

DISCONNECTION AND RECONNECTION

.1 DISCONNECTION

Consumer Premises is liable to be disconnected if it has defaulted in making payments against the energy consumption charges bill raised against him or if he is misusing the approved tariff or if he has extended his load beyond the sanctioned load or is found to be and proved to be stealing electricity.

1.1 The consumer shall be bound to pay his energy bill within due date specified on the bill or with the late payment surcharge if paid after due date.

1.2 Upon non payment of electric consumption charges bills, the defaulting consumer shall be served with a disconnection notice and upon non receipt of payment even after this, the supply of the defaulting premises shall be disconnected. In such cases the disconnected supply shall not be reconnected or restored until full payment along with surcharge or installment allowed by the competent Authority has been made by the consumer.

The power supply of the consumers who are allowed by the Competent Authority to make the payment in installments shall not be disconnected. However, if a consumer further defaults in making payment of installments, the power supply of such a consumer shall be disconnected and only restored after receipt of all arrears.

1.3 Company not disconnect the power supply of a defaulting consumer who has lodged protest against any wrong billing or any dispute relating to the payment of energy bill. The appropriate offices for such complaints are the AMO/DMO/MO/CEO office, the Electric inspectors office, the Provincial Office of Inspection or NEPRA(For all such offices proper restraining orders shall be issued to the concerned DMO/AMCS.

1.4 If a consumer extends his existing load beyond the sanctioned load he shall be issued a notice to apply for extension of load within One month. The AMO shall disconnect the power supply if the consumer fails to avail this opportunity.

2 RECONNECTION

2.1 Disconnected consumer shall apply to the AMO/AMCS for reconnection if he so desires, after clearing all the amounts or installment amount allowed by the Competent Authority.

2.2 The AMO/AMCS shall consider the request and application of the consumer for reconnection as per the Reconnection Policy.

7.3 RECONNECTION POLICY

7.3.1 A disconnected premises shall only be reconnected after recovery of all energy consumption charges outstanding and Minimum/Fixed Charges as follows:

| | | | |
|-------------------|---|--|---|
| (A) | For general Supply Tariff- A-1 &A-II (Single Phase only) | Minimum/fixed charges of Rs 100 only for any period. | Exemption in RCO charges is allowed to Domestic Single Phase Connection |
| (B) | For general Supply-Tariff A-1 &A-II 3-Phase Connections | <p>a. Minimum/fixed charges for actual period of disconnection of supply if period of disconnection is up to ninety days. (+ amount of arrears due up to date of permanent disconnection).</p> <p>b. In case the period of discontinuance of supply is more than ninety days and upto three years then the minimum/fixed charges will be recovered @ one month for every quarter in addition to the minimum/fixed charges for 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 is 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) and (b) above. The minimum/fixed charges for period beyond three years shall be @ one month for every year. Period less than a year shall be ignored in calculations.</p> | |
| (C) (D) (E) | <p>For Industrial Supply-Tariff (B-1, B-2, B-3, B-4)</p> <p>For Agriculture tube wells and lift irrigation pumps</p> <p>Tariff-D</p> <p>For Flat Rate</p> <p>Tariff – D-1</p> | <p>a. Minimum/fixed charges for actual period of disconnection of supply if period of disconnection is up to ninety days. (+ amount of arrears due up to date of permanent disconnection).</p> <p>b. In case the period of discontinuance of supply is more than ninety days and upto three years then the minimum/fixed charges will be recovered @ one month for every quarter in addition to the minimum/fixed charges for 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 is 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) and (b) above. The minimum/fixed charges for period beyond three years 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(A.C) Tariff-G | NIL |
| (H) | For ONE Point supply to Residential colonies attached to the premises of industrial supply consumers, who have their own distribution facility. Tariff-H | NIL |
| (I) | For Seasonal Industrial Supply Tariff -F | <p>(a) If a seasonal supply consumer, except a consumer of cotton ginning factory, does not come forward reconnection in an ensuing season, then after the expiry of sixty days from the date of commencement of the season, DCO to remove equipment will be effected after giving TEN days notice as per Condition No. 3 of “other Special Conditions of Supply” of tariff-F. Subsequently, if he comes for reconnection he will be liable to pay fixed charges for ninety days for each of the season during which his seasonal connection remained disconnected.</p> <p>(b) If a consumer of a cotton ginning factory informs in writing before fifteen days of the commencement of the season that he dose not intend to run his factory during that season, then service line and equipment shall not be removed and he shall not be liable to pay fixed charges pertaining to that season. However, this concession shall only be available for ONE season only.</p> <p>(c) If such a consumer of cotton ginning factory, does not come forward reconnection in an ensuing season, then after the expiry of sixty days from the date of commencement of the season, DCO to remove equipment will be effected after giving TEN days notice as per Condition No. 3 of “other Special Conditions of Supply” of tariff-F. Subsequently, if he comes for reconnection he will be liable to pay fixed charges for ninety days for each of the season during which his seasonal connection remained disconnected.</p> |

Note: For disconnected premises, Meter Rent/ Service rent shall be charged for the entire period of disconnection upto the date of reconnection.

7.3.2 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 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 days from the date of disconnection, then the removed material and equipment shall be returned to the store. Removed material and equipment shall be taken into account and it shall be issued as stock material by the concerned office.
- b. In case a disconnected consumer applies for reconnection after the expiry of 365 days of disconnection and before the expiry of 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 of the removed material was originally borne by the consumer or it was wholly subsidized by an external agency out side the DISCO or if such cost had not element of subsidy by the DISCO. No credit of the cost of the removed material will be accorded where it was partially subsidized by the DISCO 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 DISCO and as such no credit for depreciated value of subsidized cost will be provided.
- c. In case a disconnected consumer applies for reconnection after the expiry 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 the material and equipment at the time of obtaining connection.
- d. In case of disconnected premises where NO arrears are outstanding against a DISCO and due to some reason some old but serviceable equipment is available at site, DISCO may utilize such equipment and give credit of the same to the consumer subject to the satisfaction of the DISCO that the material is genuine, operationally safe and has a reasonable serviceable life left in the equipment.
- e. If for reasons if the connection remained disconnected and for some reason the material could not be removed at the time of disconnection, then the DISCO may give credit to the consumer at the time of reconnection subject to clause (d) above.

On receipt of payments the DISCO 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.

7.4 SECURITY DEPOSIT AND CHARGES FOR RECONNECTION

7.4.1 Once a consumer apply for reconnection, he shall be charged security deposit as per the following

- a. 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 from the date of disconnection NO additional security deposit shall be charged.
- b. For consumers whose security has been adjusted against the arrears and their disconnected period is within 365 days or less from the date of disconnection only the amount of adjusted security shall be charged.
- c. For consumers whose security has not been adjusted against arrears but their disconnected period is beyond 365 days, for such consumers the difference in amount between the security deposit already available with the DISCO and the prevalent rate shall be charged.

d. For consumers whose security has been adjusted against the arrears and their disconnected period is also beyond 365 days, for such consumers the prevalent security shall be charged.

7.4.2 Reconnection fee shall be recovered as per following rates for the amount of the arrears on the basis of which DCO/ERO was affected.

| | | |
|----|---|------------|
| 1. | For arrears upto Rs. 1000/- | Rs. 100.00 |
| 2. | For arrears between Rs. 1,001/- and Rs. 5000/- | Rs. 300/- |
| 3. | For arrears between Rs. 5,001/- and Rs. 15000/- | Rs. 900/- |
| 4. | For arrears between Rs. 15001/- and Rs. 1 Lac | Rs. 2000/- |
| 5. | For arrears between Rs. 1 Lac to Rs. 5 Lac | Rs. 2500/- |
| 6. | For arrears over Rs. 5 Lac | Rs. 10,000 |
| 7. | For connection disconnected for other reasons | Nil. |

i.e. disconnected on technical grounds, for unauthorized Extension in load, or seasonal consumers disconnected due to season off or disconnected as per misuse of Applicable Tariff, no reconnection fees shall be charged.

7.4.3 All the disconnected consumers, having disconnected period beyond three years from the date of disconnection 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 is 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 to be 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 Chapter No 2. However no relief shall be given to the consumer on account of his removed material of the previous account no if physically removed.

7.4.4 Relief to industrial as well as Domestic consumers shall be given as per incentive packages introduced from time to time. Consumers are advised to contact their local AMO/AMCS office for further details.

7.4.5 The disconnected consumers whose portions of arrear amounts have been set aside by Courts, Electric Inspectors, or Company's competent authorities(as per their approved rules/procedures) shall be allowed reconnections when they deposit the remaining arrears amount as well as first installment as approved by the competent authority.

7.4.6 Disconnection on consumer's request.

Temporary disconnection of supply is allowed to a consumer on his request, subject to the following terms and conditions.

- a. That the consumer has paid the final bill upto 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 disconnection charges or reconnection fees shall be charged if the consumer gets the connection restored immediately after the expiry of the period of disconnection allowed to him;
- b. As seasonal consumer or a consumer whose connection is lying disconnected shall not be eligible to the allowance given in the temporary disconnection;
- e. That after the expiry of the period allowed for disconnection as per clause (b) above. The connection shall be restored. It shall be also deemed to be restored for payment of minimum/fixed charges whether the consumer uses supply or not. In case the consumer defaults in making the payments, his connection may be disconnected and equipment installed at his premises to supply energy 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 & 8.4.

A consumer who intends to get his premises disconnected shall apply to the Executive Engineer (Divisional Manager) (Operations) concerned, who will arrange the final bill as per clause –a of para 8.46 above from the revenue officer concerned. After payment of final bill, the DM will approve the disconnection after obtaining a clearance certificate from the concerned revenue officer. Disconnection shall be effected through removal of meter, transformer, span or any other equipment to ensure that no possibility or Loop-hole is left for unauthorized use of energy during the period of disconnection.