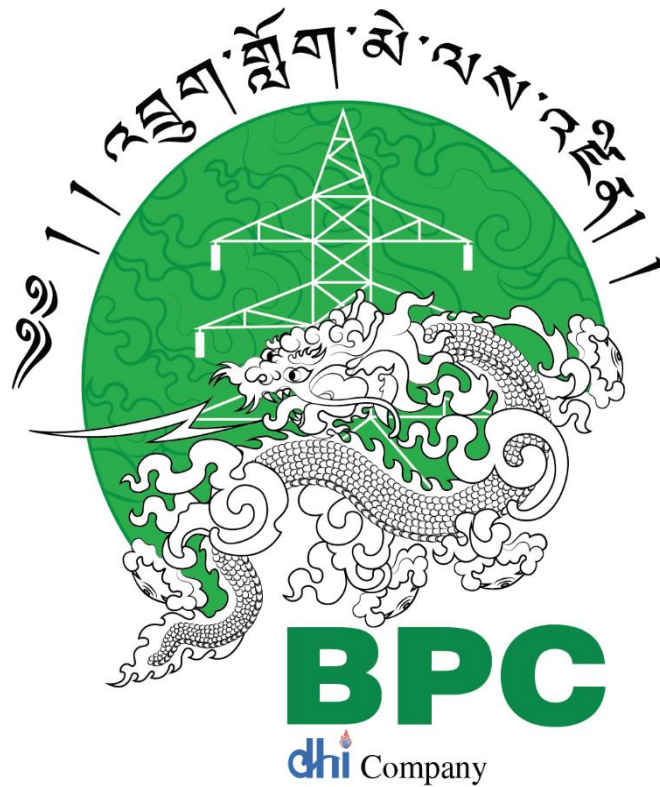


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Bhutan Power Corporation Limited



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སྤེལ་གྱི་ལག་ལེན་ལམ་ལུགས།

**Terms and Conditions for Supply of Electricity to Medium
Voltage and High Voltage Customers
2023**

Foreword

The Bhutan Power Corporation Limited (BPC) is pleased to bring out this document covering the Terms and Conditions for Supply of Electricity to Medium Voltage and High Voltage Customers. This document is a revision of the earlier Terms and Conditions and takes into account various types of queries BPC has been receiving from its customers and the intending users of electricity over years.

The document broadly encompasses the following:

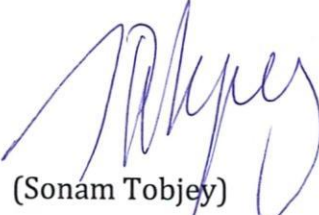
- Guidelines for electricity supply to MV and HV Customers.
- Rights and Responsibilities of BPC.
- Rights and Obligations of the Customer.
- Other conditions related to the delivery of electricity services.

Electricity plays an important role for the acceleration of economic activities in the country. However, electricity has to be handled and used with care. It is important for the Customers to understand their rights and obligations while availing and using the electricity and its allied services.

BPC shall be fair and ensure that its Customers are served in the best possible way within the framework of the existing rules, regulations and limitations poised by the infrastructure and resource availability. At the BPC, we dedicate our efforts in improving your experience with us by ensuring professional conduct and transparent approach in our business solutions.

Customer satisfaction is our top priority!

Tashi Delek!



(Sonam Tobjey)

Chief Executive Officer



Preface

After extensive discussions and review, BPC is happy to bring out this revised Terms and Conditions for Supply of Electricity to MV and HV Customers. The document is an outcome of the studies conducted by the Distribution and Customer Services Division on the current industry practices of the electric utilities in the region and also around the world for supply of electricity to Customers. Feedbacks on the document have also been received from both within the BPC and the Customers on issues concerning the daily conduct of the business.

While formulating the document, due care has been given to the prevalent industry practices, adaptability to our national conditions, acceptability to the Customers, the possible practical implementation problems and the compliance to the Distribution Code of Electricity Regularity Authority.

BPC, as a corporation, is mandated to provide safe, quality, affordable and reliable electricity to all customers in the country by adopting a uniform, fair and transparent approach in its operations. This document is therefore, crucial for informing our Customers of their rights and obligations and also that of the BPC's. It is also envisaged that the document will provide a uniform set of guidelines to all our Electricity Services Divisions (ESDs) and Electricity Services Sub Divisions (ESSDs) offices in various Dzongkhags in extending and maintaining the desired service standard. It is in this context that this Terms and Conditions for Supply of Electricity has been revised and we hope that it will help in the delivery of quality services to our Customers.



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1. Introduction

This document hereinafter referred to as the Supply Rules cover the general and technical terms and conditions upon which the Company will supply electricity to its MV and HV Customers. In case of conflict between this document and the Distribution Code 2022; the provisions of the Distribution Code shall prevail.

2. System of Supply

2.1 The declared frequency of supply is 50 Hz.

2.2 The system of supply and allowable voltage variation limits shall be as given in Table 1 below:

Table 1: System of Supply and allowable voltage variation limits

Sl. No	System of Supply	Voltage Level	Allowable voltage variation limits
1	MV Supply	Three phase at 6.6 kV, 11kV and 33kV	±10%
2	HV Supply	Three phase at 66kV or above	±10%

2.3 The customer category based on the contract demand and system of supply shall be as given in Table 2 below.

Table 2: Customer Category based on the Contract Demand and System

Sl. No	Contract Demand		Applicable System of Supply	Type of Metering	Customer Category
	(kVA)	(kW) @ pf of 0.85			
1	$353 < X \leq 3530$	$300 < X \leq 3000$	6.6kV/11 kV or above	CT/PT connected HT meter	MV Customer
2	$3530 < X \leq 17650$	$3000 < X \leq 15000$	33 kV or above	CT/PT connected HT meter	MV Customer
3	$X > 17650$	$X > 15000$	66 kV or above	CT/PT connected HT meter	HV Customer

Note: All the contract demand of the Applicant shall be in kVA

2.4 The company may, at its discretion, also provide supply at any other voltage depending on system availability or other conditions. Under such a condition, the Customer category shall be determined based on the system of supply or contract demand.

2.5 It shall be the responsibilities of the applicants to extend the required electrical infrastructure for getting supply from the nearest Company’s system.



3. Power Clearance

- 3.1 Any person or entity requiring power supply must apply for power clearance to the concerned authority.
- 3.2 The power clearance shall be issued based on the availability of power and infrastructure.
- 3.3 The power clearance of MV & HV customers for manufacturing and production shall be issued by DoE whereas for the services (except otherwise identified by DoE), the power clearance for all categories of customers shall be issued by BPC.

4. Sanction of Power

- 4.1 The Applicant shall request the concerned authority for the sanction of power along with required documents.
- 4.2 The concerned authority shall sanction the conditional power to the Applicants issued with power clearance.
- 4.3 The MV & HV customers shall request DoE for sanction of power for manufacturing and production industry whereas for the services (except otherwise identified by DoE), all categories of customers shall request BPC for sanction of power.

5. Capacity Reserve Agreement

- 5.1 Upon receipt of power sanction, the Applicant shall reserve power by signing a Capacity Reserve Agreement (CRA) in Form A and deposit applicable Capacity Reserve Charge (CRC) as security deposit with the Company within 1(one) month from the date of sanction of power.
- 5.2 The CRC shall comprise of the demand charge calculated for a period of 3 months (90 days) on the conditionally sanctioned power.
- 5.3 The CRC may be made in the form of cash, demand draft or cheque or a Bank Guarantee (BG) from any Financial Institutions of Bhutan in the prescribed format (Form C). The BG shall remain valid for the period as required.
- 5.4 Failure to sign the CRA and deposit CRC within the stipulated time shall lead to cancellation of the conditionally sanctioned power.
- 5.5 The quantum of power reserved in kVA by depositing the required CRC shall be considered as the contract demand of the Applicant for billing purpose.
- 5.6 The CRA shall contain a mutually agreed date on which the Company shall commence the supply of electricity and the Applicant shall be obliged to draw electricity. The mutually agreed date shall be based on the requirement of the Applicant and availability of power infrastructure. The following conditions shall apply to both the Applicant and Company with regard to reservation of power as per CRA:

- a) If the supply is taken by the Applicant on the agreed date, the CRC shall be converted to energy security and the balance, if any, shall be credited to the future energy bills. The Applicant shall make additional deposit if the CRC deposit is not adequate to cover the required security. Where the CRC Deposit is made in the form of Bank Guarantee, the same shall be returned after signing of the Contract Demand Agreement and depositing the required security.
- b) In the event the Customer is not able to draw power within the agreed date, the Company may give one time renewal/extension of the drawing date, subject to a maximum of six months, upon furnishing evidence of the progress of work at site. The CEO shall have a discretionary power to approve further extension based on evidence submitted by the Applicant beyond which, the CRC shall be deducted by the Company on pro-rata basis for each day of such delay, leading to deduction of the whole amount in 3 months (90 days) after which the agreement shall be treated as cancelled.
- c) In the event the Applicant withdraws application after signing of the Agreement and investment has been made, the Company shall forfeit the CRC deposited and the application shall be canceled.
- d) During the period of the agreement, no interest shall be payable on the amount made as CRC deposit by the Applicant with the Company.

6. Wiring inside the Applicant's Premises

- 6.1 Wiring inside the Applicant's premises shall be the responsibility of the Applicant.
- 6.2 The wiring shall conform to the standards applicable in the country.
- 6.3 The Applicant shall ensure that wiring is carried out by a qualified electrical technician/engineer maintaining proper colour coding and balancing of load (in case of 3 phase).
- 6.4 The Applicant shall provide adequate protection devices such as MCB, MCCB, ELCB/RCCB/RCBO and a surge arrestors of required capacity to protect lives and properties and the Company's infrastructure.
- 6.5 The Applicant shall install a good earthing system and maintain the earth resistance value of ≤ 5 ohms for normal soil. The maximum allowable value of earth resistance shall be 8 ohms for rocky soil.
- 6.6 The earthing system shall not be connected to water pipes and other structures in the premises of the Customer.
- 6.7 All power points must be effectively earthed as per the applicable standard.

7. Limiting the Starting Current of Motors

- 7.1 All motors installed at the Customer's premises shall have suitable devices to limit the starting current.



- 7.2 Electricity supply shall not be released to any Applicant for utilizing induction motors of capacity 3 HP and above or welding transformers of capacity 1 kVA and above, unless shunt capacitors of appropriate ratings are installed by the Applicant across the terminals of such motor(s) or welding transformers to achieve minimum power factor of 0.85.
- 7.3 All motors shall be provided with appropriate control gears to prevent the starting current from exceeding the maximum current limits as given in Table 3 below.

Table 3: Maximum Current Limits for Motors

Supply System	Size of Installation	Maximum Current Limit
Single phase	Up to and including 3 HP	Six times full load current
Three phase	Up to and including 3 HP	Six times full load current
Three phase	Above 3 HP and up to and including 10 HP	Three times full load current
Three phase	Above 10 HP and up to and including 15 HP	Twice full load current
Three phase	Above 15 HP	One-and-a-half-time full load current

- 7.4 If a Customer fails to maintain the starting current of motors within the prescribed maximum current limit, the Company shall disconnect the supply to the Customer to prevent electricity supply disturbances to other Customers.
- 7.5 All the technical requirements for the installation of the motors including the wiring for motors shall conform to the applicable standards.

8. Connecting of Equipment to Company’s Supply System

- 8.1 It shall be the responsibility of the Applicant to provide appropriate protective devices such as voltage regulators/stabilizers for protecting its equipment connected to the Company’s supply system from voltage fluctuations.
- 8.2 Applicants intending to use any electrical equipment which are likely to interfere or impact the supply system shall submit full technical particulars of such equipment to the Company before procuring and installing the same. This is to facilitate the Company in informing about any special conditions that may be applicable to the type of equipment to enable it to be connected to the Company’s system.
- 8.3 The design and operation of all equipment shall be such that it shall not interfere with the safety or efficient working of the Company's electricity supply system or the supply of electricity by the Company to other Customers.
- 8.4 The Company may, in the exercise of reasonable judgment, refuse to give supply to equipment having unusual characteristics that might adversely affect the quality of power supplied to other Customers, the public safety, or the safety of



the Company's personnel. The Company may require the Applicant to install any necessary filtering, operating and safety equipment in accordance with the requirements and specifications of the Company before effecting the supply.

8.5 Equipment connected to the Company's supply system shall be maintained by the Customer to the reasonable satisfaction of the Company.

9. Installation of Company's Infrastructure within the Customer Premises

9.1 If required by the Company, the Applicant shall provide a suitable space to install the Company's equipment which is necessary to arrange electricity supply to the Applicant. After such an accommodation has been provided by the Applicant, the said installation shall continue to be on the premises with full control vested in the Company.

9.2 The Customer shall take reasonable care of the Company's equipment installed in the premises.

9.3 The Customer shall not operate any switches or equipment belonging to the Company up to and including the point of metering or interfere with the Company's line and equipment so as to disconnect his supply or disrupt supply to other Customers. The Customer shall be liable to and disconnection of supply if the Company's supply is being interrupted without its permission.

10. Care of Company's Electrical Infrastructure

10.1 Anyone causing damage to the Company's power supply infrastructure installations, equipment or any other property of the Company, occasioned by any act, omission, lapses or negligence shall be liable for the payment of cost of repair for the damages.

11. Meter and Metering Equipment

11.1 To record the quantity of electricity consumed by the Customer and other important parameters, a meter of appropriate rating shall be issued, installed and sealed by the Company. However, the cost of the meter shall be borne by the Applicant.

11.2 The Applicant shall provide necessary equipment such as a CT and PT units required as per the Company's standard to facilitate metering.

11.3 The accuracy of the CTs and PTs shall be equal to or better than the accuracy class of meters.

11.4 The Applicant shall provide appropriate metering enclosure/cubicle to house the Company's meter.

11.5 The meter shall be installed by the Company at suitable locations in the Customer premises.

11.6 The Customer shall be responsible for the safety of meter or metering equipment from theft, damage or interference.



- 11.7 The seals, nameplates, distinguishing numbers or marks affixed on the meter and the associated equipment shall not be interfered with, broken, removed or erased by the Customer. The meter and metering equipment shall in no case be handled or removed by anyone except the Company's authorized representative in the presence of the Customer or their representatives.
- 11.8 The Customer, in consultation with the Company, may install their own check meter, but the billing shall be based on the Company's meter.
- 11.9 The meter seals shall not be broken by anyone other than the authorized representative of the Company.
- 11.10 For removing or changing the location of the meter, the Customer shall request the Company.
- 11.11 If the Company requires the meter be shifted to a new location for safety reasons or ease of access, the Customer shall cooperate and render full support in shifting the location, failing which the Company shall not be responsible for any issue with regard to meter reading and billing.
- 11.12 If a meter or metering infrastructure is damaged by the Customer, the Company shall immediately disconnect the supply. The supply shall be restored only after replacement of the damaged meter or metering infrastructure and necessary charges are paid by the Customer.
- 11.13 For meters burnt/damaged/defective not attributable to the Customer, the damaged meter shall be replaced by the company at no cost to the customer.
- 11.14 If the Customer doubts or comes to know that the meter has become defective or has stopped working, the Customer shall immediately report such findings to the Company. The Company, upon receiving such a report, shall test and replace the meter if found defective.

12. Point of Supply Connection

- 12.1 The point of connection of supply to the Applicant shall be the incoming terminal of the Applicant's cable/line/isolating device installed by the Applicant.
- 12.2 The connection points, ownership and O&M responsibilities shall be reflected in the Site Responsibility Schedule (Form E).

13. Inspection and Testing of Applicant's Installations Prior to Release of Supply

- 13.1 Upon completion of wiring/installation including electrical infrastructure required to draw power, it shall be the responsibility of the Applicant to carry out necessary tests as per the prescribed format (Form F) and request the Company for verification of test results and releasing the supply.



- 13.2 Upon receipt of the request, the Company shall notify the Applicant of the time and the date on which the Company's representative proposes to inspect and test the installation.
- 13.3 It shall be the duty of the Applicant/Applicant's representative to be present at the premises for inspection and testing by the Company's representative.
- 13.4 The installations of all equipment of the Applicant, including the service cable and the internal wiring shall be inspected and tested as per the Distribution Design & Construction Standards (DDCS) and Metering & Billing Guidelines of the Company for conformance to the applicable standards.
- 13.5 Supply shall not commence until the Applicant's installation has been inspected and tested by the Company and found satisfactory. For the initial supply release to the Customer, no charges shall be levied for testing, connection and installation. Customers availing the services subsequently due to any of the following reasons, shall be charged at the prevailing rate.
- a) Faults brought out or identified during the initial test;
 - b) Failure of the Applicant to attend the test on the agreed date;
 - c) The installation is not complete.
- 13.6 While the Company shall carry out the inspection and minimum required tests before effecting the initial power supply, the Company shall not be responsible for the Applicant's internal wiring and installations; and the release of the supply by the Company shall in no way be construed as the Company having certified the Applicant's installation or wiring for safety or safe usage of electricity. The Applicant's internal wiring/installation and safety associated with it shall be the responsibility of the Applicant.
- 14. Signing of Contract Demand Agreement**
- 14.1 Upon successful completion of the required tests, the Applicant shall sign the Contract Demand Agreement (Form B) for regularizing the supply.
- 14.2 The Contract Demand Agreement shall be the basis for determining the demand charges according to the prevalent tariff.
- 14.3 The Applicant, on signing the agreements, shall be bound by all the terms and conditions related to supply of electricity.
- 15. Security Deposit**
- 15.1 Applicants shall make a security deposit for the energy to be supplied by the Company before regularizing the supply.
- 15.2 The energy security amount to be deposited shall be as per the prevailing approved rates and as revised from time to time.
- 15.3 Whenever there is an increase in the contract demand of the Customer, the Applicant shall pay additional security deposit to the Company.



- 15.4 The Company shall have the right to adjust the security deposits for recovery of any payment or realization of any dues which may become due from the Customer.
- 15.5 When the Company adjusts the security deposit for such recovery, the Applicant shall pay the additional security deposit or part thereof so adjusted by the Company.
- 15.6 No interest shall be payable on the security deposit.
- 15.7 If the Customer desires to discontinue the electricity supply at any time, the Applicant must notify the Company in advance. The energy security if available after clearing the dues (if any) with the Company shall be refunded to the Customer (Form M).

16. Commencement of Supply

- 16.1 Electricity supply shall commence when;
- a) The Company is satisfied that the Customer's installation is in accordance with the applicable standards.
 - b) The Customer complies with Terms and Conditions for the supply of electricity.
 - c) The Customer has paid all the specified charges as per the schedule of miscellaneous charges.
- 16.2 The Company shall record the initial reading of the meter and other necessary information before the release of supply.

17. Access to Customer Premises

- 17.1 The Company shall be entitled to enter the premises of a Customer to carry out the following, but not limited to:
- a) Meter reading and bill delivery;
 - b) Installation, testing, repair or replacement and disconnection/reconnection of meter;
 - c) Checking of unauthorized addition or alteration of load;
 - d) Inspection and testing for customer wirings/ installations to check conformity with the standard;
 - e) Checking for pilferage/theft of energy;
 - f) Connection or disconnection of electricity supply;
- 17.2 If access is denied by the Customer, the Company shall disconnect the supply of electricity to the premises. The Company shall notify the Customer prior to such disconnection as per the prescribed format (Form G) informing the reasons for the discontinuance and actions required from the Customer.

18. Meter Reading and Billing

- 18.1 The time period between two consecutive meter readings is defined as the billing period.
- 18.2 The Company shall read meters on a monthly basis and as when required.



- 18.3 Meter shall be read manually or through a suitable automatic system depending upon the type of meter and system put in place.
 - 18.4 The electricity bill shall be raised to the Customer based on the energy consumed and maximum demand recorded by the meter.
 - 18.5 The electricity bill shall comprise of the energy and demand charges for the given billing period, dues and other miscellaneous charges approved by the Electricity Regulatory Authority and as revised from time to time.
 - 18.6 The electricity bill shall be delivered by the Company's authorized representative to the Customer premises or electronically via e-mails, SMS or other means to the address provided.
 - 18.7 If the bill is not received on time, it shall be the duty of the Customer to inform the Company on the same. On receipt of such a complaint, the Customer shall be provided with a copy of the bill.
 - 18.8 The Customer shall be liable for late payment surcharge if the bill is not paid within the due date.
 - 18.9 Whenever there is any issue with the Customer meter, the Company may also use the consumption recorded by the check meter for assessing the consumption during the billing period.
 - 18.10 If the Company finds that the Customer is deliberately hindering the Company from reading the meter, the Customer shall be notified immediately and given 3 days to be present in the premises on the date and time mentioned in the notice. If the Customer fails to comply, the Company shall disconnect the supply after expiry of 3 days' notice period.
 - 18.11 The Company may also adopt any suitable system of meter reading and bill delivery based on the changing technology and business environment.
 - 18.12 Since bulk of domestic demand is due to the HV Customers, any cost associated with the monthly import of energy to meet the shortfall of domestic supply shall be allocated to HV Customers.
- 19. Demand Charge**
- 19.1 The Monthly Demand Charge to the Customer shall be in line with the prevailing approved tariff.
 - 19.2 In case the meter has become defective and is not able to record the maximum demand or does not have the provision to record the maximum demand, the applicable billing demand in kVA shall be as per the Contract Demand Agreement.
 - 19.3 Application of monthly demand charge payable by the Customer shall be governed by the following:

- a) The monthly demand charge shall be payable during the continuance of the agreement even if no electricity is consumed due to any reason attributable to the Customer or the supply has been disconnected due to default of the Customer.
- b) During statutory electricity cuts and electricity restrictions imposed by the Company, if a restriction on the demand is continuously imposed for a period exceeding 60 hours during a billing period, the monthly demand charges shall be prorated in accordance with the period and quantum of demand restrictions imposed. In all other cases the Customer shall be liable to pay the full demand charges payable.
- c) A penalty for demand charge for demand exceeding the contract demand shall be calculated and levied to the Customer according to the prevailing approved rule. .

20. Payment of Bill

- 20.1 Upon receipt of electricity bill from the Company, the Customer shall pay the billed amount within the due date indicated on the bill to avoid late payment surcharge.
- 20.2 Customers can pay the billed amount either through e-payment, cash, bank cheque, or any other forms of payment allowed by the Company.
- 20.3 Any issues with regard to the bill shall be complained to the Company. The Company shall re-assess the bill and a new bill may be issued in case of any ambiguity in the bill.
- 20.4 If there is any ambiguity in the bill due to error in meter reading or technical issues, no surcharge shall be levied to the customer for late payment. However, if there is no ambiguity in the disputed bill and the payment is not made within the due date, the Customer shall be levied a surge charge. .

21. Charges for Late Payment

- 21.1 Customers failing to pay the bill within the due date shall be levied late payment surcharge.
- 21.2 If the Customer's cheque is dishonored by a bank, the receipt of such cheque shall not be considered as valid payment.

22. Testing of Meter and Correction of Bill

- 22.1 Should the Customer doubt the accuracy of the meter, the Customer can request the company to have the meter tested.
- 22.2 The Customer shall be notified to be present when the Company carries out the tests.



- 22.3 If the Customer or authorized representative cannot be present during the test, the Company shall carry out and conclude the test and finalize the test result in absence of the Customer or authorized representative.
- 22.4 If the meter accuracy is found to be within the permissible limits after testing, the meter testing charges as applicable shall be borne by the Customer.
- 22.5 If the meter accuracy is found to be beyond the permissible limits, the defective meter shall be replaced at no cost to the Customer.
- 22.6 In case of off-line testing of the meter, the Company may keep the supply disconnected or provide a temporary meter for recording the consumption. In the event a temporary meter cannot be provided and the Customer consumes electricity, the billing for the unmetered consumption shall be based on assessment of consumption for that period.
- 22.7 In the event of any dispute on the accuracy of meter, the Customer may appeal in writing to the General Manager of the Distribution and Customer Services Division for re-dressal of the issue by the Grievance Re-dressal Committee of the Company and the matter shall be addressed accordingly as per the Grievance Re-dressal Procedure of the Customer Service Charter.

23. Monitoring of Maximum Demand

- 23.1 The Company shall monitor the maximum demand of all MV and HV Customers on a monthly basis.
- 23.2 For drawing power more than the contracted demand, the Customer shall pay a penalty as per the Customer Charter for drawing excess power.
- 23.3 MV and HV Customers shall surrender any un-utilized contracted demand to the Company within one year of power supply allocation. For drawing less than the minimum applicable demand for 6 consecutive months, Company shall issue a written notification to the Customer to either:
 - a) Utilize the contracted demand, or;
 - b) Surrender the excess/un-utilized power from the contract demand.
- 23.4 In the event the Customer fails to comply, the matter shall be dealt in accordance with the relevant provisions of the Domestic Electricity Tariff Policy.
- 23.5 If the Customer intends to keep the same contract demand and agrees to improve the load factor, such commitment shall be intimated to the Company in writing within 30 days from the date of issue of such notification.

24. Reduction of Contract Demand

- 24.1 Customers downsizing its activities and intending to reduce contract demand shall submit an application for reduction of contract demand to the Company in the prescribed format (Form D).

- 24.2 If the contract demand reduction is approved, the contract demand agreement shall be revised and the corresponding excess amount from the energy security deposit, if any, may be refunded or adjusted as the case may be.
- 24.3 If as a result of the reduction of contract demand, the classification of the Customer changes, the Company shall re-categorize the Customer and accordingly bill at the tariff applicable for the new category. The Customer shall pay for any additional cost so required to change the metering requirement or supply system.
- 24.4 Whenever reduction of contract demand is permitted by the Company, the effective date of such reduction shall be reckoned from the first day of the subsequent month of the date of approval.
- 24.5 Once the reduction is approved and contract demand agreement revised, the company has the right to re-allocate the surrendered power to any other customer wishing to avail power. If the customer wishes to re-instate the surrendered power or have additional power, the customer has to obtain necessary approval from concerned authority.

25. Enhancement of Contract Demand

- 25.1 Customers desiring to enhance its contract demand shall submit an application for enhancement to the concerned authority in the prescribed format (Form D).
- 25.2 If enhancement of contract demand is approved, the contract demand agreement shall be revised and additional energy security deposit required and/or any additional cost necessary for affecting the contract demand enhancement shall be borne by the Customer.
- 25.3 An application for enhancement of the contract demand may be rejected if:
- a) The additional power cannot be supplied at the existing supply voltage of the Company and the Customer is not willing to avail supply at a higher voltage at which the Company is able to supply;
 - b) The Customer is not willing to bear the additional cost necessary for additions or alterations in the system as may be required for supplying and metering the enhanced power and make it remunerative according to the norms of the Company;
 - c) The Company is not in a position to provide the required demand requested by the Customer due to shortage of power; and
 - d) The Customer has outstanding dues with the Company.
- 25.4 If, as a result of the enhancement of contract demand the classification of the Customer changes, the Company shall re-categorize the Customer and accordingly bill at the tariff applicable for the new category. The Customer shall also pay for any additional cost so required to change the metering requirement or supply system.

26. Power Factor

- 26.1 The Customers shall be required to maintain a minimum power factor of 0.85.
- 26.2 The Company shall refuse to supply an installation where in its assessment the power factor of the installation is less than 0.85.
- 26.3 If the Customer's power factor is less than 0.85, the Company shall notify the Customer to improve the power factor to a value not less than 0.85 within 3 months.
- 26.4 If the Customer fails to improve the power factor, the Company shall disconnect supply till the power factor is improved.

27. Suppression of Harmonics within Permissible Limits

- 27.1 The Customer shall ensure that the harmonic distortion is restricted within the given percentage of the Nominal Fundamental Frequency as under:

<i>Sl. No.</i>	<i>Voltage Levels</i>	<i>Individual HD (%)</i>	<i>Total HD (%)</i>
1	MV	3.0	5.0
2	HV	1.5	2.5

- 27.2 The Company shall notify the Customer to maintain the harmonics within permissible limits.
- 27.3 The supply to the Customer shall be disconnected for non-compliance to such notifications. Reconnection shall be given only on furnishing the proof of rectification made.

28. Balancing of Loads

- 28.1 The Customer shall balance its three phase connected load in such a way that the difference in the loading of each phase does not exceed 5%.
- 28.2 In case of continued unbalance in the operating loads, the Company shall notify the Customer to ensure proper balancing of the operating loads.
- 28.3 The supply to the Customer shall be disconnected for non-compliance to such notifications. Reconnection shall be given only on furnishing the proof of rectification made.

29. Supply Failure and Restoration

- 29.1 While the Company shall take all reasonable care to ensure that the supply interruptions are minimized, the Company shall not be liable for any claim for direct or consequential losses or damages or compensation whatsoever arising out of failure or interruption of the supply beyond the control of the Company.

30. Load Shedding and Demand Restriction by the Company

- 30.1 The Company may resort to temporary load shedding or demand restriction due to operational contingencies in consultation with the System Operator.



30.2 The affected Customers shall be given due notice prior to load shedding and Customers shall extend their full cooperation.

31. Right to Refuse or Disconnect Supply to a Customer

31.1 The Company reserves the right to disconnect supply to a customer premises at any time without notice, if to its knowledge or in its judgment the installation is unsafe or defective or will become unsafe imminently. The supply may not be resumed until the unsafe condition or the defect is removed or corrected to the satisfaction of the Company.

31.2 The Company may refuse to supply or may disconnect the supply and remove its installations and equipment from the Customer's premises if the Customer has provided the Company with materially incorrect information or fails to comply with the provisions of the Company's Terms and Conditions of Supply or other agreement entered into with the Company.

31.3 The Company shall have the right to refuse or disconnect supply to any Customer who refuses to permit or fails to give an authorized representative of the Company reasonable facilities to enter their premises for the purpose of testing or inspecting the installation.

31.4 The supply to a Customer who has not made the payment for 2 consecutive bills shall be disconnected by issuing prior disconnection notice. Such notice may also be served in the bill of the Customer.

31.5 The Company reserves the right to disconnect supply if a Customer's meter could not be read continuously for 3 consecutive months or billing cycles due to the premises being inaccessible.

31.6 The Company shall make reasonable effort to notify the Customers prior to disconnection in the Customer's bill or as prescribed in (Form G), informing the reasons for the discontinuance and actions required to be taken by the Customer for resumption of supply.

31.7 If a Customer to the reasonable knowledge of the Company is found indulging in any malpractice or theft of electricity, the supply to the premises shall be disconnected as per the prima facie evidence obtained without prejudice to other actions applicable as per the Company's rule and/or law of the land. A notice as to the grounds on which the supply has been disconnected shall be served immediately after the disconnection (Form G).

31.8 Supply disconnection for outstanding payment shall not be carried out on government/local holidays including Saturdays or Sundays, or a day preceding a holiday.

31.9 Disconnection of supply effected in the above manner shall not limit the Company's right to recover all charges including the disconnection and reconnection charges from the Customer wherever applicable.



31.10 To enable any work to be carried out on the supply system, the Company may temporarily interrupt the supply to any Customer or Customers. Due notice of such interruption shall be given to the affected Customers wherever possible.

31.11 The supply to a defaulting Customer shall be disconnected and request for the new supply connection in any other location shall be refused.

32. Disconnection of Supply at the Customer's Request

32.1 If a Customer wants the supply to be disconnected, the Customer shall request the Company.

32.2 Upon receipt of such a request, the Company shall carry out interim meter reading and serve a bill to the Customer, which shall include all liabilities to the Company including the disconnection charges. The disconnection shall be effected only after payment of the dues and disconnection charges.

33. Reconnection of Supply

33.1 A Customer disconnected shall be reconnected only after the issues are resolved and all the dues to the Company are settled by the Customer.

33.2 A Customer whose supply remained disconnected for a period more than 6 months shall be reconnected as a new Applicant fulfilling all the terms and conditions of the supply rule.

34. Vacation of Premises and Transfer of Ownership of Premises

34.1 Customers, before vacating their premises due to closure of the activities, shall give written notice in the prescribed format (Form I) to the Company.

34.2 The Company shall disconnect the supply, prepare and deliver the final bill to the Customer after adjustment of outstanding.

34.3 If the premises are vacated without notification to the Company, the Customer shall be responsible for all the dues and surcharges arising out of delay in settlement. The Company shall refuse the supply request of the Customer to any other location.

34.4 In the case of transfer of ownership of the premises, the new owner shall request for change of ownership of premises in the prescribed format (Form J). The new owner shall ensure that the dues pertaining to the earlier owner is cleared before occupying the premises and taking the supply.

34.5 In the event, the new owner fails to clear the old dues and starts availing the Company's supply without its knowledge, the supply shall be disconnected until the dues are cleared.

35. Changing of Customer Information

35.1 The Customer shall request the Company for any change in the Customer's billing information with the Company as per Form N.

36. Theft of Electricity

- 36.1 Unauthorized tapping of electric supply or tampering of meter in any form to alter the reading shall be construed as theft of electricity.
- 36.2 Personnel duly authorized by the Company are entitled to visit the Customer premises at any time to conduct checks on electricity theft. The Company may not issue any prior notice for such visits by its representatives.
- 36.3 If theft is detected at the Customer's premises, the supply to the Customer shall be disconnected immediately in presence of the Customer or his representative (if possible) and as per the prima facie evidences without prejudice to the Company's other rights. The Customer shall be served with a disconnection notice (Form H) stating the grounds on which his supply has been disconnected. The customer shall acknowledge the receipt of such notice (Form K) and immediately report to the Company's office for further necessary action.
- 36.4 The Company shall present an assessed bill to the Customer including disconnection and reconnection charges and penalties (Form L). The quantum of energy to be billed for shall be assessed for a minimum period of 3 months. In case of evidence of consumption for more than 3 months or admission by the Customer of actual usage over 3 months, the assessment shall be based on the actual duration.
- 36.5 Upon receipt of such a bill, the Customer shall pay the amount to the Company. The supply shall be reconnected only upon the receipt of complete payment.
- 36.6 If a Customer repeats the offence, the supply shall be disconnected and the case shall be forwarded to the Court of Law for legal recourse.

37. Offences

- 37.1 The following actions shall be treated as offence and the offender shall be liable for action by the Company as per the rules of the Company and law of the land.
- a) Unauthorized tapping of electricity;
 - b) Contravention of any provisions of the Terms and Conditions of Supply of Electricity prescribed by the Company or any other law governing the supply and use of electricity of rules and regulations framed thereunder;
 - c) Unauthorized supply of electricity to any service;
 - d) Unauthorized supply of electricity which was disconnected;
 - e) Exceeding the contracted demand/load without specific permission of the Company;
 - f) Addition, alteration or extension of electrical installation in the Customer's premises without permission of the Company or extension to any premises other than the one for which supply was contracted for;
 - g) Non-compliance of orders imposing restriction on use of energy for rational and equitable distribution;
 - h) Use of electricity for which supply is not contracted for;
 - i) Resale of electrical energy without the permission of the Licensee;



- j) Obstruction to lawful entry of the authorized employee of the Company into the Customer's premises.
- k) Tampering with or adjusting any installation or part of installation so as to cause or to be likely to cause harm to human life or damage to any equipment or other;
- l) Without the consent of the Company, affixing or causing to be affixed any advertisement, bill or notice or any other paper against or upon or otherwise defaces any building, post or bracket or other equipment or the enclosure thereof used for or in connection with any electrical installation;
- m) Damaging any meter or other instrument used on or in connection with any installation for recording the output or consumption of energy;
- n) Undertaking any work or engaging in any activity in the vicinity of the Company's electrical installation or part of the installation in the Customer's premises in a manner likely to interfere with any electrical installation or to cause danger to any person or property;
- o) Any act that may threaten electricity supply;
- p) Any act that may threaten system security;

38. Liability of the Company

- 38.1 Whenever the Company reasonably believes the integrity of the Company's system or the supply of electricity is threatened by conditions on its system or upon the system with which it is directly or indirectly interconnected, the Company may, in the exercise of reasonable judgment, curtail or interrupt services. Such action shall not be construed as a failure to fulfill its obligations nor shall the Company be liable therefore in any respect. The Company shall make reasonable efforts under the circumstances to overcome the cause of such curtailment, interruption, or reduction and to resume full performance as soon as possible.
- 38.2 The Company may, in the exercise of reasonable judgment curtail or interrupt service for the purposes of planned maintenance, installation or replacement. Such actions shall not be construed as a failure to fulfill its obligations nor shall the Company be liable therefore in any respect. The Company shall, wherever possible, notify the Customers affected by the planned curtailment, interruption at least 48 hours before such interruption.
- 38.3 While the Company shall take all reasonable care to ensure that the supply interruptions are minimized, the company shall not be liable for damages or otherwise if and to the extent which is beyond the control of the company such as:
- a) Statute or regulation or by action of any court or public authority having jurisdiction in the premises;
 - b) Loss, diminution or impairment of electrical service from its generating plants or suppliers or the systems of others with which it is interconnected;
 - c) Failure of lines, transformers, switchgear, or other equipment necessary for supplying electricity; and
 - d) By reason of storm, flood, fire, earthquake, explosion, civil disturbance, or any other natural causes beyond the control of the Company.



- 38.4 The Company shall use reasonable efforts under the above circumstances to overcome such cause and to resume full service.
- 38.5 The Company does not give any warranty as to the adequacy, safety or other characteristics of any equipment, wiring or devices, installed by the Customer. The Company shall not be liable for damages resulting in any way from supplying or use of electricity or from the presence or operation of the Company's service, conductors, or other equipment on the Customer's premises.
- 38.6 The Customer assumes full responsibility for the proper use of electricity supplied by the Company and for the condition and safety of any and all wires, cable, devices or equipment energized by electricity on the Customer's premises.
- 38.7 The Customer shall indemnify and hold harmless the Company from and against any and all claims, expenses, legal fees, losses, suits, or judgments for injuries to or deaths of persons or damage of any kind whether to property or otherwise, arising directly or indirectly by reasons of:
- a) The routine presence in or use of electricity over the wires, cables, or equipment owned or controlled by the Customer;
 - b) The failure of the Customer to perform any of his duties and obligations as set forth in the Site Responsibility Schedule and the Company's Terms and Conditions for Supply of Electricity where such failure creates hazards; and
 - c) The Customer's improper use of electricity or wires, cables, devices, or other equipment within its premises.
- 38.8 The Company shall not in any event except that of its own gross negligence or willful acts, be liable to any party for any direct, consequential, indirect or special damages.

39. Right of Way for the Company's Electrical Infrastructure

- 39.1 The Company shall have the rights to maintain necessary corridor for the electric infrastructure constructed or to be constructed for supplying electricity to its Customers.
- 39.2 Customer/Individual/Entity shall not build any structure or grow any trees within the RoW of the electric infrastructure belonging to the Company unless adequate clearance can be maintained.
- 39.3 No Customer/Individual/Entity shall carry out any activities or undertake any work within the RoW of the Company's electric infrastructure in a manner likely to interfere with the electric infrastructure or cause danger to any person or property.



40. Rights of the Company to Interpret and Make Amendments

- 40.1 The Management of the Company shall be the authority to interpret provisions of this document.

- 40.2 The Company shall issue amendment, delete or add any of the terms and conditions contained herein as and when required.

Definitions of Terms and Abbreviations

1. Definitions of Terms

Equipment shall mean the electrical equipment and includes all machines, fittings, accessories and appliances connected to the electric supply or which use electricity for functioning.

Applicant shall mean any person or entity that has applied to the Company for supply of electricity, change in demand, change in the Customer category and / or any other service.

Billing demand shall mean the demand in kVA on which the demand charges will be billed to the Customers.

Billing Period shall mean the period for which the bill is raised.

Capacity Reserve Charge refers to the security deposit by the Customer who intends to reserve in advance certain electricity capacity for their use in the future.

Complete Application means the Customer has fulfilled all documentary and deposit requirements.

Concerned Authority: Department of Energy (DoE), MoENR and BPC.

Conductor means any wire, cable, bar used for conducting electrical energy and so arranged as to be electrically connected to a system.

Connected Load shall mean aggregate of manufacturer's rating of all apparatus including portable apparatus connected in the Customer's premises and apparatus in respect of which declaration has been made by the Customer in the application form for taking supply.

Company shall mean the Bhutan Power Corporation Limited.

Customer shall mean a person or entity who legally consumes electricity supplied by BPC or has entered into an electricity supply agreement with BPC.

Customer's Installation shall mean any composite electrical system including electric wires, fittings, motors, transformers and apparatus portable and stationary, indoor, outdoor and underground erected and wired by or on behalf of the Customer in his premises.

Day shall mean working days

Demand Charge refers to the monthly minimum charge to the Customer in addition to the energy charge based on the demand capacity reserved for the Customer, whether the Customer utilizes such reserved capacity in full or not.



Earthing shall mean connection of the electrical appliances with the general mass of earth as to ensure at all times an immediate discharge of electrical energy without danger.

Energy Charge refers to the charges for actual consumption of electricity in terms of the kilowatt-hour recorded by the meter or estimated.

Final Bill refers to the bill that contains the final amount that a Customer needs to clear at the time of surrendering his service to the Company.

Load Factor is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the maximum demand been maintained throughout the same period and is usually expressed as a percentage.

MV Customer shall mean a medium voltage Customer who obtains supply from the Company at 6.6 kV, 11 kV, and 33 kV with the load requirement of 300kW/353 kVA to 15000kW/17647kVA.

HV Customer shall mean a high voltage Customer who obtains supply from the Company at 66kV and above and or with the load requirement more than 15000kW/17647kVA.

Meter means an instrument used for measuring and recording energy in kWh, power in kW, maximum demand in kVA, reactive energy in kVAR etc.

Metering Equipment are those equipment like the Current Transformers (CT) and the Potential Transformers (PT) which are used to reduce the current / voltage levels to a value suitable for metering purposes.

Month means a period of 30 days for the purpose of prorated computation.

Power Factor means the ratio of real power (kilowatt) to apparent power (kilovolt-ampere);

Premises shall mean land or building or part thereof in respect of which separate meter or metering arrangements have been made by the Company for supply of electricity.

Voltage means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter;

Point of Metering shall mean the location, where the Company intends to install or installed its meter for measuring the energy consumption by the Customer.

Infrastructure means transmission and distribution system infrastructure consisting mainly of lines, transformers or cables or any other equipment to provide power supply.



2. Abbreviations

AC	: Alternating current
Hz	: Hertz
BPC	: Bhutan Power Corporation Limited
CT	: Current transformer
DoE	: Department of Energy
ESD	: Electricity Services Division
ERA	: Electricity Regulatory Authority
HP	: Horse Power
HV	: High Voltage
MV	: Medium Voltage
LV	: Low voltage
kV	: Kilovolt
kVA	: Kilovolt Ampere
kW	: Kilowatt
kWh	: Kilowatt hour
MVA	: Megavolts Ampere
PT	: Potential Transformer



FORMS



FORM A - CAPACITY RESERVE AGREEMENT
(For Medium Voltage and High Voltage Customers)
Bhutan Power Corporation Limited
Distribution and Customer Services Division

APPLICANT DETAILS

Name of the Applicant in full
(in block letters)

Address of Applicant

Contact number (fixed/mobile) /

E-mail address

CUSTOMER DETAILS

Name of the Firm/Organization
(in block letters)

License No.

Location of the Firm/
Organization

Proprietor's CID No.

Customer's Contact No.

CAPACITY RESERVE DETAILS

Capacity reserve agreed for kVA at kV as per the conditionally sanctioned load.

DATE OF ELECTRICITY REQUIREMENT

Date of electricity requirement by the Customer
(dd/mm/yyyy)

Date electricity can be provided by the Company
(dd/mm/yyyy)

Mutually agreed date for providing and drawing
electricity by the Customer and the Company
(dd/mm/yyyy)



CAPACITY RESERVE CHARGES DEPOSITED DETAILS

(The Capacity Reserve Charges is a security deposit to reserve power which is calculated using the Contract Demand applicable)

Nu.

(at approved tariff by ERA x kVA agreed x 3 months)

I/We, as a Customer, assure that all the information filled in above by me/us are true and that I/We am/are liable for any action by the Company if any of the information filled in are incorrect.

Also, I/We hereby declare that I/We have read all the Terms and Conditions for Supply of Electricity to Medium Voltage (MV) and High Voltage (HV) Customer and undertake to draw the power on the agreed date failing which the capacity reserve charges deposited be forfeited by the Company in line with its supply rule provisions.

Additionally, I/We shall abide by the following conditions of BPC:

1. If the supply is drawn on the agreed date, the CRC shall be converted to energy security and the balance, if any, shall be credited to the future energy bills. Additional amount shall be deposited if the CRC deposit is not adequate to cover the required energy security. If the CRC deposit is made in the form of Bank Guarantee, the same shall be returned after signing of the Contract Demand Agreement and depositing the required energy security.
2. In the event the Customer is not able to draw power within the agreed date, the Company may give one time renewal/extension of the drawing date, subject to a maximum of six months, upon furnishing evidence of the progress of work at site. The CEO shall have a discretionary power to approve further extension based on evidence submitted by the Application beyond which, the CRC shall be deducted by the Company on pro-rata basis for each day of such delay, leading to the deduction of the whole amount in 3 months (90 days) after which the agreement shall be treated as cancelled.
3. In the event of withdrawal of the application after signing agreement, the Company shall forfeit the CRC deposited and the application shall be canceled.
4. During the period of agreement, no interest shall be payable on the amount arranged as CRC deposit.
5. The Customer may not get adequate power during the lean season in case of low power generation by the generating stations; In the event of domestic energy deficit, the domestic customers shall have the first priority to the national generation. The cost of import of power during the deficit period shall be allocated to HV industries as per the Domestic Electricity Tariff Policy 2016 or its amendments thereof.
6. The tariff shall be applied as per the approved electricity tariff of Electricity Regulatory Authority, Ministry of Energy and Natural Resources which is subject to change from time to time.



Affix
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(Signature of the Proprietor)

(Signature of Manager)

Date:
Name:
Designation:

Date:
Name:
Designation:

(Witness)

(Witness)

Signature:
Name:
CID No.:

Signature:
Name:
EID No.:



FORM B - CONTRACT DEMAND AGREEMENT
(For Medium Voltage and High Voltage Customers)

Bhutan Power Corporation Limited
Distribution and Customer Services Division

APPLICANT DETAILS

Name of the Applicant in full (in block letters)	<input type="text"/>
Address of Applicant	<input type="text"/>
Telephone number	<input type="text"/>
Mobile number	<input type="text"/>
E-mail address	<input type="text"/>

CUSTOMER DETAILS

Name of the Firm/Organization (in block letters)	<input type="text"/>
License No.	<input type="text"/>
Location of the Firm/Organization	<input type="text"/>
License Holder's/ Promoter's CID No.	<input type="text"/>
BPC Consumer Number	<input type="text"/>

REQUESTED DEMAND DETAILS

Tapping voltage level 6.6 kV 11 kV 33 kV 66 kV 132 kV 220 kV *(Please tick where appropriate)*

Requested demand kVA

I/We, as a Customer, assure that all the information filled in above by me/us are true and that I/we are liable for any action by the Company if any of the information provided to BPC or filled in here are incorrect.

I/We, as a Customer, hereby undertake to abide by the Terms and Conditions for Supply of Electricity of the Company and assure to pay the bills on time for electricity consumption and demand charges as raised by the Company for the contract demand agreed hereunder.



Additionally, I/We shall abide by the following conditions of BPC:

1. Applicants shall make a security deposit for the energy to be supplied by the Company before regularizing the supply. The energy security amount to be deposited shall be as per the prevailing approved rates and as revised from time to time.
2. The Company shall monitor the maximum demand of all MV and HV Customers on a monthly basis. For drawing power more than the contracted demand, the Customer shall pay a penalty as per the Customer Charter for drawing excess power.
3. MV and HV Customers shall surrender any un-utilized contracted demand to the Company within one year of power supply allocation. For drawing less than the minimum applicable demand for 6 consecutive months, Company shall issue a written notification to the Customer to either:
 - a) Utilize the contracted demand, or;
 - b) Surrender the excess/un-utilized power from the contract demand.
4. Customers downsizing its activities and intending to reduce contract demand shall submit an application for reduction of contract demand to the Company.
5. Customers desiring to enhance its contract demand shall submit an application for enhancement to the concerned authority.

AGREED CONTRACT DEMAND DETAILS

After review and discussions based on the information furnished above, both the Company and the Applicant hereby agree to a **Contract demand ofkVA atkV.**

Date:

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Legal
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Legal
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(Signature of the Proprietor)

(Signature of Manager)

Date:

Date:

Name:

Name:

Designation:

Designation:

(Witness)

(Witness)

Signature:

Signature:

Name:

Name:

CID No.:

EID No.:



FORM C - BANK GUARANTEE FORM FOR CAPACITY RESERVE DEPOSIT

WHEREAS _____ [*name and address of Customer*]
(hereinafter called "the Customer") has undertaken, in pursuance to the load sanction
accorded by the Bhutan Power Corporation Limited (BPC), hereafter referred to as
'company' for reserving power of _____ kVA of electricity at _____ kV from the
infrastructure of the company.

AND WHEREAS it has been stipulated in the Terms and Conditions for Electricity
Supply for Medium Voltage (MV) and High Voltage (HV) Customer, the Customer shall
furnish you with a Bank Guarantee by a recognized financial institution in Bhutan for
the sum specified therein as Capacity Reserve Charge for compliance with his
obligations in accordance with the agreement;

AND WHEREAS we have agreed to give the Customer such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you,
on behalf of the Customer, up to a total of _____ [*amount of Guarantee*]
_____ [*in words*], such sum being payable in the currency
in which the Capacity Reserve Charge is payable, and we undertake to pay you, upon
your first written demand and without cavil or argument, any sum or sums within the
limits of _____ [*amount of Guarantee*] as aforesaid without your needing to prove
or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Customer
before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the
agreement or of the Works to be performed thereunder or of any of the documents
which may be made between you and the Customer shall in any way release us from
any liability under this guarantee, and we hereby waive notice of any such change,
addition or modification.

This guarantee shall be valid till _____ [*specify date corresponding to one hundred
twenty days from the mutually agreed date of drawing power*].

SIGNATURE AND SEAL OF THE GUARANTOR:

NAME OF BANK: _____
ADDRESS: _____
DATE: _____



FORM D - APPLICATION FOR CONTRACT DEMAND REDUCTION/ ENHANCEMENT
(For Medium Voltage and High Voltage Customers)

Bhutan Power Corporation Limited
Distribution and Customer Services Division

The Manager
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited

APPLICANT DETAILS

Name of the Applicant in full
(in block letters)

Address of Applicant

Contact number (fixed/mobile)

 /

E-mail address

CUSTOMER DETAILS

Name of the Firm/Organization

Promoter's License No.

Location of the Firm/
Organization

Consumer No.

EXISTING SUPPLY/DEMAND DETAILS

Tapping voltage level 6.6 kV 11 kV 33 kV 66 kV 132 kV 220 kV (Please tick where appropriate)

Existing Contract Demand

kVA

REQUESTED CHANGE IN CONTRACT DEMAND:

Reduction Enhancement

NEW CONTRACT DEMAND REQUESTED:

kVA



DETAILS OF INITIAL OR LAST REVISION OF CONTRACT

Date of initial contract

Initial contract demand kVA

Date of most recent reduction

I/We assure that all the information filled in above by me/us are true and that we are liable for any action by the Company if any of the information filled in are incorrect. I/We, also, hereby undertake to abide by the Terms and Conditions for Supply of Electricity to Medium Voltage (MV) and High Voltage (HV) Customers.

Legal stamp

(Signature of the Customer)

Name:

Date:

For Official Use Only

1. Initial Connection date:

2. Date of recent revision:

1. Maximum Demand for the last three months:

5. Revision of Contract Demand Allowed Not Allowed

Processed By

Signature:

Name:

Designation:

Manager/In-charge

Signature:

Name:

Designation:



FORM E - SITE RESPONSIBILITY SCHEDULE
(For Medium Voltage and Customers)

Bhutan Power Corporation Limited
Distribution and Customer Services Division

In line with the terms and conditions of Bhutan Power Corporation Limited (BPC), the Customer (name of Customer in block letters) _____, consumer no _____, located at _____ and the BPC's ESD/ ESSD office in _____ hereby commit, on dated _____ to the following with regard to ownership, control, and safe operation & maintenance of the electrical infrastructure/equipment.

- A. Point of commencement of supply to the Customer: _____
(generally the incoming terminal of the line/cable at the BPC's breaker/isolating device installed for switching of supply to the Customer or the end point of the BPC's supply system)
- B. Point of Metering: _____ *(specify the exact location where the meter is installed)*
- C. Responsibility Schedule:

The responsibilities of the Customer and the ESD/ESSD shall be as under.

Sl #	Particulars of line/ cables/ equipment/ Meter/ Metering Equipment etc. installed at site	Identification number of the equipment if any	Under the ownership of (Customer / BPC)	Responsibility for safe operation (Customer/ BPC)	Responsibility for the maintenance (Customer/ BPC)	Coordinator at site & contact no.	Remarks

- D. Revision of the Responsibility Schedule:

Whenever required, the Responsibility Schedule shall be revised jointly.



Affix Legal
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Sign

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Sign

Name of Customer: _____

Name of Manager: _____

Date: _____

Date: _____

CID No: _____

ESD/ESSD _____

Contact No: _____ (fixed)

Contact No: _____ (fixed)

Mobile No.: _____

Mobile No.: _____

(Signature of Witness)

(Signature of Witness)

Name: _____

Name: _____

CID No: _____

Contact No _____



FORM F - INSTALLATION TEST REPORT

Bhutan Power Corporation Limited Distribution and Customer Services Division

The Manager
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited

Sir/Madam,

I/We would like to inform you that the new electric/repaired/altered installation at my premises in _____ (location) is duly completed and the necessary tests have been carried out. I/We would therefore like to request you to kindly depute your representative to inspect and verify the tests results and release the supply. The test results are furnished below for your information and further necessary action.

1. Load Balancing (The load in the phases should not exceed 5%)

Sl. No.	Load Particulars	R Phase		Y Phase		B Phase	
		No	Total kW	No	Total kW	No	Total kW

2. Measurement of Earth Resistance

2.1 Earth Pits

Pit No.	Resistance (Ω)	Remarks

2.2 Equipment Riser

*Name of Equipment	Resistance (Ω)	Remarks

* Equipment risers like LAs, CTs, PTs, Breakers, Transformers, Isolators etc.

1. BDV of Transformer oil

Sample No.	BDV (kV)	Remarks
Average		



2. Insulation Resistance (IR), Absorption Coefficient (AC) and Polarization Index (PI) Values

2.1 Transformer details

Make:		Serial Number:	
Capacity:		Type of Cooling:	
Voltage Ratio:		Vector Group:	
Insulation Level:		% Impedance:	

2.2 Test Results

Megger Between	15 seconds	1 minute	10 minute	AC(1 min/15s)	PI Value (10min/1min)
HV-E					
LV-E					
HV-LV					

3. Cables

Make:	
Specification:	
No. of Cores:	
Voltage:	

3.1 Test Results

Megger Between	Value	Megger Between	Value	Megger Between	Value
R-E		B-E		Y-B	
Y-E		R-Y		B-R	

4. DC Logic/Scheme Test for Transformer and Circuit Breakers

Description	Test Status (Ok/Not Ok)	Remarks
WTI Alarm		Setting at:
WTI Trip		Setting at:
OTI Alarm		Setting at:
OTI Trip		Setting at:
Buchholz Alarm		
Buchholz Trip		
PRD Trip		
MOLG Alarm		
OSCR Alarm/Trip		
SF6 gas Low Alarm		Setting at:
SF6 gas Lock out		Setting at:

5. Relay

Name of Equipment	Adopted Setting	Remarks
Over current		
Earth fault		
Over Voltage		
Under Voltage		



5.1 Primary Injection of CTs

No. of Cores: _____; Accuracy Class: _____; Insulation Level: _____

5.2 Core Details

Description	Core-I	Core-II	Core-III	Core-IV		
Ratio						
VA Burden						
Purpose						

5.3 Test Results

Phase	I Pry Applied (A)	I Sec Expected (A)	I Sec Measured				Ammeter Reading (A)	Reading in Relay (A)
			Core-I	Core-II	Core-III	Core-IV		
R								
Y								
B								

6. PT Ratio Test

6.1 Potential Transformer Details

Serial Number:	
Accuracy Class:	
Number of Cores:	
Ratio	Primary: Secondary:

6.2 Core Details

Description	Core-I	Core-II	Core-III	Core-IV
Ratio:				
VA Burden:				
Purpose:				



6.3 Test Results

Phase	V Prys Applied	V Sec Expected	V Sec Measured				Remarks
			Core-I	Core-II	Core-III	Core-IV	
R							
Y							
B							

7. Power Lines from the point of tapping

Line type	
Voltage Level	

Megger Between	Value	Megger Between	Value	Megger Between	Value
R-E		B-E		Y-B	
Y-E		R-Y		B-R	

Other tests (if any):

Observation/Conclusion/Recommendations:

Certification by Applicant's Testing Engineer:

I certify that the above tests were carried out by me as per the BPC's applicable standards.

Name: _____ Signature: _____ CID No.: _____
 Qualification: _____ Designation: _____
 Contact Number: _____ (Mobile); _____ (Fixed)

Findings/Comments by the Company's Testing Technician/Engineer

I certify that the above tests results have been verified at site by me as per the BPC's applicable standards in presence of the Applicant's Testing Engineer/Representative and found to meet _____/not meet _____ the Company's minimum requirement.

 Signature, Name & Designation of the Company's Testing Engineer:

Approved: _____ **Not Approved** _____

 Name & Signature of the Billing Head/Manager



FORM G - DISCONNECTION NOTICE TO BE SERVED BEFORE 24 HOURS OF DISCONNECTION FOR CASES OTHER THAN ELECTRICITY THEFT

**Bhutan Power Corporation Limited
Distribution and Customer Services Division**

No.

Date.....

Dear Sir/Madam,

Consumer No: _____; Meter no: _____

Address: _____

Dear Sir/Madam,

As per clause 31 of the Company’s Terms and Condition of Supply of Electricity for Medium Voltage (MV) and High Voltage (HV) Customers this notice is given to you for disconnection of our service at the expiry of 24 hours. This notice has been served since we have observed the following:

- 2. _____
- 3. _____

Action required from you:

- 8. _____
- 9. _____

You are requested to rectify/mitigate the above failing which the supply to your premises shall be disconnected after the expiry of 24 hours from the issue of this notification. The supply shall remain disconnected until the issues are addressed by you. This, however, does not debar any other suitable action by the Company. Also, please note that the Company shall not be responsible for any loss or inconvenience occasioned to you on account of discontinuance of supply.

Kindly acknowledge receipt.

Yours faithfully,

Company’s Authorized Representative/Manager
ESD/ESSD _____



FORM H - NOTICE TO THE CUSTOMER IMMEDIATELY ON DISCONNECTION OF SERVICE FOR ELECTRICITY THEFT CASES

**Bhutan Power Corporation Limited
Distribution and Customer Services Division**

No.:

Date.....

Dear Sir/Madam,

Consumer No: _____

Meter No _____

As per clause 36 of the Company’s Terms and Conditions for Supply of Electricity to Medium Voltage (MV) and High Voltage (HV) Customers, this notice is given to inform you that your supply connection has been disconnected on _____ at _____ hours because of following reasons:

1. _____
2. _____

Evidences revealed that you were directly or indirectly involved in the act of malpractice.

You are therefore requested to visit our ESD office located in _____ to clear the Assessed Bill amount failing which your supply will remain disconnected and the amount shall be treated as arrear dues against you. This however does not debar any other suitable action by the Company.

Kindly acknowledge receipt of this letter.

Yours sincerely,

Company’s Authorized Representative/Manager
ESD/ESSD _____



FORM I - NOTIFICATION FOR VACATION OF PREMISES
(BY OWNER VACATING THE PREMISES)

Bhutan Power Corporation Limited
Distribution and Customer Services Division

The Manager
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited

Sub : Notification for Vacation of Premises

Dear Sir,

I/We would like to inform you that due to closure of activities, the firm_____ (name of the firm/Customer), consumer no._____, will be vacating the premises soon. Therefore, please depute your representative to take the final meter readings and prepare and present the final bill to us for settlement.

Yours faithfully,

Signature of Customer with name & CID No.

For Company's use only

Customer Details:

Final reading: _____; Final reading taken by: _____

Final bill prepared by:

Signature, Name & Designation



**FORM J - NOTIFICATION FOR TRANSFER OF OWNERSHIP OF PREMISES
(BY NEW OWNER TAKING OVER THE PREMISES)**

**Bhutan Power Corporation Limited
Distribution and Customer Services Division**

Date: _____

The Manager
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited

Subject : **Transfer of Ownership of Premises**

Dear Sir,

I/We, the Legal Heir/Legal Heirs successor/successors/assignee/assignees of the Customer _____(old customer) holding the Consumer No_____, do hereby apply that the Company may please transfer the said account no. to my/our name, because the said installation has been transferred on me/us by lawful inheritance/succession/transfer/assignment/purchase. I/We am/are willing and ready to clear all outstanding dues in respect of this account before the transfer is effected.

There is no other claimant for this transfer for which I/We are enclosing herewith a No Objection Certificate from heirs (where applicable) as a proof. A certificate from Thromde/Dzongkhag/Dungkhag/Gewog Administration in support of my claim is attached herewith.

Applicant's Name and Signature

CID No:

Contact No:

For BPC use only

Old Customer Detail:

New Customer Detail:

Whether all outstanding against the old addresses cleared or not? ___YES ___NO

Process by:

Approved by:

Signature, Name & Designation

Signature, Name & Designation



FORM K – ACKNOWLEDGEMENT OF RECEIPT OF NOTICE

I, Mr./Mrs. _____, Consumer No. _____ and Meter No. _____ hereby acknowledge receipt of Notice No. _____ dated. _____ issued by the Company.

Signature of Customer with name, date and time

Note:

If the Customer refuses to accept the notice and does not acknowledge the receipt, the authorized representative of the Company shall keep the notice on the Meter Box in presence of a witness.



FORM L - ASSESSED BILL FOR ELECTRICITY THEFT CASES

**Bhutan Power Corporation Limited
Distribution and Customer Services Division**

Assessment of Consumption & Amount		Values
Assessment of Consumption Unit		
1	Contracted Demand kVA	
2	Hours of usage /day (hours) based on the type of industry or previous usage pattern recorded in the meter	
3	Daily assessed consumption (kWh) (1X2)	
4	Duration of illegal connection in days (minimum of 3 months to be considered)	
5	Total assessed consumption (kWh) (3X4)	
Assessment of Consumption Amount		
6	Assessed energy charge amount (Value of Sl. No. 5 @ 2 times normal tariff rate or as approved by the regulator)	
Assessment of Demand Amount		
7	Assessed Demand Charge (Assessed demand* or Contracted demand in kW/kVA @ 2 times the normal rate or as approved by the Regulator for minimum of 3 months to be considered)	
8	Penalty for the offence	
9	Disconnection Charge	
10	Reconnection Charge	
Total Assessed Amount (6+7+8+9+10)		

* Details of assessed demand worked out to be attached

Assessment carried out by:

Name: _____

Designation: _____

Approved by:

Name: _____

Designation: _____



FORM M – APPLICATION FOR REFUND OF SECURITY DEPOSIT IN THE ABSENCE OF ORIGINAL RECEIPTS

The Manager,
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited

Subject: **Refund of security deposit**

Dear Sir,

I/We would like to surrender our meter with the following details:

1. Name of the Customer: _____
2. Address: _____
3. BP # _____
4. CA # _____
5. Meter Serial # _____

While I/We understand that the refund of the security deposit as made shall be refunded upon production of the original receipt, I/We is/are unable to produce the same due to the following reason:

1. _____

I/We assure that there shall not be another claimant for this refund and that the information as given above is true and I/we is/are liable for any action by the Company if any Information given is incorrect. I/We also understand that the security refund shall be made after adjusting all the outstanding dues against the said customer number.

A copy of CID is attached herewith in support of my claim.

Yours faithfully,

Affix legal stamp & Sign

Name: _____; CID No: _____ Contact No: _____

Witness:

Signature: _____; Name: _____; CID No: _____
Contact No: _____



FORM N - CHANGE OF CUSTOMER INFORMATION

The Divisional Manager
Electricity Services Division/Sub Division
Bhutan Power Corporation Limited
ESD/ESSD _____

Subject : **Request for Change of Customer Information**
Dear Sir/Madam,

I/We would like to inform you that I/We,.....(name) holding Consumer No....., would like to have my billing address and other relevant information changed..

Therefore, you are requested to make the necessary changes to the address in the current account maintained by the Company.

New Information:

Yours faithfully,

Name: _____
Signature: _____
Contact No: _____
CID No: _____

