

## CHAPTER 6

### METER READING AND BILLING

#### 6.1 METER READING

- (a) Meter reading of all the consumers of a **MEPCO** is carried out on a routine basis each month to record the consumption of energy consumed by each consumer during a given period (Billing cycle/billing month). The meter reading is generally taken / recorded by the local Distribution office (sub-division / division) of the **MEPCO** for the purpose; the consumers of each sub division are divided into a number of batches. The meter reading program shall be prepared in such a way that the meters of a batch are normally read on the same dates each month.
- (b) Meter reading of all types of connections with load up to 20-KW are required to be taken by the Meter Readers. Reading of Maximum Demand indicators of connections having load over 20-KW are to be recorded by the Meter Supervisors and Senior officers of the **MEPCO**.
- (c) **Meter readings are taken preferably in the presence of customers or their authorized representatives. Following are noted:**
  - i) Date of reading.
  - ii) Meter Reading/ MDI.
  - iii) Units consumed during the month.
  - iv) Append their initials.
  - v) Their remarks in case of any discrepancy observed

Meter Reading Officers / Meter Readers shall return the Consumer Meter Reading Cards to the consumers before leaving their premises.

- (d) Meter Readers shall also check the irregularities / discrepancies in the metering system at the time of reading meters and report the same in the reading book / discrepancy book. Meter Supervisor/Inspector will take corrective action to rectify these discrepancies.
- (e) **MEPCO** may develop alternative meter reading program and/or establish revised designations for meter readers as per **MEPCO** Commercial Organization Plan.

#### 6.2 Electricity Bill

- (a) The Electricity consumption bill shall generally contain the following information:-

Billing Period	The period for which bill is being issued.
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 load for the connection.
Reading Date	The date on which 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.
ED	Electricity Duty levied by the Provincial Government.
Total units Consumed	The units consumer during a Billing Period or estimated consumption in case of defective meters.
Total cost of Electricity	The cost as per applicable tariff of total units consumed or estimated consumption in case of defective meter.
Installments	Any amount to be paid as per installments allowed by Competent Authority.
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
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 and 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.
Other Charges	These charges include Fuel Adjustment charge, PTV Fee, Withholding Tax, any other charge/surcharge levied by the Federal Government etc.

- (b) In cases where accumulated readings are recorded, segregated bills shall be prepared keeping in view the number of months for which the readings have been accumulated to give relief to the consumers.
- (c) The consumers are advised to read the “INSTRUCTIONS FOR THE PAYMENT OF BILLS” given on the back of Electricity bill and Monthly Electricity consumption charges bill of general consumers and bill for Industrial (MDI)/Bulk supply consumers for their knowledge and guidance. The monthly bill can also be downloaded from **MEPCO’s** website in case of non receipt of bill on usual delivery dates.

### **6.3 TIME PERIOD FOR PAYMENT OF BILLS**

The due date for payment of bills shall be within 15 days from the issue date of the bills. However the consumers will have clear 7 days from the date of actual delivery of the bill for the purpose of payment.

### **6.4 PROCEDURE FOR BILLS DISTRIBUTION**

- (a) Batch wise computerized bills for consumers having load up to 20-KW shall be received by the sub division from the revenue offices. The same shall then be handed over to the Bill Distributors on the same day for distribution to respective consumers.
- (b) The Bill Distributors shall deliver the bills at the premises of the consumers within a day of receipt of the bills by them for distribution.
- (c) Bills for industrial consumers and MDI connections above 20-kW load shall also be distributed to the respective consumers through Bill Distributors who shall obtain the acknowledgements of such bills from the consumers in the Bills Delivery books.

### **6.5 COLLECTION /PAYMENT OF ELECTRICITY BILLS**

- (a) All Commercial Bank Branches and Post Offices of the respective City / District where connection exists shall be collecting Electricity Bills from consumers who have been given option to deposit their Electricity Bills in any designated bank branch / post office. On line payment and payment through Credit Cards or through cheques at designated bank branches can also be made where possible. NADRA KIOSK are also authorized to collect electricity bills.
- (b) Procedure in brief regarding payment of bills in Banks / Post Offices is as under:
  - i) In order to avoid late payment surcharge, consumers shall pay their bills and demand notices in bank branches in cash or through Pay orders/Bank. Drafts/Crossed Cheques. Consumers can also make payments to Revenue offices through Crossed Cheques or Bank Drafts.( For payments to avoid levy of late payment surcharge made through cheques a grace period of at least three days be given for the realization of payment and these days are included in the fifteen 15 days grace period).
  - ii) The Banks/Post Offices shall receive bills, acknowledge the receipt of payment by stamping the bills and the counterfoils as "PAID" indicating

the amounts received. Authorized officer of Bank/Post Office shall sign bills and counter foils in order to authenticate the transaction.

iii) The Bank branches/Post offices shall retain counter-foils and return the acknowledged bills to payers/consumers.

(c) **MEPCO** may develop and offer to consumers an option to receive bills and make payments via Internet or in such other manner as may be possible, convenient and effective.