

CHAPTER 2

NEW CONNECTION/EXTENSION AND REDUCTION OF LOAD / CHANGE OF NAME

2.1 GENERAL INFORMATION

Information desired from MEPCO relative to subject matters covered by this Manual may be obtained by personal call, by telephone, or by mail and is also available on the web page of **MEPCO**.

The local office of the area (sub division) is the main contact office where a separate window is available in addition to the consumer service centers established by **MEPCO**, to provide all necessary information required regarding application for new connections and all other matters relating to consumer services and provision of electric power services.

2.2 APPLICATION FOR SERVICE CONNECTION

- (a) **Application and Power Supply Contract (A&PSC)** Forms in English and Urdu are available free of charge in each sub-divisional/ divisional/circle office of **MEPCO** and on the **MEPCO**'s webpage (as annexure-IV).
- (b) An applicant shall be required to fill in the forms and attach the required supporting documents as detailed therein.
- (c) Any assistance or information required in filling the application form shall be provided to the applicant by the **MEPCO**'s staff in the office where form is to be submitted.
- (d) Application for new connection can be submitted at **MEPCO** concerned office in person or by registered mail. A receipt as acknowledgement of the forms shall be issued by the **MEPCO** office.

2.3 DOCUMENTS TO BE ATTACHED WITH THE APPLICATION

Documents to be attached with the Application and Power Supply Contract are as follows:

- (a) Ownership proof of the premises where connection is required as determined by the **MEPCO**.
- (b) An affidavit from the owner of the premises to the effect that no connection existed previously at the premises for which connection is applied for and that he shall pay the **MEPCO** any outstanding dues in respect of any previous connection which existed at the premises in question, if noticed later on.

- (c) “No Objection Certificate” from the landlord (if the applicant is a tenant along with landlord’s proof of ownership and affidavit mentioned above).
- (d) Attested copies of CNIC of the applicant and two witnesses.
- (e) The power of attorney (in case of a Company), in favor of the applicant to the effect that the applicant is authorized to sign the application and execute agreement on behalf of the Company.
- (f) If the connection is applied in the name of a company, duly incorporated under the law, then following additional documents shall be attached:-
 - i) Certificate of incorporation;
 - ii) Resolution of Board of Directors authorizing a person to sign and execute the application and agreement form;
 - iii) Charge creation certificate issued by the Securities and Exchange Commission of Pakistan equivalent to the amount of security;
 - iv) List of directors with complete addresses and copies of their computerized national identity cards.
- (g) Available site plan of Industry/premises where connection is required.
- (h) In case of change of name/extension or reduction of load, a certificate from the Revenue Office, **MEPCO** to the effect that no arrears are outstanding against the premises along with proof of owner ship/NOC. Wiring test report would be required in case of extension/reduction of load.

2.4 DESIGN, COST ESTIMATE AND DEMAND NOTICE

- (a) After the receipt of Application Form along with the required documents the **MEPCO’s** Office shall issue an acknowledgement receipt and a serial number to the applicant for further reference / processing etc. Based on the site inspection, the application will be evaluated / processed and approved as per the provisions of Consumer Eligibility Criteria, Grid Code and Distribution Code (where applicable). A demand notice of cost estimate and security amount shall subsequently be issued by the **MEPCO** office for payment by the applicant.
- (b) Demand Notices for Service Connection cost technical criteria given at Annexure___ and Security Deposit shall be sent under registered post or courier to ensure their delivery to the applicant may receive it personally, for that receipt may be obtained from applicant for record.
 - i) For payment, branches of designated banks authorized to receive the Demand Notice charges etc. shall be intimated to the applicant. The

bank shall receive payment as per demand notice and issue an acknowledgement receipts etc.

- ii) Subsequent to the deposit of payment mentioned in the demand notices the applicant shall execute the power supply contract with the **MEPCO** in triplicate.
- iii) **MEPCO** shall determine new final priority number of connection to each application after the demand notices have been paid and wiring test report submitted subject to the exemption granted under the policy of **MEPCO**.

2.5 APPROVAL OF APPLICANT'S INSTALLATION

Before any electrical wiring or energy consuming apparatus is connected to the **MEPCO** distribution system, the same shall be subject to inspection and testing by the **MEPCO** and no connection shall be made to the **MEPCO** system without the prior Inspection/satisfaction of **MEPCO**.

2.6 CATEGORIES OF APPLICANTS

Categories of applicants are indicated at Annexure V.

2.7 TIME FRAME FOR A NEW CONNECTION

Time schedule for all categories of new connections is indicated at Annexure VI.