

Disconnection Policy

Disconnection Permanent

Consumers of all categories can be disconnected due to default in payment on expiry of grace period after disconnection notice. If the arrears are not paid, system generated Disconnection Orders (DCO)/Equipment Removal Orders (ERO) can be implemented. Your connection can also be permanently disconnected on various other technical grounds e.g.

- Unauthorized extension of load
- Illegal abstraction of electricity
- Seasonal consumers who do not come forward to get their seasonal industry reconnected or
 - On certain other grounds e.g. special conditions of supply of Tariff-F, etc.
 - On consumer's request.

Disconnection temporary

Premises can be temporarily disconnected at the written request of the consumer for a specified period. In this event you are required to undertake on non-judicial paper to the effect that you will pay the monthly minimum charges at the time of reconnection and will not claim for any concession on this account. You must also have cleared all your dues till the date of request for temporary disconnection.