

CHAPTER 8

DISCONNECTION AND RECONNECTION

8.1 DISCONNECTION

A premises is liable to be disconnected if the consume is a defaulter in making payments of the energy consumption charges bill(s), or if he is using the electric extended his load beyond the sanctioned load even after receipt of a notice in this respect from the **MEPCO**.

Disconnection Procedure

- i. The consumer shall be bound to pay his energy bill within due date specified in the bill or with the late payment surcharge if paid after due date before the issuance of the next month bill.
- ii. In case of non payment of the previous months electricity bill, the **MEPCO** shall serve a clear 7 days notice to the defaulting consumer to either clear the outstanding dues with the current bill or face disconnection and panel action.
- iii. Upon non receipt of payment even after the expiry of the notice period, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored by the **MEPCO** until full payment along with late payment surcharge has been made by the consumer. The power supply of the consumers who are allowed by the **MEPCO** to make the further defaults in making payment of installments, the power supply of such a consumer shall be disconnected without any further notice and shall only be restored after receipt of all arrears.
- iv. The power supply of defaulting consumer shall not be disconnected who has lodged a complaint / petition against any wrong billing or any dispute relating to the payment of energy bill with **MEPCO**, the Electric Inspectors officer, Provincial Office of Inspection or NEPRA (for all such, proper **restraint** orders shall be issued). **MEPCO** shall also not disconnect the supply if a restraining order to this effect has been issued from any court of law.
- v. If a consume extends his existing load beyond the sanctioned load he shall be issued a notice along with evidence thereof to apply for extension of load within one month of the receipt of notice. The **MEPCO** shall disconnect the power supply if the consumer fail to avail this opportunity.

8.2 Disconnection on Consumer's Request

Temporary Discussion of supply is allowed to a consumer on his / her request, for a period of 30 days subject to the following terms and conditions:-

- a) That the consumer has paid the final bill up to the day immediately preceding the intended date of request for temporary disconnection.
- b) That exemption in payment of minimum / fixed charges will be admissible for the actual period of disconnection subject to a maximum of 30 days consecutive days during a period of twenty four consecutive months.

- c) That no reconnection fees shall be charged if the consumer gets the connection restored immediately after the expiry of the period of disconnection allowed to him / her
- d) A seasonal consumer or a consumer whose connection is laying disconnected shall not be eligible to the allowance given in the temporary disconnection.
- e) After the expiry of period allowed for disconnection as per clause (b) above, the connection shall be deemed to have been restored for payment of minimum / fixed charges even if the consumer does not request for reconnection and does not use electricity. In case the consumer defaults in making the future bills, his / her connection may be disconnected and equipment installed at his premises to supply every be removed after service of notice as per disconnection procedure. Restoration of supply to such a premises shall also be regulated as per the reconnection policy as given in section 8.3

A consumer who intends to get his / her premises disconnected shall apply to the load sanctioning Authority of the connection concerned, who will arrange the final bill from the Revenue officer concerned. After payment of final bill, the respective load sanctioning Authority will approve the disconnection. Disconnection for consumer supply shall be effected through removal of, such facilities to avoid misuse of electricity during the period of disconnection.

NOTE: In all case of reconnection / MCOs or any case where meter is changed for any other reason. Part II and part IV of the application form will be filled out and a copy sent to the consumer for his information duly signed by the office in charge.

8.3 RECONNECTION

The disconnected premises shall be reconnected at the request of the consumer if all outstanding electricity charges are paid and subject to following policy.

(a) RECONNECTION POLICY

A disconnected premises shall only be reconnected after recovery of all outstanding energy consumption charges and minimum / fixed charges as follow

(A)	For General Supply Tariff A-I & A-II (single phase only)	Minimum / fixed charges of Rs.100/- only for any period
(B)	For General Supply –Tariff A-I & A-II 3-Phase Connections For Industrial Supply	a. Minimum / Fixed charges for actual period of disconnection of supply if period of disconnection is upto ninety days (+ amount of arrear due up to date of permanent disconnection).
(C)	Tariff (B-1, B-2, B-3, B-4)	b. In case he period of disconnection of supply is ore that ninety days and upto three years then the minimum / fixed charges will be recovered @ one month for
(D)	For Agriculture Tubewell and lift irrigation pumps Tariff –D	

(E)	For Flat Rate Tariff – D-1	<p>every quarter in addition to the minimum / fixed charges or ninety days. Period less than a quarter will be ignored for the purpose of recovery of minimum/ fixed charges (+ amount of arrears due up to date of permanent disconnection).</p> <p>c. If the period of disconnection more than three years from the date of disconnection, minimum fixed charges for the disconnected period beyond three years from the date of disconnection upto the date of reconnection shall be recovered in addition to the charges laid down in (a) & (b) above. The minimum /fixed charges for period beyond three year shall be @ one month for every year. Period less than a year shall be ignored in calculations.</p>
(F)	For Bulk Supply Tariff (C-1, C-2, C-3)	NIL
(G)	For public Lighting Tariff G	NIL
(H)	For ONE Point supply to Residential colonies attached to the premises of industrial supply consumer, who have their own distribution facility. Tariff-H	NIL
(I)	For Seasonal Industrial Supply Tariff-F (As specified in Tariff Terms and condition an as amended from time to time.	Where a “Seasonal Supply” consumer does not come forward to have his seasonal Industry re-connected with the company’s Supply System in any ensuing season, the service line and equipment belonging to the Company and installed at his premises shall be removed after expiry of 60-days of the date of commencement of the season previously specified by the consumer at the time of his obtaining new connection / reconnection However, at least ten clear das notice in writing under registered post shall be necessary to be given to the consume before removal of service line and equipment from his premises as aforesaid, to enable him to decide about the retention of connection or otherwise. No Supply Charges shall be recovered from as disconnected seasonal consumer for any season during which he does not come forward to have his seasonal Industry re-

		connected with the Company's Supply System.
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Note: For disconnected period, Meter **Rent** / Service rent shall be charged (where applicable) for the entire period of disconnection up to the date of reconnection.

- (b) Cost of material to be recovered at the time of reconnection.
- a) The material and equipment which is removed from the site as a result of disconnection shall be kept in the sub divisional office (AMO's office) for 365 days from the date of disconnection and an entry to this effect shall be made in a register to be kept for this purpose. It shall be re-installed after payment of reconnection charges without recovering cost thereof on application for reconnection within 365 days to be reckoned from the date of disconnection. If a disconnected consumer does not come forward for reconnection within 365 from the date of disconnection, then the removed material and equipment shall be returned to the store. Removed material and equipment shall be taken on stock and it shall be issued **as stock material by** the concerned office.
 - b) In case a disconnected consumer supplied for reconnection after the expiry of 365 days of disconnection but within three years from the date of disconnection, credit on depreciated value of the removed material shall be given in the estimate for reconnection provided cost for the removed material was originally borne by the consumer or it was wholly subsidized by an external agency out side the **MEPCO** or if such cost had not element of subsidy by the **MEPCO**. No credit of the cost of removed material will be accorded where it was partially subsidized by the **MEPCO** under any approved package. (Cost of such material and equipment under any partial scheme will be treated as if cost of the removed material was originally borne by **MEPCO** and as such no credit for depreciated value of subsidized cost will be provided.)
 - c) In case a disconnected consumer applied for reconnection after a period of three years from the date of disconnection, no credit of the cost of the removed material shall be accorded, even if he had originally paid the entire cost of material and equipment at time for obtaining connection.
 - d) In case of reconnection of a disconnected premises where no arrears are outstanding against the premises and due to some reason serviceable equipment is available at site, **MEPCO** may utilized such equipment and cost of such material will not be recovered from the consumer subject to the such satisfaction of the **MEPCO** that the material is genuine, operationally safe and the equipment has a reasonable serviceable life.

On receipt of payment the **MEPCO** shall issue reconnection orders for implementation by the field office after fulfilling the formalities as per reconnection

policy mentioned above and immediately regularize the billing after execution of reconnection.

8.4 SECURITY DEPOSIT AND CHARGES FOR RECONNECTION

- (a) Once a consumer applies for reconnection, he shall be charged security deposit as per the following policy:
- i. For consumers whose security has not been adjusted against the outstanding arrears and their disconnected period is also less than or equal to 365 days no additional security deposit shall be charged.
 - ii. For consumer whose security has been adjusted against the arrears and their disconnected period is within 365 days or less only the amount of adjusted security shall be charged.
 - iii. For consumer whose security has not been adjusted against arrears but their disconnected period is more than 365 days, for such consumer the difference in amount between the security deposit already available with the **MEPCO** and the prevailing rate at the time of reconnection shall be charged.
 - iv. For consumer whose security has been adjusted against the arrears and their disconnected period is also more than 365 days, for such consumers the security at the prevailing rate shall be charged.
- (b) Reconnection fee shall be recovered as per following rates for the amount of the arrears on the basis of which DCO/ERO was affected:
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|---|------------|
| i. For arrears upto Rs.1000/- | Rs.100/- |
| ii. For Arrears between Rs.1001/- and Rs.5000/- | Rs.300/- |
| iii. For arrears between Rs.5001/- and Rs.15000/- | Rs.900/- |
| iv. For arrears between Rs.15001/- and Rs.1 Lac | Rs.2000/- |
| v. For arrears between Rs.1 Lac and Rs.5 Lac | Rs.2000/- |
| vi. For arrears above 5 Lac | Rs.10000/- |
| vii. For connection disconnected due to other reasons Nil | |
- i.e. disconnected on technical grounds, for unauthorized Extension in load, or seasonal consumers disconnected due to season off or disconnected due to misuse of Applicable Tariff, no reconnection fees shall be charged.
- (c) All the disconnected consumers, having disconnected period of more than three years shall have the option to apply for new connection in the same premises subject to clearance of all dues outstanding against previously disconnected connection. In such cases nothing on account of fixed charges / minimum charges for disconnected period shall be debited against the premises previously disconnected, if new connection sought instead of "Reconnection". For this purpose the security amount originally deposited by the consumer shall be adjusted against the arrears of the previous account number and the arrear bill of balance amount served to the consumer. Upon payment of the balance amount, the consumer can apply for a new connection as per new connection policy given in Consumer Service Manual. If any material is available at site or is lying with the **MEPCO** against the consumers premises, the same shall be considered and will be accounted for in preparing the estimate for the dedicated system of the consumer.
- (d) Relief to Industrial as well as agricultural Tubewell consumers shall be given as per **incentive** package introduced from time to time. Consumers are advised in contact their local **MEPCO** office for further detail.
- (e) The disconnected consumer whose arrears have partially or totally been set aside by Courts, Electric Inspectors /POI, NEPRA or **MEPCO's** Competent Authorities or have

been allowed part payments shall be allowed reconnections on deposit of remaining arrears or their first installment.

8.5 **COLLECTION OF ARRERS UPON OR FOLLOWING RECOVERY ON**

(a) **Causes of Increase of amounts in Arrears**

- i. The consumer who default in making payments by due dates shall be issued Disconnection Notices printed on monthly Electricity Consumer Bills. The connection of consumers who still do not make payment of their arrears shall be disconnected on the maturity of disconnection notice after expiry of the stipulated period.
- ii. In case of the consumers, who shift sites of their tube wells, poultry farms, cattle farms and industries to other locations without clearing the pending electricity bills, **MEPCO** shall take legal action to recover the arrears.
- iii. The consumer who sell their houses, shops, industries, seasonal factories, etc without making payment of electricity bills, **MEPCO** shall recover the arrears from the new occupants of the defaulting premises.

(b) **Recovery of Arrears Amount**

Recovery of arrears from the consumers shall be made through their regular monthly bills, if the monthly bills are not paid in time necessary action for disconnection of such consumer shall be taken according to the procedure as described in Chapter No.8 "DISCONNECTION AND RECONNECTION".

(c) **Proceedings against disconnected Defaulting consumers.**

In case consumer fail to pay the arrears amount, all legal measures / action shall be initiated against such consumers for recovery of outstanding dues.