

## DISCONNECTION AND RECONNECTION

### 8.1 DISCONNECTION

A premises is liable to be disconnected if the consumer is a defaulter in making payments of the energy consumption charges bill(s), or if he is using the electric connection for a purpose other than for which it was sanctioned. or if he has extended his load beyond the sanctioned load even after receipt of a notice in this respect from the IESCO .

- 8.1.1 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.
- 8.1.2 In case of non payment of the previous months electricity bill, the IESCO shall serve a clear 7 days notice to the defaulting consumer to either clear the out- standing dues with the current bill or face disconnection and penal action.
- 8.1.3 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 IESCO 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 IESCO 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 without any further notice and shall only **be** restored after receipt of all arrears.
- 8.1.4 The power supply of a 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 IESCO, the Electric inspectors office, the Provincial Office of Inspection or NEPRA(For all such cases, proper restraining orders shall be issued). IESCO shall also not disconnect the supply if a restraining order to this effect has been issued from any court of law.
- 8.1.5 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 IESCO shall disconnect the power supply if the consumer fails to avail this opportunity.

## 8.2 RECONNECTION

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

### 8.2.1 RECONNECTION POLICY

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

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 only)	<p><b>a)</b> 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>b)</b> In case the period of disconnection 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><b>c)</b> 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</p>
C	For Industrial Supply Tariff (B-1, B-2, B-3, B-4)	
D	For Agriculture tube well and lift irrigation pumps Tariff – D	
E	For Flat Rate Tariff – D-1	

		ignored in calculations.
F	For Bulk Supply Tariff (C-1, C-2, C-3)	NIL
G	For Public Lighting(A.C) Tariff-G	
H	For ONE Point supply to Residential colonies attached to the premises of industrial supply	
I	For Seasonal Industrial Supply Tariff F	<p><b>a)</b> If a seasonal supply consumer, except a consumer of cotton ginning factory, does not come forward for reconnection in an ensuing season, then after the expiry of sixty days from the date of commencement of the season, DCO/ERO 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>b)</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 be available for ONE season only, after every five years.</p> <p><b>c)</b> If such a consumer of cotton ginning factory, does not come forward for reconnection in an ensuing season, then after the expiry of sixty days from the date of commencement of the</p>

		season, DCO/ERO 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.
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Note: For disconnected premises, Meter Rent / Service Rent shall be charged (where applicable) for the entire period of disconnection upto the date of reconnection.

#### 8.2.2 **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 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 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 on stock 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 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 of the removed material was originally borne by the consumer or it was wholly subsidized by an external agency out side the IESCO or if such cost had not element of subsidy by the IESCO. No credit of the cost of the removed material will be accorded where it was partially subsidized by the IESCO 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 IESCO and as such no credit for depreciated value of subsidized cost will be provided.
- c. In case a disconnected consumer applies 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 the material and equipment at the time of 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, IESCO may utilize such equipment and cost of such material will not be recovered from the consumer subject to the satisfaction of the IESCO that the material is genuine, operationally safe and the equipment has a reasonable serviceable life.

NOTE: If DCO(for removal of equipment) was issued and connection was disconnected but removal of material could not be effected then severe disciplinary action will be taken against the officers/officials concerned who are found negligent in removing the material.

On receipt of payments the IESCO 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.

### **8.3 SECURITY DEPOSIT AND CHARGES FOR RECONNECTION**

8.3.1 Once a consumer applies for reconnection, he shall be charged security deposit as per the following policy.

- 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 NO additional security deposit shall be charged, but updating of security deposit is necessary where the consumer connection is installed before application of revised rates.
- b. For consumers 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. The updating of security deposit is necessary where the consumer connection is installed before application of revised rates.
- c. For consumers whose security has not been adjusted against arrears but their disconnected period is more than 365 days, for such consumers the difference in amount between the security deposit already available with the IESCO and the prevailing rate at the time of reconnection shall be charged.
- d. For consumers 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.

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

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| 1. | For arrears upto Rs. 1000/-                           | Rs. 100/-  |
| 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 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.

8.3.3 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 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. If any material is available at site or is lying with the IESCO 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

8.3.5 The disconnected consumers whose arrears have partially or totally been set aside by Courts, Electric Inspectors(POI),NEPRA or IESCO's competent authorities or have been allowed part payments shall be allowed reconnections on deposit of remaining arrears or their first installment.

8.3.6 Disconnection on consumer's request.

Temporary disconnection of supply is allowed to a consumer on his request, for a period of 30 days 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 reconnection fees shall be charged if the consumer gets the connection restored immediately after the expiry of the period of disconnection allowed to him;
- d. A seasonal consumer or a consumer whose connection is lying disconnected shall not be eligible to the allowance given in the temporary disconnection;
- e. After the expiry of the 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 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 8.2

A consumer who intends to get his 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 consumers supply shall be effected through removal of, such facilities to avoid misuse of electricity during the period of disconnection.

**NOTE:** In all cases of reconnection/MCOs or any case where meter is changed for any other reason, Part III 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 officer in charge.

8.3.7 According to clause 2(c) of Electricity Act 1910, consumer has been defined as under: -

2(c) Consumer means any person who is supplied with the energy by a licensee or whose premises are for the time being connected for the purposes of a supply of energy with the works of Licensee.

Foregoing in view, the owner of the building is therefore not included in the definition of the word “consumer” in section 2(c) of the Act where the premises are in the occupation of his tenant. Therefore in case of any dispute in between owner and the tenant. IESCO will not disconnect the supply on the request of owner, until and unless occupant / consumer has not defaulted the payment of electricity bill or committed any breach of any clause of application and agreement.