



## GETTING CONNECTED – A CONSUMER GUIDE FOR OBTAINING ELECTRICITY CONNECTION

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Who doesn't want electricity? Every consumer would like to enjoy the benefits of electricity in his daily life. We have reached a stage where electricity has become an inseparable part of human life. A few minutes of power cut is unbearable. Be it for reading, writing, heating or simply for entertaining, electricity is a must. Nobody would like to be denied of this facility. In fact nobody should be denied of electricity.

Getting a power supply connection should not be a difficult proposition. Electricity companies have laid out detailed procedures. But consumers at large are either ignorant of these procedures or are not interested to know for the simple reason that it is the contractor who handles the job. Yet it is essential that consumers know a little of how to get a power supply connection to their homes, shops, commercial establishments etc. so that they are not misled and overcharged. If you are a **domestic consumer** here is what you have to do to get a power supply connection.

### STEP - 1: SUBMISSION OF APPLICATION

Obtain a blank application form from the respective electricity supply company. The application form is available on payment of prescribed fee at the Sub-divisional Office Pay (in cash or demand draft) the registration cum processing fee as applicable to your class of installation at the jurisdictional Sub Divisional Office.

<b>Documents to be enclosed with the application.</b>
<ul style="list-style-type: none"><li>• <i>Proof of ownership (Sale deed, katha, succession certificate, sanctioned plan from local authority.)</i></li><li>• <i>Indemnity Bond as per format supplied by the electricity company, if you are not the owner of the premises</i></li><li>• <i>No objection certificate (NOC) from the owner</i></li><li>• <i>Proof of permanent residential address (Ration card, PAN, telephone Bill, Insurance policy bond, voters identity card etc.)</i></li></ul>

Make sure to include in the application form the details like full address, telephone number, location sketch, name and address of the licensed electrical contractor with whom you intend to get the interior wiring work done. Submit the application along with enclosures

and obtain an acknowledgement without fail. The electricity supply company has an obligation to nominate an official to provide any assistance to you in filling up the application form.

In case you are not the owner of the premises you have to submit an indemnity bond as per the format supplied by the electricity company.

### STEP - 2: SPOT INSPECTION

The officials of the electricity company will inspect the premises before according sanction for power connection. The officials will give you prior notice about the date, time and other details of, when spot inspection will be carried out. It is obligatory on the part of the consumer to be present while inspection is done. After inspection, the officials will decide the point of entry of supply mains, the position of mains, cut-outs, circuit breakers, meters etc.

### STEP - 3: FEASIBILITY

After spot inspection the application, the electricity supply company will ascertain whether it is feasible to provide power supply connection. If feasible the same will be intimated to you along with the fees to be paid, voltage, sanctioned load at which supply will be given and the point of commencement of supply.

In case it is not feasible, you will be required to bear the entire cost of service line to make the scheme viable only in case of power of high loads. Applications requesting power up to 7.5 KW/10 HP will be treated as viable and feasible, provided the distribution system exists.

### STEP - 4: ESTIMATE AND POWER SANCTION

After the spot inspection is over, the electricity supply company will intimate you the power sanction and also the amount to be remitted by you towards service line, initial security deposit etc. In addition, you will have to comply with the following requirements:

- *Furnish the consent of the owner of the property if the proposed service line has to pass through the property of some other persons*
- *Execute an Agreement*
- *Pay initial security deposit*
- *Pay security amount towards cost of meter/metering equipment*
- *Pay the cost of service line charge. This is not applicable upto 3 KW*
- *Furnish the contractor's completion-cum-test report along with the wiring diagram in duplicate. You should obtain an acknowledgment from the electricity company for having received the report and its acceptance*
- *Execute an indemnity bond (not necessary in all cases)*

- *Sanctioned plan of the local body like Village Panchyath/Town Panchayath/City Municipal Corporations/bangalore Metropolitan Corporation/Bangalore Development Authority shall be produced in respect of sanction of power supply to the buildings*

### **What happens if you do not comply?**

In case you fail to fulfill the above requirements within a period of three months from the date of communication of power sanction, the power sanction as well as registration shall stand cancelled. Besides, the registration fee paid will be forfeited.

### **Can the power sanction be renewed?**

Yes. For any reason, if you are unable to fulfill the above requirements you can request the electricity supply for extension. In such a case you will have to pay re-registration fee as specified by the electricity supply company. The registration may be renewed, provided you apply for renewal within the expiry date of first registration. Registration will be renewed not more than once for a period not exceeding three months.

### **STEP -5: ISSUE OF WORK ORDER AND SERVICING**

if all the above formalities are followed the electricity company will issue the work order. Thereupon the concerned Junior Engineer/Assistant Engineer will draw the materials from stores and arrange to service the power supply.

### **Your duties and responsibilities**

- To pay the line minimum charges, from the date of commencement till agreement is terminated
- To arrange for providing service main from terminal pole up to the point of commencement of supply
- To install a bus bar chamber if insisted for more than two meters. Not required for small connections
- To permit laying of service main/under ground cable
- Stand guarantee for a period of one year for the work done
- To provide facilities for fixing of meters
- To ensure that the wiring conforms to the Indian Electricity Rules

### **Remember:**

No power connection shall be made until the installation has been inspected and tested by the officials of the electricity supply company and found satisfactory. There is no separate

fee to be paid to carry out the first test. But the consumer has to bear the cost of subsequent tests

**Standard Time Limit**

As per the Complaint Handling and Redressal Standards Relating to Distribution and Supply of Power (Standards of Performance) the time limit for some of the services relating to Domestic lighting are given below:

1. To furnish feasibility report  
*Six working days in Towns, cities and rural areas*
2. To service new installation  
*Fifteen working days after receipt of all documents, payments etc.*
3. To open test reports of the new installations immediately after service and issuing the first bill -First meter reading date after 30 days  
*Fifteen Days*

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