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Bhutan Power Corporation Limited



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**Terms and Conditions for Supply of Electricity to Low
Voltage Customers**

2023



Foreword

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

The document broadly encompasses the following:

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

Electricity has to be handled and used with care. It is therefore important for the Customers to understand their rights 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!

A handwritten signature in blue ink, appearing to read 'Sonam Tobjey', is written over a light blue circular stamp.

(Sonam Tobjey)

Chief Executive Officer



Preface

After extensive discussions and review, Bhutan Power Corporation Limited (BPC) is happy to bring out this revised Terms and Conditions for Supply of Electricity to Low Voltage 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 the 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 operations keeping in mind the quality of services we deliver to our Customers. 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) in various Dzongkhags in extending and maintaining the desired service standard. We hope that it will help in the delivery of quality services to our Customers.



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PART 1 - GENERAL CONDITIONS

1 Introduction

- 1.1 This document (hereinafter referred to as the Supply Rules) covers the general and technical terms and conditions upon which the Company will supply electricity to Low Voltage category of Customers and shall supersede the earlier Supply Rules.
- 1.2 This document is the revised version of the earlier terms and conditions for supply of electricity to Low Voltage Customers issued in 2009. It shall serve as a guideline to both the Customers and the Company for ensuring uniform application of the rules in extending, maintaining and using the supply of electricity.

2 Interpretation

- 2.1 To the extent there is inconsistency between the provisions of this document and Distribution Code 2022; the provisions of the Distribution Code shall prevail.

3 System of Supply

- 3.1 The declared frequency of supply is 50 Hz.
- 3.2 The standard voltage shall be 230 volts for single phase and 400 volts for three phase.
- 3.3 The voltage variation limit shall be within $\pm 6\%$.
- 3.4 The system of supply shall be determined by the Company depending on the power demand of the Customer. The power demand, system of supply and type of metering shall be as given in Table 1 below:

Table 1: Power Demand, Type of Metering & Customer Category

Sl. No.	Power Demand (in kW)	Applicable System of Supply	Type of Metering	Customer Category
1	$X \leq 10$	LV Single Phase	LV Direct connected meter	LV Customer ¹
2	$10 < X \leq 30$	LV Three Phase	LV Direct connected meter	LV Customer ¹
3	$30 < X \leq 100$	LV Three Phase	LV Direct connected meter or a LV CT connected meter	LV Customer ¹
4	$100 < X \leq 300$	LV Three Phase	LV CT connected meter	LV Customer ¹

(1) *The LV Customers shall be further categorized into different categories as per the tariff order and in line with the metering and billing guidelines of the Company.*

- 3.5 The Power Demand is the estimated demand based on the information of the appliances, number of electricity points and the possible usage or demand factor furnished by the Applicant.
- 3.6 The power demand shall be assessed by the Company at the time of application for new connection in line with the metering & billing guidelines of the Company
- 3.7 Where the Applicant is not able to provide the demand factor, the Company shall assess power demand or apply the appropriate demand factor in line with its metering and billing guidelines.



4 Power Clearance

4.1 Power Clearance

The Customer shall obtain power clearance from BPC to ensure availability of power prior to taking up new construction activities.

5 Application for Electricity Supply

- 5.1 The Applicant requiring electricity supply for both temporary and permanent connection shall submit an application to the Electricity Services Division (ESD) or Electricity Services Sub Division (ESSD) with the required documents.
- 5.2 The Applicant shall be responsible for any problem arising from inaccurate information furnished in the application for supply connection to the Company.
- 5.3 Any cost/charges to be paid by the Applicant shall be as per the schedule of miscellaneous charges approved by the ERA and the turnaround time for providing electricity supply shall be as per Customer Service Charter of the Company and availability of required materials and obtention of required clearances such as Right of Ways (RoW) clearance.
- 5.4 In case the Applicant is not an owner of a facility to which power supply is desired, the tenant or the user of electricity supply shall execute an indemnity bond indemnifying the Company against any damages on account of any dispute arising out of supply of electricity to the premises.
- 5.5 If the Applicant in respect of an earlier agreement with the Company has electricity dues or other payables to the Company in any of its offices, or if the said application is for electricity supply to such defaulted Customer, the application shall not be accepted by the Company until the outstanding dues are paid in full.

6 Infrastructure Extension to an Applicant Requiring Permanent Supply Connection

- 6.1 Every application for permanent supply shall be assessed for feasibility and viability as per Part-2, Special Conditions.
- 6.2 If feasible, the turnaround time for communication of charges and installation of supply shall be as follows:

Situation	Communication and charges	Installation of supply
Where supply can be provided by extending the service cable from existing distribution networks	5 days from the date of initial application*	7 days from the date of complete application
Where supply requires extension of LV Distribution System	7 days from the date of initial application	1 month from the date of complete** application
Where supply requires installation of distribution transformer, purchased and delivered by customer at his cost	15 days from the date of initial application	1 month from the date of complete application
Where supply requires extension of MV Distribution System including the arrangement and installation of transformer by BPC at the cost of customer	15 days from the date of initial application	6 months from the date of complete application

*Initial Application: first application submitted to the Distribution Licensee for supply of new extension.

**Complete Application: receipt by the Distribution Licensee of (i) payment of all charges, (ii) required documents, and (iii) statutory clearances.



- 6.3 The maximum length of service cable shall not exceed 70 meters, beyond which Low Voltage distribution lines shall be extended.

7 Infrastructure Extension to an Applicant Requiring Temporary Supply

- 7.1 All infrastructure extensions for temporary supply shall be carried out by the Applicant. The Applicant shall ensure that the infrastructure laid or installed are of adequate size and quality so that safety is not compromised. The Applicant shall also be responsible for maintaining and removing such infrastructures on completion of the temporary supply period
- 7.2 The Company shall categorize a Customer availing temporary power as temporary customer until such time the need for temporary supply is required by the Customer.
- 7.3 For converting the temporary connection to a permanent connection, the Applicant shall submit an application to the ESD or ESSD.

8 Collection and Refund of Security Deposit

- 8.1 The Applicant shall deposit the energy security charges as per the schedule of miscellaneous charges approved by the ERA.
- 8.2 The Company shall have the right to adjust security deposit from the customer on grounds of (i) revision of charges, (ii) revision in power demand/load, and (iii) meter damage/replacement, or ask for any additional security deposit required.
- 8.3 The Company shall also have the right to adjust the security deposit for recovery of any payment or realization of any dues which may become payable from the Customer.
- 8.4 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.

- 8.5 If dues cannot be adjusted from the security deposit, the details of such defaulting customer shall be forwarded to the Legal Office of the Company for legal recourse.
- 8.6 No interest shall be payable on the security deposit.
- 8.7 Customers wishing to discontinue the electricity supply and surrender the meter as per Form M, must notify the Company. The meter security if available with the Company shall be refunded (as per Form K) to the Customer provided the meter is returned in good condition.
- 8.8 Such Customer shall clear the unsettled dues, failing which the matter shall be forwarded to the Legal Office of the Company for legal recourse.

9 Wiring inside the Applicant's Premises

- 9.1 Wiring inside the Applicant's premises shall be the responsibility of the Applicant.
- 9.2 The wiring shall conform to the standards applicable in the country.
- 9.3 The Applicant shall ensure that the wiring is carried out by a qualified electrical technician/engineer maintaining proper color coding and balancing of load (in case of 3 phase).
- 9.4 The Applicant shall provide adequate protection devices such as MCB, MCCB, ELCB/RCCB/RCBO and Surge Arrestors of required capacity wherever necessary to protect lives and properties and the Company's infrastructure.
- 9.5 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.
- 9.6 The earthing system shall not be connected to water pipes or any conducting structures of the premises.
- 9.7 All power points must be effectively earthed as per the applicable standards.

10 Limiting the Starting Current of Motors

- 10.1 All motors installed at the Customer's premises shall have suitable devices to limit the starting current.
- 10.2 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 average power factor of at least 0.85.
- 10.3 All motors shall be provided with appropriate control gears to prevent the starting from exceeding the maximum current limits as given in Table 3 below.

Table 2: Maximum Current Limits for Motors

Sl. No.	Supply System	Size of Installation	Maximum Current Limit
1	Single phase	Up to and including 3 HP	Six times full load current
2	Three phase	Up to and including 3 HP	Six times full load current
3	Three phase	Above 3 HP and up to and including 10 HP	Three times full load current
4	Three phase	Above 10 HP and up to and including 15 HP	Twice full load current
5	Three phase	Above 15 HP	One and a half times full load current

- 10.4 For failing to comply with the above limits, the supply shall be disconnected for creating disturbance to the electricity supply to other Customers.
- 10.5 All the technical requirements for installation of the motors including the wiring for motors shall conform to the applicable standard.



11 Connecting of Equipment to Company's Supply System

- 11.1 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.
- 11.2 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 apparatus to enable it to be connected to the Company's system.
- 11.3 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.
- 11.4 The Company may, in the exercise of reasonable judgment, refuse to supply to the apparatus or 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 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.
- 11.5 Equipment connected to the Company's supply system shall be maintained by the Customer to the reasonable satisfaction of the Company.

12 Installation of Company's Infrastructure within the Customer Premises

- 12.1 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 and to other customers. After such accommodation has been

provided by the Applicant, the said installation shall continue to be on the premises with full control vested in the Company.

- 12.2 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 penalty and disconnection of supply if the Company's supply is being interrupted without its permission.

13 Care of Company's Infrastructure

- 13.1 Anyone causing damage to the Company's infrastructure, supply mains, apparatus or equipment or any other property of the Company within or outside Customer's premises, occasioned by any act, omission, lapses or negligence shall be liable for the payment of cost of repair for the damages.

14 Meter and Metering Equipment

- 14.1 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.
- 14.2 The meter installed by the Company shall be the property of the Company and shall not be tampered or damaged by the Customer.
- 14.3 The meter shall be installed by the Company at suitable locations in the Customer premises.
- 14.4 For multi-storied buildings requiring multiple meters, all the meters shall be fixed at one place in the basement or ground floor at an easily accessible location. The meters shall not be located at places which are not easily accessible or where light and ventilation is poor. The Applicant shall incorporate this requirement in their building design.
- 14.5 The Customer shall be responsible for the safety of meter or metering equipment from theft, damage or interference.



- 14.6 The meter 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 his/her representative.
- 14.7 The Customer, in consultation with the Company, may install their own check meter, but the billing shall be based on the Company's meter.
- 14.8 For shifting or changing the location of the meter, the Customer shall request the Company as per Form N.
- 14.9 If the Company requires the meter be shifted to a new location for safety reasons or ease of access, the Customer shall render full support in shifting the meter location, failing which the Company shall not be responsible for any issues arising out of the same.
- 14.10 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 (as per Form O) of the damaged meter or metering infrastructure and necessary charges are paid by the Customer.
- 14.11 For meters that are burnt and/or damaged for causes not attributable to the Customer, the damaged meter shall be replaced without any charges by the Company
- 14.12 If the Customer doubts or comes to know that the meter has become defective or has stopped working, the Customer shall immediately inform such findings to the Company. The Company, upon receiving such information, shall test and replace the meter if found defective.

15 Point of Supply Connection

- 15.1 The point of connection of supply to the Applicant shall be the incoming terminal of the Applicant's distribution board.

16 Inspection and Testing of New Electrical Installations/Wiring

- 16.1 Upon completion of electrical installation/wiring for both temporary and permanent connection, the Customer shall request the Company for inspection and testing.
- 16.2 Upon receipt of such request, the Company shall notify the Applicant of the time and the date when the Company's representative proposes to inspect and test the installation/wiring.
- 16.3 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.
- 16.4 All electrical installation/wiring shall be inspected and tested for conformance to the Distribution Design & Construction Standards (DDCS), Metering & Billing Guidelines of the Company, and other applicable standards. Such testing shall be carried out by the Company or jointly with Applicant's Engineer/electrician who carried out the wiring.
- 16.5 Supply shall not commence until the Applicant's installation has been inspected and tested by the Company and found to be satisfactory as per Form I. For the initial supply release to the Customer, no charges shall be levied for testing, connection and installation. However, 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.
- 16.6 While the Company shall carry out the inspection and tests before effecting the initial power supply to ensure that the installation meets the minimum standard, the Company shall not be responsible for the Applicant's internal installation / wiring. The Applicant's internal wiring and safety associated with it shall be the responsibility of the Applicant.

17 Signing of Service Level Agreement

17.1 The Applicant shall sign and complete the service level agreement (SLA) as prescribed in Form A before issuing the meter/commencement of electricity supply. The Applicant shall be bound by all the terms and conditions of this document and the SLA.

18 Commencement of Supply

18.1 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.

18.2 The Company shall record the initial reading of the meter and other necessary information before the release of supply.

19 Access to the Customer Premises

19.1 The Company's authorized representatives shall be allowed to enter Customer premises to carry out the following tasks, but not limited to:

- a) Meter reading and bill delivery;
- b) Installation, testing, replacement or repair and disconnection/reconnection of meter;
- c) Checking of unauthorized addition or alteration of load;
- d) Inspection and testing of customer wirings/ installations to check conformity with the standards;
- e) Checking for pilferage/theft of energy;
- f) Connection or disconnection of electricity supply;

19.2 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 format (Form D) informing the reasons for the discontinuance and actions required from the Customer.

20 Meter Reading and Billing

- 20.1 The time period between two consecutive meter readings is defined as the billing period.
- 20.2 The Company shall read meters on a monthly basis and as when required.
- 20.3 Meters shall be read manually or through a suitable system depending upon the type of meter and system put in place.
- 20.4 Electricity bill shall be raised to the customers based on the energy consumption recorded by the meter during the billing period based on the electricity tariff approved by the Electricity Regularity Authority and as revised from time to time.
- 20.5 The electricity bill shall comprise of the energy charges for a given billing period, outstanding dues and other miscellaneous charges as applicable.
- 20.6 The electricity bill shall be delivered by the Company's authorized representative to the Customer premises or electronically via e-mails, SMS or other communication means to the address provided.
- 20.7 If electricity bill for a billing period 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.
- 20.8 For cases where the Customer's meter cannot be read due to house being locked or premises being inaccessible, the billing may be done based on the average consumption of the past 3 consecutive months. The Customer's account shall be adjusted once the actual reading is taken.
- 20.9 Whenever there is any issue with the Customer meter, the Company may also use the consumption recorded by the check meter installed by the Customer for assessing the consumption of electricity during the billing period.



- 20.10 If the Company finds that the Customer is deliberately hindering the Company from reading the meter, the Customer shall be notified and given 3 days to be present in the premises on the date and time mentioned in the notice as per Form L. If the Customer fails to comply, the Company shall disconnect the supply after the expiry of 3 days' notice period.
- 20.11 The Company may also adopt any suitable meter reading and billing period based on the changing technology and business environment.

21 Payment of Bill

- 21.1 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.
- 21.2 Customers can pay the billed amount either through e-payment, cash, bank cheque, or any other forms of payment allowed by the Company.
- 21.3 Any issues with regard to the bill shall be complained to the Company. Based on the nature of complaint, the Company shall re-assess the bill and issue a new bill in case of any ambiguity in the bill.
- 21.4 If there is any ambiguity in the bill due to error in meter reading or technical issue, 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 surcharge.
- 21.5 The Company shall allow installment payment as per the provisions provided in the Special Conditions (Part 2) of this document only for the rural customers.

22 Charges for Late Payment

- 22.1 Customers failing to pay the bill within the due date shall be levied late payment charges.

- 22.2 If the Customer's cheque is dishonored by a bank, the receipt of such cheque by the Company shall not be considered as valid payment. In such an instance, the applicable late payment charges shall be debited to the Customer's account and shall be cleared by the Customer.

23 Testing of Meter and Correction of Bill

- 23.1 Should the Customer doubt the accuracy of the meter, the Customer can request the company to have the meter tested.
- 23.2 The Customer shall be notified to be present when the Company carries out the tests.
- 23.3 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.
- 23.4 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.
- 23.5 If the meter accuracy is found to be beyond the permissible limits, the defective meter shall be replaced by the company at no cost to the Customer.
- 23.6 In the event the meter being tested is found to be defective, stopped or its accuracy beyond acceptable limits; the Customer's bill shall be adjusted according to the average consumption for the previous 3 months. Due regard shall be given to the test results and the conditions of the occupancy during the period under dispute.
- 23.7 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.
- 23.8 Cases where the readings for average energy consumption cannot be obtained, assessed billing shall be done using other reasonable means like estimated load factor for the

connected load and/or consumption pattern of the Customer or other similar Customers. If the readings of CT connected meter are found to be incorrect, the bill shall be corrected by:

- a) Using correct multiplication factors if multiplication factor is wrong; or
- b) Using the average consumption of 3 consecutive billing periods after the meter has been rectified or replaced; or
- c) Using estimated load factor for the connected load and/or consumption pattern of the Customer or other similar Customers if average consumption cannot be obtained.

23.9 The Company shall fix the date from which such correction/adjustment would be effected based on the findings.

23.10 The payment already made by the Customer for the disputed bill shall be appropriately adjusted by the Company.

23.11 In the event of any dispute on the assessment and adjustment made as above, the Customer may submit a written application to the General Manager of the Distribution and Customer Service Division for redressal of the issue by the Grievance Redressal Committee of the Company and the matter shall be addressed accordingly as per the Grievance Redressal Procedure of the Customer Service Charter.

24 Addition of Load

24.1 Should the Customer desire to increase the load, the Customer shall submit a request to the Company for additional power.

24.2 If the request for additional power can be provided from the existing infrastructure, the Customer shall be asked to deposit additional energy security and other costs as may be required for the additional load.

24.3 Where the addition of load leads to Customer falling into a different customer category that requires change of meter or

metering system, the Customer shall bear the additional cost required.

- 24.4 For any wiring alterations carried out to accommodate additional load, the Customer shall take adequate safety measures. The Company shall test the wiring prior to release of supply to the additional load.

25 Shifting of Electrical Infrastructure

- 25.1 A Customer or any individual or agency that desires to have the Company's electrical infrastructure shifted should request the Company for the same. The Company, wherever feasible, shall carry out the shifting at the cost of the Applicant in line with the Deposit Work Guideline of the Company and the Applicant should provide the RoW clearances if required so .

- 25.2 Where shifting of the Company's infrastructure is necessary for the convenience of the Company or for fulfilling its other obligations, the Company shall do it at its own cost but the Customers/Agencies/Individual shall extend full cooperation.

26 Maintaining of Power Factor at the Required Level

- 26.1 The Customers shall be required to maintain a minimum power factor of 0.85.

- 26.2 The Company shall refuse to supply power to 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 in accordance to clause 26.3 above, the Company shall disconnect supply till the power factor is improved.

27 Balancing of Load by the Company and Customer

- 27.1 For a single phase Customer, the Company shall decide on the connection to the phase of supply depending upon load balancing requirement at the time of releasing supply or at any other time for optimal operation of the system.
- 27.2 The Customers requiring three phase supply shall design their wiring to balance the connected load in such a way that the difference in the loading of each phase does not exceed 5%.
- 27.3 In case of unbalance in the operating loads for three-phase Customers, the Company shall notify the Customer to ensure proper balancing of the operating loads.
- 27.4 Non-compliance to such notification shall make the Customer liable for disconnection of supply and reconnection shall be done only on furnishing the proof of rectification.

28 Suppression of Harmonics within Permissible Limits

- 28.1 The Customer shall ensure that the Individual Harmonic Distortion is restricted within 3% while the Total Harmonic Distortion (THD) shall be restricted within 5% of the nominal fundamental frequency.
- 28.2 The Company shall notify those Customers who fail to maintain harmonics within the permissible limits.
- 28.3 Non-compliance to such notification shall make the Customer liable for disconnection of supply and reconnection shall be done only on furnishing the proof of rectification.

29 Load Shedding by the Company

- 29.1 The Company may resort to load shedding due to operational contingencies.



- 29.2 The affected Customers shall be given notice prior to load shedding, and the Customers shall extend their full cooperation.

30 Right to Disconnect or Refuse Supply to a Customer

- 30.1 The Company reserves the right to disconnect supply to a Customer premise at any time, if to its knowledge or in its judgment the installation is unsafe or defective or will become unsafe imminently. The supply shall not be resumed until the unsafe condition or the defect is removed or corrected to the satisfaction of the Company.
- 30.2 The Company shall refuse to supply or may disconnect 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 Supply Terms and Conditions or other agreement entered into with the Company.
- 30.3 The Company shall have the right to refuse supply or disconnect supply to any Customer who refuses to permit or fails to give an authorized representative the access to enter the Applicant/Customer premises for the purpose of testing or inspecting the installation.
- 30.4 The supply to a Customer who has not made the payment for 2 consecutive bills shall be disconnected as per the notice served in the bill of the Customer.
- 30.5 The Company reserves the right to disconnect supply if a Customer's meter could not be read continuously for 3 consecutive months due to the premises being inaccessible or house being locked.
- 30.6 The supply to a Customer granted with an installment payment option shall be disconnected if any of the installment payment is defaulted.
- 30.7 Prior to such disconnection, the Company shall make reasonable effort to notify the Customers as per Form D,

informing the reasons for the discontinuance and actions required to be taken by the Customer for resumption of supply.

- 30.8 If a Customer is found indulging in any malpractice or theft of electricity, the supply to the Customer 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 C).
- 30.9 Supply disconnection for outstanding payment shall not be carried out on government/local holidays including Saturdays or Sundays, or a day preceding a holiday.
- 30.10 Disconnection of supply carried out under Clause 30.1 – 30.9 shall not limit the Company's right to recover all charges from the Customer wherever applicable.
- 30.11 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.
- 30.12 The company shall have the right to disconnect the supply to the Customer who has defaulted payment, if the said Customer has availed supply in any other location.

31 Disconnection of Supply at the Customer's Request

- 31.1 If a Customer wants the supply to be disconnected, the Customer shall request the Company.
- 31.2 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.



32 Reconnection of Supply

- 32.1 The supply disconnected shall be reconnected only after the issues are resolved, dues settled or rectification works completed depending upon the reason for disconnection.
- 32.2 A Customer whose supply has remained disconnected for a period more than 6 months shall be reconnected as a new Applicant after fulfilling all the terms and conditions of the supply rule.

33 Supply Failure and Restoration

- 33.1 The Company shall try to restore the supply as soon as possible whenever there is any interruption.
- 33.2 The Company shall not be liable for any claim for direct or consequential losses or damages or compensation whatsoever arising out of interruption or disruption of the supply beyond the control of the Company.

34 Vacating of Premises

- 34.1 Any Customer, whether owner or tenant, vacating the premises should notify the Company and clear the bills before vacating as per Form G. The Company shall disconnect the supply, prepare and deliver the final bill to the vacating tenant.
- 34.2 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.

35 Transfer of Ownership of the Premises

- 35.1 If the ownership of the premises is changed due to transfer or sale of premises, the new owner must request the Company for transfer of account and issue an interim bill to be cleared by the outgoing owner as per Form F.
- 35.2 In the event the dues of the earlier owner are not cleared and the new owner has started availing the supply without the



Company's knowledge, the new owner shall be responsible for clearing the dues of the previous owner, failing which the supply to the premises shall be disconnected by the Company.

36. Changing of Customer Information

- 36.1 The Customer shall request the Company for any change in the Customer's billing information with the Company as per Form H.

37. Theft of Electricity

- 37.1 Unauthorized tapping of electric supply or tampering of meter in any form to alter the reading shall be construed as theft of electricity.
- 37.2 Personnel duly authorized by the Company shall have the right to visit the Customer premises at any time and on informing the occupier of their intention to conduct checks on electricity theft. The Company may not issue any prior notice for such visits.
- 37.3 If theft is detected at the Customer's premises, the supply shall be disconnected immediately as per the prima facie evidence in the presence of the Customer or his representative and without prejudice to the Company's other rights. The Customer shall be served with a disconnection notice (Form C) stating the grounds on which the supply has been disconnected. The customer shall acknowledge the receipt of such notice (Form E) and immediately report to the Company's office for further necessary action.
- 37.4 The Company shall present an assessed bill to the Customer including disconnection and reconnection charges and penalties as per Form J. 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.

- 37.5 Upon receipt of such bill(s), the Customer shall pay the amount to the Company. The supply to the Customer shall be reconnected only upon receipt of full assessed payment.
- 37.6 If a Customer repeats the offence, the supply shall be disconnected and the case forwarded to the Court of Law for legal recourse.

38 Offence and Penalties

- 38.1 The following actions shall be treated as offence and the offender shall be liable for action 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 power demand 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 energy without the permission of the Company;
 - 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; and
- p) Any act that may threaten system security.

39. Liability of the Company

- 39.1 Whenever the Company reasonably believes the integrity of the Company's system or the supply of electricity is being 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 thereof 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.
- 39.2 The Company may, in the exercise of reasonable judgment curtail or interrupt supply for the purposes of carrying out planned maintenance, installation or replacement. Such action shall not be construed as a failure to fulfill its obligations nor shall the Company be liable thereof in any respect. The Company shall make reasonable effort to notify the Customers affected at least 48 hours before such interruption.
- 39.3 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.
- 39.4 The Company shall use reasonable efforts under the above circumstances to overcome such cause and to resume full service.
- 39.5 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 premises.
- 39.6 The Customer shall assume 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.
- 39.7 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 use of electricity over the wires, cables, or equipment owned or controlled by the Customer, or
 - b) The failure of the Customer to perform any of his duties and obligations as set forth in the Company's Terms and Conditions of Supply of Electricity where such failure creates hazards, or
 - c) The Customer's improper use of electricity or wires, cables, devices, or other equipment.



39.8 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.

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

40.1 The Company shall have the right to maintain required corridors for the infrastructure like lines and substations constructed or to be constructed for supplying electricity to its Customers.

40.2 Customer/Individual/Entity shall not build any structure or plant/grow any trees within the RoW of the electrical infrastructure belonging to the Company unless adequate clearance can be maintained.

40.3 Customer/Individual/Entity shall not carry out any construction 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, animals or property.

41. Rights of the Company to Interpret and Make Amendments

41.1 The Management of the Company shall be the authority to interpret various provisions of this document.

41.2 The Company shall amend, delete or add any of the terms and conditions contained in this document as and when required.

PART 2 - SPECIAL CONDITIONS

1 Feasibility Condition

- 1.1 Where no electricity network exists and extension of infrastructure is required for supplying electricity, the Applicant shall:
 - 1.1.1 Wait for the infrastructure extension/investment plan of the Company; or
 - 1.1.2 Pay the full investment cost if dedicated supply is required.
- 1.2 For extending dedicated supply, it shall be the responsibility of the Applicant to obtain the required RoW and other clearances required till the point of metering.
- 1.3 All infrastructure extension shall be carried out in conformance with the DDCS of the Company and other relevant standards.

2 Taking up of Supply Extensions Works on Deposit Basis

- 2.1 Where the Applicant is willing to invest fully for the dedicated supply required, the Company may take up such supply extension works on deposit basis.
- 2.2 For executing the work on deposit basis, the Customer shall sign an agreement with the Company as per the Deposit Work Guidelines of the Company.

3 O&M of Lines and Substations Owned by the Customers

The Company may take up the O&M of privately owned lines and substations for which the Customer shall pay an annual O&M fee to the Company at the prevailing rates and as amended from time to time. However, the Customer shall be responsible for replacement of equipment and installations in case of damages beyond repair.

4 Payment on Installment for Rural Customers

- 4.1 For cases where a Customer is faced with genuine problems and requests for installment payment, the Company, may at

its discretion, allow installment payment on the following basis:

- 4.1.1 The staggered payment option shall only be the last resort in case the Customer is faced with genuine problems in paying the amount in one go.
- 4.1.2 There shall be a written request from the Customer clearly stating the reasons for his inability to pay the amount in one go.
- 4.1.3 The billed amount shall be above Nu. 2,000. However, in special cases, the ESD may use its discretion to extend the facility to amounts lower than this minimum threshold amount.
- 4.1.4 The payment on installment shall be made over a period not exceeding 6 months.
- 4.1.5 Late payment surcharge shall be levied on the original amount. Any default in the payment of the installment shall make the Customer liable for disconnection.
- 4.1.6 The payment facility on installment basis shall not be extended to outstanding cases arising out of electricity theft or offences.
- 4.1.7 The Customer shall sign an agreement to abide by the installment or staggered payment conditions in the prescribed form (Form B).

Definitions of Terms and Abbreviations

1. Definitions

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, and change in the Customer category and/or any other service.

Power Factor means the ratio of kilowatt to kilovolt-ampere;

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

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. This shall be expressed in kW or kVA. If the ratings are in kVA, the same may be converted to kW by multiplying the kVA with a power factor of 0.85. If the same or any apparatus is rated by the manufacturer in HP, the HP rating shall be converted into kW by multiplying it by 0.746.

Company shall mean the Bhutan Power Corporation Limited (BPC).

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

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

Earthing shall mean connection of the body of 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 a charge levied on the Customer for his actual consumption of electricity in terms of the kilowatt-hours registered.

Final Bill refers to the bill that contains the final accounts that a Customer needs to clear at the time of surrendering his meter to BPC.

Load factor is the ratio of 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.

Demand factor is the ratio of maximum coincidental load that can come at any point to the maximum possible load (connected load) and shall be ≤ 1 . For fixed loads like a motor, demand factor may be taken as 1, otherwise it shall be less 1 depending upon the usage.

Low Voltage Customer means a Customer who obtains supply from the Company at Low Voltage (230 Volts single phase or 400 volts three phase).

Meter shall mean energy billing meter or tariff meter, an instrument used for measuring electric energy consumed by the customer and recording other relevant supply parameters such voltage, current, maximum demand, reactive energy etc.

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

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 has installed its meter and shall be also the point of supply for a Customer.

Service line means the dedicated line to a particular Customer extended from the Company's common infrastructure like the LV lines, LV poles or mini-pillars.

Infrastructure means distribution system infrastructure consisting mainly of lines, transformers or cables or any other equipment connected to the distribution system.

2. Abbreviations

AC	: Alternating current
Hz	: Hertz
ERA	: Electricity Regulatory Authority
CT	: Current transformer
ESD	: Electricity Services Division
ESSD	: Electricity Services Sub Division
HP	: Horse Power
IEC	: International Electro-technical Commission
kW	: Kilowatt
kWh	: Kilowatt hour
kV	: Kilovolt
kVA	: Kilovolt ampere
LV	: Low voltage
PT	: Potential transformer
ELCB	: Earth Leakage Circuit Breaker
RCCB	: Residual Current Circuit Breaker
IR	: Insulation Resistance
RoW	: Right of Way



FORMS



**FORM A - APPLICATION CUM AGREEMENT FORM FOR NEW CONNECTION
Service Level Agreement (SLA)
(Low Voltage Customers)**

The Divisional Manager
Electricity Services Division
Bhutan Power Corporation Limited

.....

Sir,

I/We would like to take from the Bhutan Power Corporation Limited, at the premises stated below, electrical energy not exceeding the load applied and hereby agree to pay for the said supply and also to pay for all such other charges as may become due to me/us from time to time as per the rules laid down in the Company’s Terms and Conditions for Supply of Electricity to Low Voltage Customers and the Schedule of Tariffs and Miscellaneous Charges.

I/We also agree that I/We will, if and when required by the Company, make with the respective office security deposits calculated as per the approved Schedule of Tariffs and Miscellaneous Charges.

Information of the Applicant:

1. Name of the applicant in full: (in block letters)
2. Applicant’s citizen ID card no:
3. Present address of applicant:
4. Permanent address : Village :Gewog :
Dungkhag : Dzongkhag :
5. Mobile no:: Fixed no:
6. Email ID:
7. Location/Premises where the supply is required:_____
8. Thram/Plot no:, House no:of the premises.
9. License no: (if applicable):
10. License Holder’s/Promoter’s CID no.: (If applicable)

Technical Details:



- 1) Load applied for kW/kVA 2) Operating power factor:
- 3) Transformer if required to be installed: kVA, HV/LV kV
- 4) Any motors to be used? Yes No. If yes, total capacity of motorsHP
- 5) Any welding machines to be used? Yes No. If yes, total capacityHP
- 6) Are capacitor banks to be used? Yes No. If yes, rating kVAR
- 7) Any other equipment with special characteristics? Yes No,
If yes,
Specify:

I/We 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 provided to the Company or filled in here are incorrect. Further, I/We assure that I/we do not owe any amount as outstanding to the Company and have not been party to any defaulter/black listed Customer.

Also, I/We hereby agree to be bound by the Company's Terms and Conditions of Supply of Electricity to Low Voltage and Low Voltage Bulk Customers, Schedule of Tariffs and Miscellaneous Charges and any changes that is incorporated from time to time, as well as safety guidelines and safe usage of electricity on my/our premises and not use it for the purpose other than that for which supply is released for.

Additionally, I/We hereby assure that I/We shall pay the dues on time if the supply is released failing which the Company has the right to take appropriate actions including disconnection of supply.

Date:

Affix
legal
stamp

(Signature of the Applicant)



This Applicant shall submit the following documents:

1. Copy of CID of the owner/proprietor of the premises.
2. Copy of power clearance issued by BPC.
3. Construction approval by the Thromde/ Gewog/ Dungkhag/ Dzongkhag.
4. Copy of certificate of electrician/technician/engineer carrying out the wiring.

TO BE FILLED IN BY THE BHUTAN POWER CORPORATION LIMITED

1. Issue of Energy meter, Service cables and its associated accessories and Release of Electricity Connection

- a) The applicant’s premises and installations were inspected and tested as per Form I (to be enclosed) by Mr/Ms Designation.....and found to be Satisfactory unsatisfactory for release of electricity as applied.
- b) Meter installation, pre-commissioning tests and recording of information are carried out as per the Metering & Billing Guidelines by Mr./Ms..... Designation..... and found to be satisfactory unsatisfactory for release of electricity.
- c) Meter information and all applicable charges has been collected as per Metering & Billing Guidelines (to be enclosed).
- d) Release of kW/kVA of electricity at kV is hereby made fromphase(s) (subject to satisfactory findings under 2.1 above).

2. Customer categorization

- a) Customer category as per the Company’s guideline:
- b) Notification No: ; BP No:, CA No: Connection Object No: ; Premises No: Device Location No: ; Installation No. MM Meter Device No: ; MM Document No:



CT1 Device No:

CT2 Device No:

CT3 Device No:

Move in No:

Signature of Store In-charge with date
(After issuing of device)

(Signature of Billing Staff with Date after Move-In)

3. Payment Details

Particulars	Amount Payable in (Nu.)
Energy Security Charges	
NON-REVENUE TOTAL:	
Installation, Inspection and Testing Charge	
Service Cable Connection Charges	
Others	
Miscellaneous Total:	
Total Amount Payable:	

SD Document No.:

Connection Charges Document No.:

IIT Charges Document No. :

Signature of Cashier with Date
(After receiving Charges)



4. Meter Details

Meter No :; Seal No:

Meter Type : SP , TP , CT , CT/PT (Tick whichever is applicable)

Make :; Manufacture:

Meter Rating :; Circuit CT:

Meter Digit :; Initial Reading: DMF:

Date Installed:; Installed by:

Service Cable and its associated accessories Details

Service cable length :; Size:

List of associated accessories issued:; Qty.....

.....; Qty

.....; Qty

Date Installed:; Installed by:

.....
(Signature of Divisional Manager/Officer in-charge with official seal)



FORM B - AGREEMENT FOR STAGGERED PAYMENT



Date: _____
 CA/BP number: _____
 Name of Customer: _____
 Address: _____
 Telephone number: _____ (office) _____ (Residence)
 E-mail: _____ Fax number: _____

The outstanding amount owed by me to the Company as of _____ (date) is Nu _____. Since I am unable to clear the entire amount at this stage, I have requested the Company to kindly consider allowing me to pay the amount (and any future bills) over the next _____ months. Since the Company has considered my request (period and charges applicable as per the Terms and Conditions of Supply), I hereby agree to clear the amount as follows:

Sl. No.	Amount (Nu.)	Agreed date of payment	Remarks

In the event of my failure to fulfill the above undertaking, the BPC is fully authorized to take any action as per the law of the land including disconnection of the electricity supply to my premises as per the existing norms and the service will be restored only after making the full payment along with the re-connection charges.

Legal stamp

(Signature of customer)

(Signature of Manager with official seal)
 ESD:

(Witness)
 Signature:
 Name:

(Witness)
 Signature:
 Name:



FORM C - NOTICE TO BE PRESENTED TO THE CUSTOMER IMMEDIATELY ON DISCONNECTION OF SERVICE FOR ELECTRICITY THEFT CASES

Bhutan Power Corporation Limited



Letter No:.....

Date.....

To.....

.....

Sub: Notice for disconnection of supply

Dear Sir/Madam,

As per clause 37 of the Company's Terms and Conditions of Supply of Electricity this notice is given to inform you that your service connection has been disconnected on_____(date) 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 office to pay the Assessed Bill and other charges 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 as per the Law of the Land and the Company shall not be responsible for any loss or inconvenience caused to you on account of discontinuance of supply.

Kindly acknowledge receipt of this notification.

Yours faithfully,

Company's Authorized Representative/Manager

ESD_____



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

Bhutan Power Corporation Limited



Letter No:.....
Time.....

Date.....

To.....

Consumer No:

Address:

Sub: Notice for disconnection of supply

Dear Sir/Madam,

As per clause 30 of the Company's Terms and Condition of Supply of Electricity for Low Voltage Customers, this notice is being served to you for disconnection of our service since we have observed the following:

1.....

2.....

You are therefore requested to rectify/mitigate/resolve the above failing which the supply to your premises shall be disconnected after the expiry of 24 hours from the issuance of this notice to you. The supply shall remain disconnected until the problem is addressed. This, however, does not debar any other suitable action by the Company as per the Law of the Land.

Action required from you:

1.

2.

The Company shall not be responsible for any loss or inconvenience caused to you on account of discontinuance of supply.

Kindly acknowledge receipt.

Yours faithfully,

Company's Authorized Representative/Manager

ESD_____



**FORM E - ACKNOWLEDGEMENT FOR RECEIPT OF NOTICE FOR
SERVICE DISCONNECTION**

I/We, Mr./Mrs. _____ CA No. _____ BP Number _____ and Meter
No. _____ hereby acknowledge receipt of Notice No. _____ dated. _____

Place: _____

Date: _____

Time: _____

Name of the Customer/Representative acknowledging the receipt:

Signature: _____

Contact Number/Mobile Number: _____

Note:

1. If a Customer refuses to accept the notice and does not acknowledge the receipt, the authorized representative of the Company shall keep the notice in the customer premises immediately on disconnection of the supply.



FOMR F - INFORMATION UPDATE ON TRANSFER OF OWNERSHIP OF PREMISES

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



Subject : **Update of information on Transfer of Ownership of Premises**

Dear Sir/Madam,

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.

Yours faithfully,

Signature of applicant

Applicants details:

Name in full:

CID No:

Mobile No:

E-mail ID:

For BPC use only

Old Customer Detail:

New Customer Detail:

Whether all outstanding against the old addresses cleared or not? __YES
__NO



**FORM G - NOTIFICATION OF VACATION OF PLACE OF STAY (BY
OWNER OF PREMISES FOR A VACATING TENANT)**



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

Subject : **Notification of Vacation of Place of Stay**

Dear Sir/Madam,

I/We would like to inform you that my tenant _____ (name) holding Consumer No _____, will be soon vacating the present place of occupancy. Therefore, you are requested to depute your representative to take the final meter readings and prepare and present the final bill for settlement.

Yours faithfully,

Signature of owner

Details of owner

Name:

CID No:

Mobile No:

Email ID:

For BPC use only

Customer Details: _____

Final Reading: _____



FORM H - 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,

Signature of applicant

Details of applicant:

Name in full: _____

Mobile No: _____

CID No: _____

E-mail: _____



FORM I - INSTALLATION TEST REPORT

Bhutan Power Corporation Limited

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

Subject: **Request for Installation test**

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.

Yours sincerely,

Signature and Name of Customer or his representative

Test results (For BPC use only):

1. Insulation Resistance (IR)

IR Between	Value (Mega ohm)	IR Between	Value (Mega ohm)	IR Between	Value (Mega ohm)
R-E		Y-E		B-E	
N-E		R-N		Y-N	
B-N		R-Y		B-R	
Y-B		Others			

2. Measurement of Earth Electrode Resistance 2.1 Earth Pits



Pit No.	Resistance (Ω)	Remarks

2.2 Earth Continuity and Earth Wire Resistance Tests

Parameters	Findings	Remarks
Earth Continuity		
Earth Wire Resistance		

2.3 Polarity Tests & Functional Tests of ELCB/RCCB

Parameters	Findings (Ok/Not ok)	Remarks
Polarity		
ELCB/RCCB		

3. Load Balance (Connected Load)

Sl. No.	Load Particulars	R Phase		Y Phase		B Phase	
		No	Total kW	No	Total kW	No	Total kW
1	Light points						
2	Fan points						
3	Power points						
4	Other loads						
	Total						

Other tests (if any):

Observation/Conclusion/Recommendations:



Certification by Applicant's Testing Engineer/Technician (wherever applicable):

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

Name: _____ Signature: _____ CID No.: _____

License No.: _____ Qualification: _____

Designation: _____

Contact Number: _____ (Mobile); _____ (Fixed)

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

The above tests were carried out/results have been verified at site by me as per the Company's applicable standards in presence of the Applicant's Testing Engineer/Customer's Representative and found to meet ____ /not meet ____ the Company's minimum requirement.

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

Approved: **Not Approved**

Name & Signature of the Billing Head/Manager:



FORM J - ASSESSED BILL FOR ELECTRICITY THEFT CASES

Bhutan Power Corporation Limited

Assessment of Consumption & Amount		Values
Assessment of Consumption Unit		
1	Total illegally connected load (kW)*	
2	Hours of usage per day (minimum of 8 hrs)	
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 billed amount (Value of Sl. No. 5 x unsubsidized LV tariff as approved by the BEA)	
7	Disconnection Charge	
8	Reconnection Charge	
9	Fines (if any)	
Total Assessed Amount (5+6+7+8+9)		

* Detail of illegally connected load to be attached

Note:

For illegal connections less than 3 months, the assessed consumption is to be calculated for 3 months. For illegal connections over 3 months, assessed consumption as per the actual duration shall be considered.

Assessment carried out by:

Name: _____

Designation: _____

Signature: _____

Approved by:

Name: _____

Designation: _____

Signature: _____



**FORM K – APPLICATION FOR REFUND OF SECURITY DEPOSITS
IN ABSENCE OF ORIGINAL RECEIPTS**

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

Date:

Subject: **Refund of security deposit**

Dear Sir/Madam,

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

- 1) Name of the Customer: _____
- 2) Address: _____
- 3) BP # _____; CA # _____
- 5) Meter Serial # _____

While I/We understand that the refund of the security deposit shall be made by the Company upon production of the original receipts by the Customers. However, I/We am/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 am/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

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

Witness:
Name: _____
CID No.: _____
Contact No: _____



FORM L - NOTICE TO BE PRESENTED TO THE CUSTOMER FOR DELIBERATELY AVOIDING THE READING OF METER

Bhutan Power Corporation Limited



Letter No:.....

Date.....

To.....

.....

Subject: **Notice to be served to the Customer to read the meter**

Dear Sir/Madam,

As per clause 20.10 of the Company's Terms and Conditions of Supply of Electricity, this notice is given to you on_____(date) at ___hours to inform you that BPC has not been able to read your meter(s) for the last ___months.

You are therefore requested to kindly be present at the premises on (date) at_____(time) for BPC’s representative to take the meter reading failing which the shall be disconnected.

Yours faithfully,

Company’s Authorized Representative/Manager

ESD_____

Name & Signature of Manager ordering the disconnection:

.

Signature and **seal** of the authority’s official/representative present at the time of supply disconnection:



FORM M - METER SURRENDER FORM

Name of Electricity Supply Division:

Mr./Mrs.....

Address.....

Consumer No:

BP No:

Meter Data

1. Meter No:

2. Meter Capacity:

3. Date of removal:

4. Final reading:

Final Bill Amount: Nu.....

Meter Burnt/Lost Charge: Nu.....

Disconnection Charge: Nu.....

Total Amount: Nu.

Payment reference:Dated:

..... Present Consumer # where she/he is residing.....

Contact Number:

CID:

Present address:

Permanent Address:

Disconnected by:

.....

(Signature of the Manager / Officer in-charge with official seal)



FORM N - METER SHIFTING FORM

Customer Information

Mr./Mrs./Miss :
Address :
Location :
Consumer No :

Meter Shifting Data

New Route :
Address :
Location :
Load Assessment No of Light Points :
No of Power Points :
Total Connected Load (KW) :

Meter Data

Meter No :
Meter Type & Make :
Meter Rating :
Meter Digit :
DMF :
Circuit CT :
Meter Seal No :
Date Installed :
Shifted by :

Charges

Meter Shifting charge payment reference

.....

(Signature of the Manager / Officer in-charge with official seal)



FORM O - METER REPLACEMENT FORM

Mr./Mrs./Ms. :
 Location:
 Consumer No/BP/CA :
 New CA:

Old Meter Data

Old Meter No. :	
Old Meter Rating :	
Old Meter Final Reading :	
Reason for Meter Change :	

Charges

Additional Meter Security:	
Additional Energy Security:	
Meter Connection Charges:	
Meter burnt Charges:	
Cable Connection Charge:	
CT Charges:	
Final Bill:	
Installed By:	
Employee ID:	

New Meter Data

New Meter No:	
Meter Type: (SP TP , CT , CTPT)	
Make:	
Meter Rating:	
Circuit CT:	
DMF:	
Meter Digit:	
Date of installation:	
Initial Reading:	
Meter Seal No:	

.....

(Signature of the Manager / Officer in-charge with official seal)

