

CHAPTER 1

PRELIMINARIES

1.1 AIMS AND OBJECTIVES OF CONSUMER SERVICE MANUAL

The Consumer Service Manual lays down the instructions in pursuance of Section 21 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 read with Rule 9 of the NEPRA Licensing (Distribution) Rules, 1999 which shall be administered by a distribution licensee to ensure safe, effective and reliable supply of electric power.

1.2 SCOPE OF CONSUMER SERVICE MANUAL

The Consumer Service Manual is applicable to all consumers served by the distribution licensee (**MEPCO**) including the Bulk Power Consumers (where applicable) and includes without limitation the following matters, namely:

- (a) Form and manner of application by the consumer for obtaining electric service connection, along with details of any documents to be submitted in support of the application.
- (b) Time frame for providing service connection to the consumer.
- (c) Procedure and manner for installation of meters and other facilities for connection.
- (d) The procedure and manner for billing, the time limit of payment of bills and procedure for collection of bills.
- (e) Fees and charges for connection, installation of meters, other facilities for connection and reconnection.
- (f) Procedure for issuing disconnection notice to consumer for non-payment of bills and the procedure thereof for disconnection of electric supply in case of non payment and reconnection after payment of outstanding dues.
- (g) Collection of arrears upon or following reconnection.
- (h) Procedure for disconnection and the charges and penalties for illegal abstraction / theft of electric power or for use of electric power for purposes other than those specified in the application for reconnection and service.
- (i) Requirement of safety and security.
- (j) Efficient use of electric power including with reference to characteristics of supply or usage such as time of day, week or season.
- (k) Procedure and the time frame for handling and redressal of different types of consumer complaints.

The Consumer Service Manual shall also act as the code of conduct of a distribution licensee and to be used in conjunction with the provisions of Distribution Code, Performance Standards (Distribution) Rules, 2005 (Annexure-I), Eligibility Criteria Regulation, 2003 (Annexure-II), Rules and regulations when and where applicable.

1.3 INTERFACES WITH CONSUMER FORUMS

(MEPCO) shall make efforts to have interface with the Consumer Forums / Councils and Associations, Efforts shall be made to improve MEPCO Consumer relationship and the consumer's awareness about utility's programs / activities / services. Consumer Services Centers and One-Window Operations shall be established for the convenience of the consumers operating around the clock.

1.4 DEFINITIONS

(MEPCO) operating in pursuance of the distribution license granted by NEPRA is allowed to charge only such tariff as approved by NEPRA. Such tariff provides for the terms and conditions of tariff applicable to different categories of consumers also determined by NEPRA. The definitions of the following terms are accordingly as per the determinations of NEPRA as amended from time to time. A copy of the current applicable Tariff Terms and Conditions as approved by NEPRA is annexed with this manual, as Annexure-III.

1. **Agricultural Supply:** As defined in the Tariff Terms and Conditions;
2. **Billing Demand:** As defined in the Tariff Terms and Conditions
3. **Billing Period:** As defined in the Tariff Terms and Conditions
4. **Energy Charges:** As defined in the Tariff Terms and Conditions
5. **Fixed Charges:** As defined in the Tariff Terms and Conditions
6. **General Supply:** As defined in the Tariff Terms and Conditions
7. **Maximum Demand:** As defined in the Tariff Terms and Conditions
8. **Industrial Supply:** As defined in the Tariff Terms and Conditions
9. **Maximum Demand Indicator (MDI):** As defined in the Tariff Terms and Conditions
10. **Month:** As defined in the Tariff Terms and Conditions
11. **Power Factor:** As defined in the Tariff Terms and Conditions
12. **Temporary Supply:** As defined in the Tariff Terms and Conditions

OTHER DEFINITIONS

13. **Applicable Documents:** means the rules and regulations issued in pursuance of the Act by the Authority, from time to time, relating to the generation, distribution and transmission license, the grid code, the distribution codes, Consumer Service Manual and any documents, instruments, approvals or authorizations issued or granted by the Authority in exercise of its power under the Act.
14. **Applicant:** means any person who applies to a distribution licensee for provision of electric power service or modification thereof.
15. **Application:** A request to the authorized office of the MEPCO for an electric service connection on the prescribed form. (Form annexed as Annexure-IV);
16. **Bulk Power Consumer (BPC):** means a consumer who purchases or services electric power, at one premises, in an amount of one megawatt or more or in such other amount and voltage level and with such other characteristics as the Authority may determine and the Authority may determine different amounts and voltage levels and with such other characteristics for different areas;
17. **Common Distribution System (CDS):** means the distribution system as defined in the Eligibility Criteria Regulations, 2003;
18. **Conductor:** means a wire, cable or other form having suitable capacity for carrying electric current and used for movement or delivery of electricity;
19. **Connecting Point:** means the point where the dedicated distribution system of the applicant is connected with the existing common distribution system;
20. **Consumer:** means a person or his successor-in-interest who purchases or receives electric power for consumption and not for delivery or re-sale to

- others, including a person who owns or occupies a premises where electric power is supplied;
21. **Consumer's Mailing Address:** means the address specified in the consumer's Application and Power Supply Contract form for the purpose;
 22. **Consumer Sub Station:** means a sub station furnished, installed, owned and maintained by the consumer;
 23. **Consumption:** means the amount of electricity used and measured over a given period of time;
 24. **Declared Voltage:** means the voltage required to be supplied at the consumers terminals with permissible variations according to Performance Standards (Distribution) Rules, 2005.
 25. **Dedicated Distribution System (DDS):** means that part of the distribution system required to supply power for the sole consumption of an applicant and not for supplying power to any other consumer and shall comprise of the distribution system from the connecting point up to the interconnection point of the applicant including the metering and service wire and such other connection arrangement;
 26. **Distribution Sub Station:** means a sub station furnished, installed, owned and maintained by the MEPCO (Licensee);
 27. **Distribution Lines:** mean overhead lines and / or underground facilities consisting of conduct and cable which are operated at nominal distribution voltages;
 28. **Distribution Facilities:** means electrical facilities operating at distribution voltage and used for movement or delivery of electric power;
 29. **DISCO:** means a utility / entity engaged in the business of distribution of electric power as licensed by NEPRA;
 30. **Drop-Out Fuse:** means a current interrupting device, the mechanism of which is so designed that on melting of a fuse link the fuse carrier drops out to exhibit an open gap in the primary circuit;
 31. **Earthing or Grounding:** means electrical connection to general mass of earth in such a manner as to ensure, at all times, an immediate discharge of energy;
 32. **Consumer Eligibility Criteria:** means criterion for a non discriminatory provision of distribution service and sale of electric power to all the consumers within the service territory of a distribution company ***prescribed by NEPRA vide SRO. 743(I)/2003 dated July 26, 2003, as amended from time to time.***
 33. **Energy Meter:** means a device that registers the quantity of electrical energy over a period of time;
 34. **Horsepower (HP):** means a practical unit of power representing the ability to do work by some kinds of electrical equipments. One HP is equivalent to 746 watts of electrical power;
 35. **Interconnection Point:** means the point where the metering installation and protection apparatus of the consumer is connected to the dedicated distribution system;
 36. **Interruption:** means loss of electric power to one or more consumers;
 37. **Load Factor:** means the ratio of average load over a designated period to the peak load in that period;
 38. **Nominal Voltage:** means a suitable approximate value of voltage used to designate or identify a system;
 39. **Overloading:** means a condition under which part of the system is subject to a electric power / current in excess of the normal design rating of that part of system and not due directly to system fault current;

40. **NTDC:** means National Transmission and Dispatch Company as licenses by NEPRA.
41. **Power Factor:** means the ratio of kVAh recorded during the month or the ratio of kWh to the square root of sum of square of kWh and kVARh.
42. **Premises:** means the building / site / location where Electric Power is required / consumed;
43. **Primary Service Connection:** means any connection which is provided at 11-KV or above;
44. **Public Lighting Supply:** means a supply given to a Government Department / Agency or a Housing Society charged with public lighting, for the purpose of illuminating public lamps within the area of its jurisdiction;
45. **Reliability:** means the degree of performance of the elements of the electric power system that results in electricity being delivered to consumers within specified standards
46. **Rural Area:** means the area falling within the jurisdiction of all rural local bodies including without limitation Union Councils, Tehsil Councils and Zila Councils;
47. **Sanctioned Load:** means the load in kilowatts sanctioned by the MEPCO.
48. **Service Drop:** means the cable of appropriate current carrying capacity to connect the CDS / DDS to the Premises at the inter connection point. The maximum length of this cable shall be such that the voltage at the inter connection point does not fall below the specified limits;
49. **Secondary Service Connection:** means a connection which is provided at 400 volts or below;
50. **Service Wires or Connection:** means the group of cables / conductors, whether overhead or underground, necessary to connect the service entrance conductors of the consumer to the MEPCO's supply line, regardless of the location of the MEPCO's meters or Transformers;
51. **Sponsored Dedicated Distribution System:** means where a Common Distribution System (CDS) doesn't exist and is required to be developed for provision of service on behalf of expected applicants by any person / agency other than the applicants (s) such person / agency shall be called the Developer / Sponsor (D/S) and such a system for the purpose of ECR, 2003 will be referred as the "Sponsored Dedicated Distribution System (SDDS)".
52. **Tariff Schedules:** means the rates, charges, terms and conditions for generation of electric power, transmission, distribution services and sales of electric power to consumers by MEPCO as approved by NEPRA and notified by the Government of Pakistan;
53. **Underground Distribution System:** means an electric distribution system with all wires installed underground except those wires within surface-mounted equipment enclosures;
54. **Urban Area:** means the area falling within the jurisdiction of all urban local bodies or development authorities including without limitation Town Committees, Municipal Committees, Municipal Corporations, Metropolitan Corporations and Cantonment Boards;
55. **Voltage:** means difference of potential or "electric pressure" in an electrical circuit measured in volts;
56. **Voltage Drop:** means the reduction in the voltage between two reference points;
57. **Voltage Fluctuation:** means a series of voltages changes or a cyclic variation of voltage;

58. **ACRONYMS ABBREVIATIONS**

A&PSC – Application and Power Supply Contract
AMO or SDO – Assistant Manager Operations or Sub Divisional Officer
CE – Chief Engineer
CEO – Chief Executive Officer
CP Form – Commercial Procedure Form
DCC – DISCO Computer Center
DCM – Deputy Commercial Manager
DCO – Disconnection Order
DG (COM) – Director General, Commercial
DISCO – Distribution Company
DM or XEN – Divisional Manager or Executive Engineer (Division)
DN – Demand Notice
ERO - Equipment Removal Order
GM (CS) – General Manager, Customer Services
GM(R&CO) – General Manager Recovery
kWh – Kilo Watt Hour
LP – Late Payment
LS-I – Line Superintendent, Grade-i
LS-II – Line Superintendent, Grade-II
M (Com) – Manager Commercial
MCO – Meter Change Order
MDI – Maximum Demand Indicator
MO or SE – Manager Operations or Superintending Engineer (Circle)
MS-I – Meter Supervisor, Grade-I
MS-II – Meter Supervisor, Grade-II
MSB – Meter Security Box
NEPRA – National Electric Power Regulatory Authority
PEPCO – Pakistan Electric power Company
RCO – Reconnection Order
RO – Revenue Officer / AM(CS)
SCO – Service Connection Order
SR – Store Requisition
TD – Technical Director