the hearing, PESCO representatives submitted that the consumer meter was found 33.3% slow and the meter was not recording consumption due to yellow terminal burnt for three months from July, 2022 to September, 2022. Later on Local Audit party again charged the consumer for two months i.e. June, 2022 and July, 2022. Local Audit party once again charged the consumer for three months from April, 2022 to June, 2022. However, the Complainant countered that PESCO is solely responsible for issuing accurate bills and argued that if the meter was under-recording consumption, it was PESCO's duty to inspect the metering setup, identify the discrepancy, and rectify it in a timely manner, rather than passing the liability to the consumer.

3. 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 observed:

- (i) The Complainant is a Commercial consumer of PESCO. The connection is running under reference No. 30 26151 0000403 U with 140 kW sanctioned load. PESCO officials checked the meter on October 10, 2022 whereby the meter was found 33.3% slow. PESCO charged 27472 units (off-peak) and 5627 units (peak), MDI of 62kW on account of 33.3% slowness. The bill was charged in the month of November 2024.
- (ii) An AMR meter i.e. the impugned meter was installed against the Complainant's premises which provides the greater extent of facility to the concerned PESCO officials in order to ascertain the accuracy of the meter in a prompt manner. However, the same was not checked by PESCO for a considerable time period which shows negligence of the concerned PESCO officials whereby the Complainant's defective meter was neither replaced nor the multiplying factor was enhanced to account for slowness while the wrong/less electricity consumption was allowed to accumulate over several months and suddenly an exorbitant number of units were levied against the Complainant in an unjustified manner after three (03) months during the month of November, 2024.
- (iii) The Complainant was charged supplementary bill on account of the slowness of metering installation for the extended time period i.e. (03) three months while the same is inconsistent with the clause 4.3.3 of Consumer Service Manual (CSM) which provides that in case slowness is established, DISCO is required to replace the defective meter immediately and to enhance multiplying factor for charging of actual consumption till replacement of the defective meter. Further, charging of a bill for the quantum of energy lost if any, because of malfunctioning of metering installation shall not be more than two billing cycles.
- (iv) Hence, penalizing the Complainant on the basis of the metering installation firstly as 33.3% slowness for the extended period of three (03) months due to the advertent delay in pointing out the discrepancy on the part of concerned PESCO officials and despite the installation of AMR meter against the Complainant's premises is unwarranted and a clear violation of CSM as per clause 4.3.3 (c)(ii). Hence in view of the said, the supplementary bill is required to be revised only for two billing months as per clause 4.3.3 (c)(ii) of the



CSM. Moreover the consumer is of legitimate expectancy that what is being billed to them is actual cost of electricity.

- (v) There are no allegation against the Complainant for involvement in theft of electricity.

4. Foregoing in view, PESCO is directed to revise the supplementary bill from three (03) months to two (02) months prior to the date of checking of the impugned meter along with all the adjustments i.e. FPA, LPS etc. PESCO is further directed to enhance Multiplying factor till replacement/setting right of the discrepancy of the impugned metering installation. PESCO is also directed to remain vigilant in ascertaining any discrepancy of metering installation especially AMR meters installed in its distribution jurisdiction for undisputed and judicious billing of its consumers. Compliance report be submitted within fifteen (15) days.

4۔ مندرجہ بالا حقائق کے پیش پیش کو ہدایت کی جاتی ہے شکایت کنندہ کا سپلیمنٹری بل نیپر اتوائین کی روشنی میں چیکنگ کی تاریخ سے پیچھے دو ماہ پر 33.3 فیصد سست روی (slowness) کی بنیاد چارج کیا جائے اور میٹر تبدیل ہونے تک اسی کے مطابق جزوی ضربی کو بڑھایا جائے۔ اور اس کے مطابق FPA اور LPS کو بھی ایڈجسٹ کیا جائے۔ میٹر کو مزید ہدایت کی جاتی ہے کہ وہ میٹرنگ انسٹالیشن کی کسی بھی خرابی کو معلوم کرنے میں چوکنا رہے۔ خاص طور پر اپنے دائرہ اختیار میں نصب اے ایم آر میٹرز کی بروقت جانچ پڑتال کرے۔ تاکہ صارفین کو غیر متنازعہ اور منصفانہ بلنگ جاری کی جاسکے۔ عمل درآمد کی رپورٹ پندرہ (15) دنوں کے اندر پیش کی جائے۔

(Lashkar Khan Qambrani)

Member, Complaints Resolution Committee/  
Director (CAD)

(Muhammad Irfan ul Haq)

Member, Complaints Resolution Committee/  
Legal Advisor (CAD)

(Naweed Illahi Shaikh)

Convener, Complaints Resolution Committee/  
Director General (CAD)

Islamabad, March 12, 2025.

