

Bhutan Power Corporation Limited



Customer Service Charter

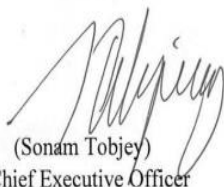
2020

Committed Towards Continuous Improvement

Foreword

The “Customer Service Charter” outlines the BPC’s commitment towards providing quality power supply, performance and delivery of its related services. The document captures all important provisions of the Distribution Code 2008 and other regulatory requirements that the Company is expected to perform and adhere in its service delivery. The document sufficiently educates its customers what to expect from the Company, the rights and obligations of the Company and the rights and obligations of the customers as well. It also contains other important information related to various services provided by the Company and the contact numbers of relevant offices for easy and quick access to the services that the Company provides.

We hope that the document will also be a handy guide for customers to referring the safety tips, finding contact numbers to make inquiry, to lodge complaints, provide feedbacks and seek redressal of power supply related grievances.

A handwritten signature in black ink, appearing to read 'Sonam Tobjey', is positioned above the printed name and title.

(Sonam Tobjey)
Chief Executive Officer

Table of Contents

ABBREVIATION	6
DEFINITIONS OF TERMS	6
ABOUT BPC	8
VISION AND MISSION	9
CORE VALUES	9
OBJECTIVES OF THE CHARTER	10
SECTION – A: QUALITY OF POWER SUPPLY	11
SECTION – B: SERVICE STANDARDS	12
1. CUSTOMER HELPLINE SERVICE	12
2. ONLINE SERVICE	12
3. ISSUE OF CLEARANCE.....	13
3.1. <i>Power Clearance</i>	13
3.2. <i>Issue of Construction Clearance</i>	13
4. SANCTION OF POWER (APPLICABLE TO ONLY MV/HV CUSTOMERS).....	14
5. COMMUNICATION OF CHARGES AND INSTALLATION OF POWER SUPPLY	15
5.1 <i>Taking up Works on Deposit Basis</i>	16
5.2 <i>Issuance of Energy Meters</i>	16
5.3 <i>Release of Temporary Power Supply</i>	17
5.4 <i>Release of Permanent Power Supply</i>	17
6. REGULAR ENERGY METER READING AND BILLING.....	18
7. INTERIM METER READING AND BILLING FOR TENANTS VACATING PREMISES	18
8. BILL PAYMENT CHANNELS.....	18
9. REMINDERS FOR PAYMENT OF OUTSTANDING BILLS	19
10. TEMPORARY DISCONNECTION OF POWER SUPPLY	19
11. RECONNECTION OF SUPPLY DISCONNECTED BY BPC.....	20
12. TESTING OF ENERGY METERS	20
13. REPLACEMENT OF ENERGY METERS	21
13.1 <i>Replacement due to change in load requirement</i>	21
13.2 <i>Replacement of defective meters</i>	21
14. RELOCATION OF ENERGY METERS	22
15. NOTIFICATION OF PLANNED OUTAGE.....	22
16. RESTORATION OF POWER SUPPLY	22
17. ENHANCEMENT OR REDUCTION OF CONTRACT DEMAND (APPLICABLE TO ONLY HV/MV CUSTOMERS).....	23
17.1 <i>Enhancement of Contract Demand</i>	23
17.2 <i>Reduction of Contract Demand</i>	24

18. INSPECTION AND TESTING OF CUSTOMER WIRING/ INSTALLATIONS	24
19. NOTIFICATION FOR NON-COMPLIANCE	25
19.1 Non Compliance by Customer	25
19.2 Non Compliance by BPC	25
20. UPDATE OF INFORMATION	26
20.1 Change of Name when the Ownership of Premises Change	26
20.2 Change of Customer's Name in the Bill	27
21. CLOSURE OF ACCOUNT AND REFUND OF SECURITY DEPOSIT (SD)	27
SECTION – C: CUSTOMER’S RIGHTS AND OBLIGATIONS	28
1. CUSTOMER’S RIGHTS	28
2. CUSTOMER’S OBLIGATIONS	28
SECTION – D: BPC’S RIGHTS AND OBLIGATIONS.....	30
1. BPC’S RIGHTS.....	30
2. BPC’S OBLIGATIONS.....	32
SECTION – E: SAFETY TIPS	35
SECTION – F: TIPS TO SAVE ELECTRICITY & REDUCE ELECTRICITY BILLS	38
SECTION – G: TARIFF & SERVICE CHARGES	40
SECTION – H: CONTACT NUMBERS	41
SECTION – I: COMPLAINT HANDLING PROCEDURE.....	42
1) POWER INTERRUPTION OR ANY EMERGENCY.....	42
2. OTHER POWER SUPPLY RELATED ISSUES	43
SECTION – J: CUSTOMER GRIEVANCE REDRESSAL PROCEDURE.....	44
ANNEXURE – 1: TARIFF/SERVICE CHARGES FOR THE PERIOD 2019-2022.....	45
Table-1: Electricity Tariff for the Period From 2019-2022.....	45
Table 2: Miscellaneous Charges for the Period From 2019 - 2022	46
Table 3: Other Applicable Charges for the Period From 2019 - 2022.....	47

Dispensation

The Charter does not in any way dilute the provisions of Distribution Code, 2008. In case of any contradiction, the relevant provisions of Distribution Code 2008 shall prevail to the extent of inconsistency.

Abbreviation

BEA:	Bhutan Electricity Authority
BPC :	Bhutan Power Corporation Limited
DCSD:	Distribution & Customer Services Department
ESD:	Electricity Services Division
ESSD:	Electricity Services Sub Division
CID:	Citizenship identity
kV:	Kilovolts
Hz:	Hertz
SLA:	Service Level Agreement
BBS:	Bhutan Broadcasting Service Limited
BSB:	Bhutan Standards Bureau
NOC:	No Objection Certificate
MoWHS:	Ministry of Works and Human Settlement
SD:	Security Deposit
PF:	Power Factor
MCB:	Miniature Circuit Breaker
ELCB:	Earth Leakage Circuit Breaker
HV:	High Voltage
MV:	Medium Voltage
LV:	Low Voltage
RoW:	Right of Way
AMR:	Automatic Meter Reading

Definitions of Terms

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

Emergency Situation shall mean an emergency condition due to the actual or imminent occurrence of an event/incident which endangers or threatens to endanger the safety or health of any person or which destroys or damages, or threatens to destroy or damage, any property.

Force Majeure Condition shall mean conditions, including but not limited to: war, riot, strike, and acts of God such as cyclone, flood, storm or other occurrences beyond the control of BPC that might affect the quality of power supply or services.

Right of Way shall mean the legal right, established by usage or grant, to pass, lay or construct utility infrastructure along a specific route belonging to another.

Power Supply shall mean electric supply provided by BPC to its Customers at different voltages.

Power Clearance shall mean clearance issued by BPC for the intended activity and shall contain procedure for applying for power (temporary/permanent), safety cautions and investment requirements from the Customer's side for drawing power from BPC's network.

Construction Clearance shall mean clearance issued by BPC to ensure that the area is electrically safe before taking up any construction activities.

Supply Rule shall mean the Terms and Conditions of Supply of Electricity by BPC for Low Voltage and Low Voltage Bulk Customers as well as for Medium and High Voltage Customers.

Turnaround time shall mean the duration from the submission of request by a Customer to the completion of the service delivery by BPC. The turnaround time shall be subject to fulfilling perquisite obligations by the Customer.

About BPC

Bhutan Power Corporation Limited (BPC) is a government owned electric utility under Druk Holding & Investment (DHI) incorporated under the Companies Act of the Kingdom of Bhutan, 2000. It is mandated to own, operate and maintain transmission and distribution network including embedded generations in the country. Besides providing reliable, quality and safe power supply to customers within the country, the company is also responsible for wheeling of excess power for export and developing the electrical network system in the country. The company is regulated by the Bhutan Electricity Authority (BEA) and is responsible for meeting expectations of the customers as well as the requirements of regulator and other stake holders by being socially responsible and commercially viable.

It has its Head Office in Thimphu at the following registered address:

 A circular inset photograph showing the Bhutan Power Corporation Limited Corporate Head Office building in Thimphu. The building is a multi-story structure with a modern design, featuring a central tower and wings, set against a backdrop of green hills.	<p>Bhutan Power Corporation Limited (Registered Office) Corporate Head Office Yarden Lam Post Box – 580 Thimphu, Bhutan Website: www.bpc.bt</p>  <p><i>Meeting the Nation's Electricity Needs</i></p>
--	---

Vision and Mission



Vision

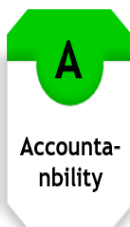
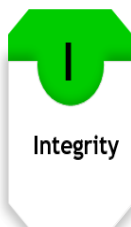
To be innovative and efficient power utility driving the socio-economic transformation of Bhutan.



Mission

To provide affordable, adequate, reliable and quality electricity services to customers

Core Values



Objectives of the Charter

The objectives of this Charter are to:

- 1. Outline BPC's commitment towards continuous improvement to deliver quality power supply and allied services;*
- 2. Spell out the rights and obligations of Customers as well as that of BPC;*
- 3. Provide important tips to save electricity and reduce electricity bill*
- 4. Provide procedure for handling complaints, redressal of grievances and important safety tips; and*
- 5. Provide information on tariff/service charges and contact details of customer helpline service and important BPC offices in various Dzongkhags.*

Section – A: Quality of Power Supply

BPC is committed to provide quality Power Supply within the following permissible variation limits as defined by the Distribution Code, 2008 except under force majeure conditions.

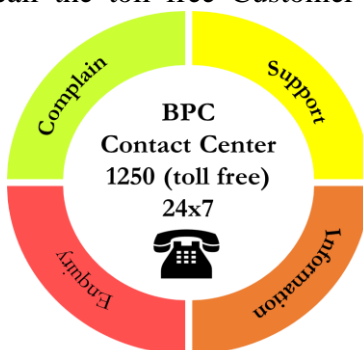
Sl. No.	Supply Parameters	Allowable Variation	(Variation Range)
1	Low Voltage		
	a) Single phase – 230 V between phase and neutral	$\pm 6\%$	216.2–243.8 V
	b) Three phase – 400 between phases	$\pm 6\%$	376–424 V
2	Medium Voltage		
	a) 6.6 kV between phases	$\pm 10\%$	5.94 – 7.26 kV
	b) 11 kV between phases	$\pm 10\%$	9.9 – 12.10 kV
	c) 33 kV between phases	$\pm 10\%$	29.7 – 36.3 kV
3	High Voltage		
	a) 66 kV between phases	$\pm 10\%$	59.4 – 72.6 kV
	b) 132 kV between phases	$\pm 10\%$	118.8–145.2kV
	c) 220 kV between phases	$\pm 10\%$	198 – 242 kV
	d) 400 kV between phases	$\pm 10\%$	360 – 440 kV
4	Supply Frequency 50 Hz	$\pm 1\%$	49.5 – 50.5 Hz

Section – B: Service Standards

BPC provides the following services to its customers:

1. Customer Helpline Service

BPC's Contact Center provides round the clock service to its Customers. In case of an emergency or any problem with power supply such as outage or supply disturbance, Customers can call the toll free Customer helpline number **1250**.



2. Online Service

BPC's online services can be availed from www.bpc.bt or myBPC app and caters the following:

- ✓ Check electricity bill outstanding;
- ✓ Make electricity bill payment;
- ✓ Power outage information;
- ✓ Online service request – customers can use it for requesting the services online;
- ✓ Other information (safety tips, electricity tariff, ESD locator & documents required for availing the services)



BPC's App (myBPC) is available both for iOS and android devices

3. Issue of Clearance

3.1. Power Clearance

A power clearance ensures the availability of power. Any person/entity wishing to take up new construction activities requiring power supply should obtain power clearance from BPC. A power clearance also contains a) procedure for applying for power (temporary/permanent), b) safety cautions, and c) investment requirement for drawing power from BPC's network. The power clearance shall be issued to the applicants as under:

Applicant		Turnaround time	Office concerned
Applicants requiring HV supply		Within 10 working days	DCSD (Head Office)
Applicants requiring MV supply		Within 10 working days	DCSD (Head Office)
Applicants requiring supply for residential purpose	Rural Areas	Within 2 working days	ESD/ESSD
	Urban Areas	Within 1 working day	ESD/ESSD
Others requiring LV supply		Within 5 working days	ESD/ESSD

Except otherwise specifically approved, all power clearances issued shall be conditional and with a validity of 1 year.

3.2. Issue of Construction Clearance

A construction clearance will be required to ensure that the area is electrically safe before taking up any construction activities. Any person/entity taking up construction activities like digging or felling trees must obtain construction clearance from BPC prior to

commencement of the activities even if electrical infrastructure is not visible nearby.

Turnaround time for issuing construction clearance and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

Applicants issued with power clearance need not obtain construction clearance.

4. Sanction of Power (Applicable to only MV/HV Customers)

All MV/HV applicants issued with power clearance must apply to BPC for sanction of power after obtaining necessary clearances/license from concerned authorities. Sanction of power allows the applicant to reserve power by signing a Capacity Reserve Agreement (CRA) and draw power upon signing a Contract Demand Agreement. Turnaround time for sanction of power and the office concerned shall be as follows:

Applicant	Turnaround time	Reservation period allowed	Office concerned
Applicant requiring MV supply	Within 7 working days	12 months	DCSD (Head Office)
Applicants requiring HV supply	Within 7 working days	18 months	

BPC shall allow one-time extension of CRA for a period not exceeding 6 months upon furnishing evidence of the progress of work. In the event the HV/MV customer fails to take the supply within the due date, the capacity reserve charge shall be deducted by the company on a prorated basis for each day of such delay, leading to the deduction of the whole amount in 3 months, after which the CRA shall be treated as cancelled.

5. Communication of Charges and Installation of Power Supply

Extension of infrastructure may be required for drawing power from BPC's network. Any person or entity requiring power supply (both temporary and permanent) must apply to BPC and the communication of charges and installation of supply shall be made as under:

Situation	Turnaround time for communication of charges	Turnaround time for Installation of supply	Office Concerned
Where supply can be provided by extending the service cable from existing distribution networks	Within 5 days of initial application	Within 7 days of complete application	ESD/ ESSD
Where providing supply requires extension of LV Distribution System	Within 7 days of initial application	Within 1 month of complete application	ESD/ ESSD

Where providing supply requires installation of distribution transformer, purchased and delivered by Applicant at his or her cost	Within 15 days of initial application	Within 1 month from the date of complete application and delivery of transformer at work site	ESD/ ESSD
Where providing supply requires an extension of MV Distribution System including arrangement and installation of transformer by BPC at the cost of the Applicant	Within 15 days of initial application	Within 6 months of complete application	ESD/ ESSD

5.1 Taking up Works on Deposit Basis

Where an applicant has to extend distribution network or construct his/her own substation or requires shifting of electrical infrastructure, BPC can help them by taking up such work on deposit basis as per its existing guidelines. Necessary clearances and RoW required must be obtained by the applicant.

5.2 Issuance of Energy Meters

BPC shall meter all its customers and the energy meter shall be issued in the name of owner of the house/building/premises. Turnaround time for issuance of energy meter and the office concerned shall be as under:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working days	ESD/ESSD
Rural Areas	Within 2 working days	

5.3 Release of Temporary Power Supply

Temporary power supply shall be released by BPC for construction purposes or short term events/activities. Turnaround time for releasing temporary power supply and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 3 working days	ESD/ESSD
Rural Areas	Within 4 working days	

5.4 Release of Permanent Power Supply

Permanent supply shall be released by BPC upon completion of infrastructure, internal wiring, earthing and laying of service cable by the Applicant. Turnaround time for releasing permanent supply and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 3 working days	ESD/ESSD
Rural Areas	Within 4 working days	

6. Regular Energy Meter Reading and Billing

BPC shall read energy meters and bill to its customers every month. For HV/MV customers, meters are read through AMR system and bills delivered through e-mail.

Customers may also choose to register for SMS meter reading and avail a discount of Nu.10 in their monthly bill. For this, the customer has to read his/her meter and text the reading to BPC at 1250.

7. Interim Meter Reading and Billing for Tenants Vacating Premises

Whenever any tenant vacate, the owner of the premises shall request BPC for preparation of an interim bill for settlement by the vacating tenant. Where the meters are issued in the name of the tenant, the vacating tenant shall follow the same process for the preparation of an interim bill and clear all outstanding before leaving the premises. Turnaround time for preparation of an interim bill and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

8. Bill Payment Channels

BPC's customers can use any of the following payment channels to pay their bills.

- a) **Cash Counters** (Open from Monday till Saturday except during public holidays);

(Monday to Friday - 9:00 AM to 4:00 PM)

(Saturdays - 9 AM till 12:00 PM)

b) Mobile Apps

c) Internet Banking

d) B-Wallet

e) Site Collection (Only for rural customers at a predefined time and location)



Lunch Time:
1:00 – 1:30 PM

Remember!

You can pay your electricity bills in any cash counter of BPC across the country. Also payments can be made at the BPC counters without producing the bills if you remember your consumer number.

9. Reminders for Payment of Outstanding Bills

Monthly electricity bills raised to the Customers shall contain relevant reminders as follows for taking appropriate action by the customers:

Bills without any issue (non-defaulted bills)	Reminder to pay the bill within the due date to avoid penalty
First default (2 nd bill)	Reminder to pay outstanding within due date to avoid supply disconnection.
Second default (3 rd bill)	Reminder to pay the outstanding within 24 hours to avoid supply disconnection.

10. Temporary Disconnection of power supply

Temporary discontinuance or disconnection of supply may be required by the customer for taking up any works safely within his or her premises. BPC shall disconnect the supply and prepare an interim bill if required by the Customer.

Turnaround time for temporary disconnection of supply and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	

11.Reconnection of Supply Disconnected by BPC

Power supply disconnected by BPC for non-payment of bills, theft or any dispute shall be restored upon settlement of dues/dispute.

Turnaround time for supply reconnection and the office concerned shall be as under:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

However, if the period of disconnection exceeds 6 months, the customer upon settlement of dispute and payment of dues shall submit a fresh application for the power supply connection.

12.Testing of Energy Meters

Customers who have doubts on the accuracy of their energy meters can get their meters tested. Energy meter(s) found defective or exceeding the minimum allowable accuracy limits on testing shall be repaired/replaced and the bill shall be accordingly corrected. Turnaround time for testing of meter and the office concerned shall be as under;

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	

13. Replacement of Energy Meters

13.1 Replacement due to change in load requirement

Capacity of energy meter issued by BPC is based on the initial contract demand/connected load. If the load increase, the energy meter might burn if not replaced with higher capacity. Customers with change in load requirement (especially when the loads increase) should inform BPC for assessment of load and changing the meter if necessary. Turnaround time for replacing the energy meters and the office concerned shall be as under:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	

13.2 Replacement of defective meters

If customers comes to know that their energy meter has become defective or is burnt, they should immediately inform BPC for replacement. The turnaround time taken by BPC for replacement for replacement of meter and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

14. Relocation of Energy Meters

Relocation/shifting of energy meter may be required for taking up any work or when the old house is dismantled and power is required in the new house. Turnaround time for relocation of energy meter and the office concerned office shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

15. Notification of Planned Outage

Advance notification of the planned outages shall be given by BPC as under through local media like TV, newspaper or radio depending upon the coverage requirement:

Customer	Notification	Office concerned
HV and MV customer	2 weeks prior to the planned outage	ESD/ESSD
LV customer	2 days prior to the planned outage	ESD/ESSD

Customers can also call 1250 or visit BPC website (www.bpc.bt) for information on planned outages.

16. Restoration of Power Supply

Power supply may be interrupted due to various reasons. BPC shall endeavour to restore supply within the time limits as given below for different circumstances. Customers can call 1250 if there is power outage.



Situation	Turnaround time in Urban Areas	Turnaround time in Rural Areas	Office concerned
In the case of burnt meters	Within 1 working day of receipt of complaint	Within in 2 working days of receipt of complaint	ESD/ ESSD
In the case of normal fuse-off calls	Within 1 working day of receipt of complaint	Within in 2 working days of receipt of complaint	ESD/ ESSD
In the case of MV distribution overhead line failures	Within 1 working day of receipt of complaint	Within in 2 working days of receipt of complaint	ESD/ ESSD
In the case of distribution transformer failures	Within 1 working day of receipt of complaint	Within in 2 working days of receipt of complaint	ESD/ ESSD
In the case of underground cable faults	Within 1 working day of receipt of complaint	Within in 2 working days of receipt of complaint	ESD/ ESSD

17. Enhancement or Reduction of Contract Demand (Applicable to only HV/MV customers)

17.1 Enhancement of Contract Demand

Customers wishing to add load must apply to BPC for enhancement of their contract demand. Based on the assessment of available capacity, BPC may approve/reject such request as under:

Customer	Turnaround time	Office concerned
HV/MV customer	Within 7 working days	DCSD (Head Office)

17.2 Reduction of Contract Demand

Customers downsizing their activities must apply to BPC for reduction of contract demand. Based on the assessment, BPC may approve/reject such request as under:

Customer	Turnaround time	Office concerned
HV/MV customer	Within 7 working days	DCSD (Head Office)

18. Inspection and Testing of Customer Wiring/ Installations

Regular inspection and testing of wiring/installations is important to ensure safety and prevent electricity related fires. Customers are advised to carryout inspection and testing of their wirings at regular interval by a certified electrician/engineer. The type of tests to be carried out shall be as follows:

Sl. No.	Type of tests	Requirement	Test interval
1	<i>Earth continuity test</i>	<i>Earth wire resistance $\leq 1 \Omega$</i>	<i>Once in 4 years</i>
2	<i>Earth electrode resistance test</i>	<i>$\leq 5 \Omega$ (normal soil)/ $\leq 8 \Omega$ (rocky soil)</i>	<i>Once in 4 years</i>

3	<i>Insulation resistance test</i>	<i>More than 1 M Ω for the whole installation</i>	<i>Once in 10 years</i>
4	<i>Switch polarity test</i>	<i>All switches to be connected in the phase wire</i>	<i>Once in 10 years</i>

BPC may carry out the inspection and tests and levy charges in accordance with the approved tariff for such services:

19. Notification for Non-Compliance

19.1 Non Compliance by Customer

If a customer fails to comply with the provisions of Section – C (2) of this charter or such other provisions as may be applicable, BPC shall serve a notice informing of:

- The nature non-compliance;
- Its impacts;
- Actions that customer must take; and
- Consequences of non-compliance.

The office concerned for notifying the customer and turnaround time shall be as under:

Customers	Turnaround time	Office concerned
All types of customers	Within 5 working days	ESD/ESSD

19.2 Non Compliance by BPC

If BPC fails to comply with the provisions of Section – D (2) of the charter or such other provisions as may be applicable that is likely to have material or adverse impacts to the customer(s), it shall:

- Notify the affected customer(s);

- b) Complete investigation within 20 (twenty) working days; and accordingly
- c) Inform the customers of the steps being taken to remedy.
- d) Be liable for compensation as per the Distribution Code, 2008.

Turnaround time for notifying the customer and the office concerned shall be as under:

Customers	Turnaround time for notifying the customer	Office concerned
All types of customers	Within 5 working days	ESD/ESSD

20. Update of Information

20.1 Change of Name when the Ownership of Premises Change

BPC maintains the name of premises owner as reflected in the SLA in its billing system. If the ownership get changed especially when the premises is sold, the new owner must apply to BPC for changing the name and revising the SLA. All outstanding of the previous owner, if any, must be cleared for regularizing the supply in the name of new owner.

Turnaround time for changing the name and the office concerned shall be as follows:

Customers	Turnaround time for changing the name	Office concerned
All types of customers	Within 1 working day	ESD/ESSD

20.2 Change of Customer's Name in the Bill

Electricity bills shall contain the name and address of the customer. For changing the bill payer's name in the monthly bill, a customer must make a request to BPC. BPC shall change the name in the bill within the turnaround time given below:

Customers	Turnaround time for changing the name	Office concerned
All types of customers	Within 1 working day	ESD/ESSD

21. Closure of Account and Refund of Security Deposit (SD)

Customers wishing to discontinue the power supply and close their account must apply to BPC. The Customer shall be eligible for refund of security deposit in excess of unpaid bills if there is outstanding. Turnaround time for closing the account and the office concerned shall be as follows:

Location	Turnaround time	Office concerned
Urban Areas	Within 1 working day	ESD/ESSD
Rural Areas	Within 2 working days	ESD/ESSD

Section – C: Customer’s Rights and Obligations

1. Customer’s Rights

Customer has the right to:

- a) Quality, reliable and safe supply of power.
- b) Correct measurement of energy consumption within the permissible accuracy.
- c) Get error free and timely bills.
- d) Be treated fairly.
- e) Lodge complaint to BPC/BEA with regards to issues related to power supply or services.
- f) Confidentiality of their information.
- g) Services as provided for under this charter.
- h) Claim compensation for any damage caused to his/her property occasioned by any act, omission, lapses or negligence on the part of BPC.

2. Customer’s Obligations

Customer shall:

- a) Install appropriate sizes of RCB/ELCBs/LAs wherever required for protection from shocks/electrocution and fire.
- b) Adhere to all standards and guidelines as prescribed by BPC/BEA/BSB/MOWHS.
- c) Allow access to authorized BPC employees to read energy meters, inspect and test customer wirings/installations to check conformity with the standards, connect or disconnect power supply, replace energy meters or other installations as may be required.
- d) Furnish all data as asked by BPC to assess load requirement for new supply connection or for assessment of load at any time.

- e) Pay bills on time/within the due date for the energy consumed.
- f) Take reasonable care of the energy meter(s) and/or any other equipment of the company installed at their premises from theft, damage or interferences (tempering of energy meter or breaking of seal shall be considered as an offence).
- g) Take all reasonable precautions in order to minimize the risk of damage to personal properties from voltage fluctuations/supply interruptions during force majeure conditions.
- h) Not steal or allow stealing of electricity.
- i) Report immediately to BPC if it comes to know that the energy meter(s) has become defective or has stopped working.
- j) Report immediately to BPC if it comes to know of any unauthorized or suspicious activities on or near power supply infrastructure.
- k) Not use electricity supplied for the purpose other than that for which it is contracted for.
- l) Not resale electricity.
- m) Not reconnect power supply which is disconnected.
- n) Inform BPC for carrying out necessary tests before resuming supply if the wiring in the premises has been replaced.
- o) Maintain average power factor of not less than 0.85

Section – D: BPC’s Rights and Obligations

1. BPC’s Rights

a) Right to Enter Customer Premises

BPC’s authorized employees have the right to enter customer premises in order to:

- 1) Read energy meter(s).
- 2) Inspect and test customer wirings/installations to check conformity with the standards.
- 3) Check for pilferage/theft of energy.
- 4) Connect or disconnect power supply.
- 5) Replace energy meter(s) or other installations as may be required.
- 6) Disconnect and take back energy meter(s)/equipment which are not required any more.

b) Right to Disconnect Power Supply

BPC has the right to disconnect power supply:

- 1) If the customer fails to pay its two consecutive bills.
- 2) If unauthorized tapping of electricity is detected.
- 3) If the customer’s energy meter(s) could not be read continually for the 3 successive months or billing cycles due to the premises being inaccessible to meter readers.
- 4) If customer fails to improve power factor of its installation within 3 months of notice.
- 5) To undertake maintenance, repairs and extension works
- 6) In case of an emergency.

c) Right to Charge Penalty

BPC has the right to charge penalty approved by BEA for:

- 1) Unauthorized tapping/theft of energy.
- 2) Dishonored Cheques.
- 3) Not paying the bills on time.
- 4) Drawing of power more than the contracted demand.

d) Right to Decide the Position of Energy Meters

BPC has the right to decide the position of the energy meters at the customer premises as under:

- 1) The position of the energy meters shall be preferably at the eye level.
- 2) In a multi-storied building, the customer shall install all its energy meters at one safe and easily accessible location in the basement or ground floor.

e) Right to Carryout Load Shedding

BPC has the right to carryout temporary load shedding in case of operational contingency. However, should the outage duration exceed 60 minutes, BPC shall give due notice over telephone or in writing to all industrial customers and essential service providers such as public hospital, public water works, sewage works etc.

f) Right to Refuse to Supply Power

1. BPC has the right to refuse to supply power to such apparatus/installation which in its opinion would lead to the average power factor of the installation less than 0.85, or the load has unusual characteristics that might

adversely affect the quality of power supply to other customers or compromise safety to the public/BPC staff.

2. BPC has the right to refuse to supply power if the customer fails to produce mandatory documents as per the Supply Rule.
3. BPC has the right to refuse to supply power if inspection tests fail at the time of release of supply.

g) Right to Adjust the Energy & Meter Security for Recovery of Dues

BPC has the right to adjust energy and meter security for recovery of any dues or arrears and the customer shall make up the same for regularization of power supply.

h) Right to Charge Compensation for Damage of Equipment Installed in Customer's Premises

BPC has the right to charge compensation for any damage caused to the company's property installed in the customer's premises occasioned by any act, omission, lapses or negligence on the part of customer.

2. BPC's Obligations

a) Obligation to Keep Appointment in Good Faith

1. BPC shall always try to keep the appointment with customers in good faith.

b) Obligation to Provide Quality Goods & Services

1. BPC shall make every effort to ensure reliable and quality power supply to its customers.

2. BPC shall ensure the accuracy of measurement of energy consumed by customers and delivery of timely bills.
3. BPC shall expeditiously refund any double payment of electricity bills if mistakenly received from the customers.

c) Obligation to Provide Good Service

1. BPC shall ensure that its employees are courteous, polite, impartial and considerate to customers.
2. BPC shall ensure that its authorized representatives visibly display name tags, identify cards or authorizations, if so required by a customer, for scrutiny and any interaction with the customer.

d) Obligation to Inform the Customers

1. BPC shall provide information and appropriate advice on power supply extensions to new buildings/installation or alteration of existing electrical wirings/installations whenever so requested.
2. BPC shall make necessary effort to create adequate awareness on its Supply Rules, regulations and safe use of electricity time to time.
3. BPC shall notify the affected customers in advance whenever BPC carries out any planned maintenance on its lines and substations.

e) Obligation to Ensure Quality, Safety & Accuracy

1. BPC shall provide necessary advice to customers on quality and safety related to use of electricity.

2. BPC shall undertake necessary tests to determine the quality of wirings/installations or ascertain the accuracy of energy meter(s) if so requested/required.

f) Obligation to Keep Customer Information Confidential

1. BPC shall keep the information obtained in the process of supplying power as confidential and will be disclosed only where permitted under relevant laws or guidelines.

g) Obligation to Assist Customers Wherever Possible

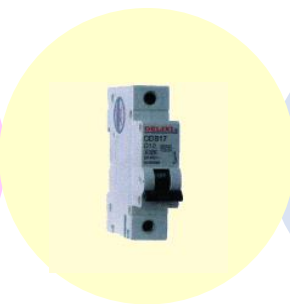
1. BPC shall cooperate and assist customers wherever possible within the bound of its rules and regulations.

Section – E: Safety Tips

Electricity is dangerous if we don't know how to use it. Unsafe use of electricity could lead to accidents. BPC always places its highest priority on SAFETY. Hence, we advise our customers not to compromise on safety aspects.



Do not use locally made wooden water immersion heater rod



Always use MCB and ELCB and not cut-off fuses



Do not use old or worn-out power socket



Do not play around transformers or substations



If you see any fallen electrical infrastructure, immediately call BPC at 1250 (toll free)



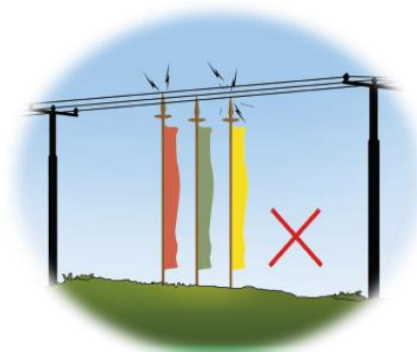
Do not overload your power socket



Do not fell trees near
power
lines/towers/poles



Follow the cautionary
Signs



Prayer flags near or below
power line is not safe



Do not construct houses or
structures under or near
electrical lines as it could be
extremely dangerous to life and
property

Also, always remember the following:

Do's



- Always ensure that only certified electrician/Engineer carryout your wiring/electrical installation or repair of electrical equipment.
- Always use genuine and good quality wires and fixtures approved by the Bhutan Standards Bureau.

- Take all reasonable safety measures in order to minimize the risk of death or personal injury from power supply within/outside your premises.
- Always make sure that the extension cords are free from cuts or joints.
- Always use sand, carbon dioxide or dry powder fire extinguishers to extinguish electric fires.
- Immediately put 'OFF' the main switch or MCB in case of any fire or electric accident.
- Always call 1250 for help if any emergency arises out of electricity.



Don'ts

- Never touch or try to rescue a person/animal electrocuted: call 1250 for help.
- NEVER USE WATER to extinguish fire caused due to electrical short circuit.
- Do not open/repair any appliances if you are not trained to do so.
- Do not touch an electric switch or plugs with wet hands.
- Do not touch/open an electric mini pillar installed near your house or along the streets.
- Do not touch or try to rescue a person/animal getting electric shock or has come in contact with electricity; instead switch of the power supply and call 1250 for help.
- Do not use electric appliances during lightning.
- Do not tie animals on the electric poles.

Section – F: Tips to Save Electricity & Reduce Electricity Bills

1. Orient the house in such a way to admit more natural light or block the cold air getting in;
2. Use white or light colour for room interior and window curtains that reflects more light;
3. During winter, insulate the house properly with thick curtains, appropriate drapes and proper door/window fittings;
4. Purchase and use energy efficient equipment - they are generally expensive but would be economical in the long run;
5. Use LED lamps instead of incandescent bulbs as they use less energy but give more light;
6. Use task lighting wherever possible to focus the light only where it is required;
7. Switch off the light in the unoccupied rooms;
8. Turn off lights and electrical equipment when not needed or when leaving the room;
9. Switch off the appliances like rice cookers, water boilers and geysers once the rice is cooked or water is boiled;
10. Dim the light in the room while watching TV to save electricity and reduce glare;
11. Switch off the TV set-top box also when switching off the TV set;
12. Do not install the refrigerator near a heater or under the direct sunlight;
13. Always keep some space around the refrigerator;
14. Practice regular cleaning of equipment and dusting of bulbs & fixtures;



15. Do not put hot/warm food in the refrigerator;
16. Fill up the refrigerator but do not overload it as it could obstruct circulation of cold air;
17. Do not open the refrigerator's door unnecessarily;
18. Reduce the temperate setting of geysers, if possible;
19. Enable power management features in the computers to automatically lower power consumption by going into sleep mode when not used for longer period;
20. While ironing, start with cloths that require less heat first (like silk and wool) before ironing those that require more heat (like cotton);

Section – G: Tariff & Service Charges

BPC's Electricity Tariff and Service Charges are approved by BEA as per the Tariff Determination Regulation (TDR) guidelines generally for a period of 3 years and the same is notified through public media for the information of our customers/general public. Customers can also call 1250 or visit our website- www.bpc.bt for tariff/service charges details. The tariff/service charges for the period **2019-2022** are given in Annexure -1.

Section – H: Contact Numbers

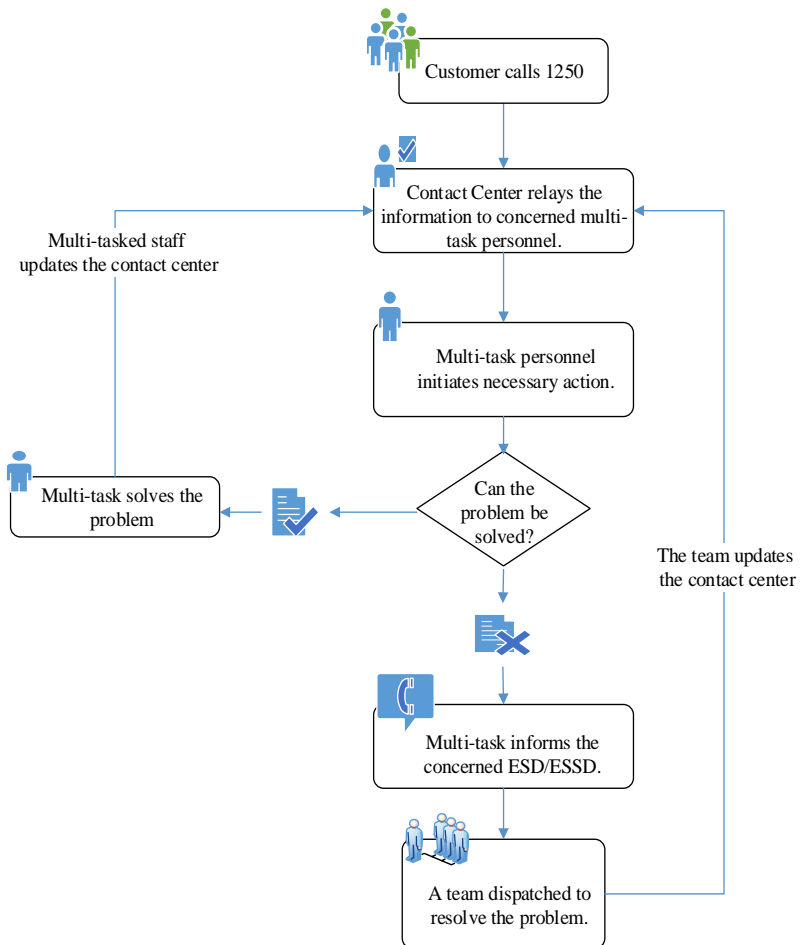
Besides the centralized toll free customer care helpline number 1250 , which operates round the clock, customers can also call BPC’s following offices during office hours to lodge power supply related complaint in the respective areas.

Sl. No	BPC office		Sl. No	BPC office	
1	ESD, Thimphu	02-322486	20	ESD, Samdrupjongkhar	07-251135
2	ESD, Paro	08-271508	21	ESD, Phuntsholing	05-251794
3	ESD, Haa	08-375141	22	ESSD, Gedu	05-282311
4	ESD, Wangdue	02-481282	23	ESSD, Tsimalakha	05-478666
5	ESD, Punakha	02-584314	24	ESD, Samtse	05-365204
6	ESSD, Gasa	02-688159	25	ESSD, Sibsoo	05-382036
7	ESD, Trongsa	03-521102	26	ESSD, Gomtu	05-371032
8	ESD, Zhemgang	03-741147	27	ESD, Tsirang	06-251443
9	ESD, Bumthang	03-631368	28	ESD, Pemagatshel	07-471207
10	ESD, Lhuentse	04-545141	29	ESD, Gelephu	06-252083
11	ESD, Mongar	04-641287	30	ESSD, Sarpang	06-365144
12	ESD, Trashigang	04-521109	31	ESD, Dagana	77103457
13	ESD, Trashiyangtse	04-781224	32	ESSD, Phobjikha	77119001
14	ESSD, Nganglam	07-481194	33	ESSD, Panbang	17664342
15	ESSD, Chumey	03-641131	34	ESSD, Tangmachu	17546711
16	ESSD, Gyelposhing	04-744172	35	ESSD, Yadi	17637339
17	ESSD, Rangjung	16461119	36	ESSD, Wamrong	04-571222
18	ESSD, Jomothshangkha	07-264035	37	ESSD, Samdrupcholing	17612797
19	ESSD, Lhamoizingkha	17161269	38	ESSD, Dorokha	17160694

Section – I: Complaint Handling Procedure

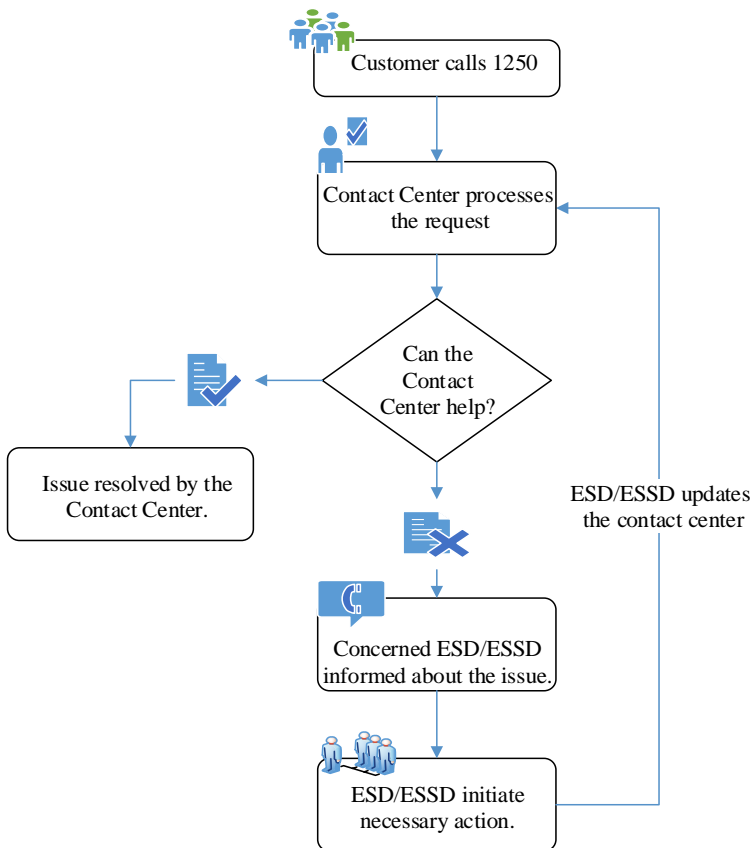
1) Power Interruption or Any Emergency

BPC Contact Center shall handle the complaints pertaining to power interruption or emergency as follows:



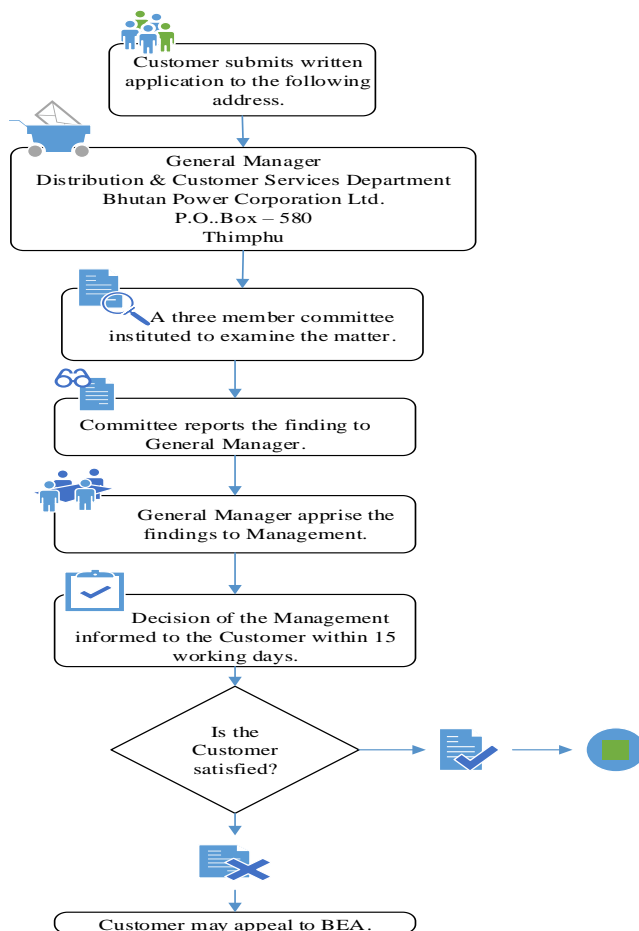
2. Other Power Supply Related Issues

The process for handling other power supply related issues/calls of customers by BPC's Contact Center shall be as follows:



Section – J: Customer Grievance Redressal Procedure

In case of any grievances with BPC's power supply or services provided, customers may lodge a written complaint to BPC with the details of the complainant (name, address and contact number), grievances and relief sought for redressal. The process for addressing grievances of the customer by BPC shall be as follows:



Annexure – 1: Tariff/Service Charges for the Period 2019-2022

Table-1: Electricity Tariff for the Period From 2019-2022

Tariff Structure	Unit	1st October 2019 to 30th June 2020	1st July 2020 to 30th June 2021	1st July 2021 to 30th June 2022
Low Voltage (LV)				
LV Block-I (Rural) 0-100 kWh	Nu./kWh	0	0	0
LV Block-I (Highlanders) 0-200 kWh	Nu./kWh	0	0	0
LV Block-I (Others) 0-100 kWh	Nu./kWh	1.28	1.28	1.28
LV Block-II (All) >101-500 kWh	Nu./kWh	2.68	2.68	2.68
LV Block-III (All) >500 kWh	Nu./kWh	3.57	3.6	3.64
LV Bulk	Nu./kWh	4.06	4.1	4.14
Medium Voltage (MV)				
Energy Charge	Nu./kWh	2.24	2.45	2.65
Demand Charge	Nu./kVA /Month	325	325	325
High Voltage (HV)				
Energy Charge	Nu./kWh	1.5	1.5	1.5
Demand Charge	Nu./kVA / Month	292	292	292
Wheeling	Nu./kWh	0.27	0.27	0.27

Note

- The LV Block-I (Rural) category entitled for 100 units free includes the rural domestic households, the rural cooperatives, community lhakhangs and micro trades activities. However, for consumptions*

beyond 100 units per month, LV Block-II and III (All) tariff shall be applicable.

2. *The LV Block-I (Highlanders) category for the rural consumers living in Laya, Lingshi, Merak and Sakteng shall be entitled for 200 units free per month. However, for consumptions beyond 200 units per month, LV Block-II and III (All) tariff shall be applicable.*
3. *Small and Cottage Industries shall be charged LV Block-II and above tariff.*
4. *LV customers such as street lightings, temporary connection for non-residential purpose, institutions and all other non-residential LV customers including commercial and industrial customers shall be charged at flat LV Block-III tariff.*
5. *The minimum demand charges for HV and MV customers shall be 90% and 60% respectively.*
6. *Any net monthly import by BPC shall be allocated to HV customers on monthly basis as per Clause 88 of the Tariff Determination Regulation, 2016 and Clause 7.12 of DETP.*

Table 2: Miscellaneous Charges for the Period From 2019 - 2022

Sl. No.	Particulars	Revised Charges (Nu.)
1	Energy Security Deposit	
a)	LV Single Phase (Rural)	10/A
b)	LV Single Phase (Others)	20/A
c)	LV Three Phase	60/A
d)	LV Three Phase with CT Metering	60/A
e)	MV Three Phase	120/kVA rating of the transformer
f)	HV Three Phase	120/kVA rating of the transformer

Table 3: Other Applicable Charges for the Period From 2019 - 2022

1	Meter Security Deposit	Actual cost of meter
2	Default Payment Penalty	2% per month of the billed amount
3	Temporary Services Electricity Tariff	Same as the revised tariff structure
4	Temporary Service Charges	Same as other normal service charges
5	Fixed Service Connection Charges	a) Nu.100 for LV single phase
		b) Nu.150 for LV three phase
		c) Nu. 500 for MV & HV customers
6	Reconnection & Disconnection Charges	a) Nu.100 for LV single phase
		b) Nu.150 for LV three phase
		c) Nu. 500 for MV & HV customers
7	Service Cable Charge	As per the rate approved by BPC
8	Meter Testing Charge	a) Nu.50 for LV single phase
		b) Nu.100 for LV three phase
		c) Nu. 500 for MV & HV customers
9	Installation, Inspection & Testing Charges	a) Nu.100 for LV single phase
		b) Nu.300 for LV three phase
		c) Nu. 500 for MV & HV customers
10	Electricity Theft	Shall be considered as an offense as per Section 69(i) of Electricity Act of Bhutan 2001. The customer shall be liable to pay the assessed loss, failing which the case would be forwarded to the Court.
11	Meter Shifting Charge	a) Nu.100 for LV single phase
		b) Nu.150 for LV three phase
		c) Nu. 500 for MV & HV customers
12	Electricity Installation Shifting Charges	Actual cost worked out as per existing BPC guidelines. In the event of dispute between the licensee and the customer, the case would be forwarded to BEA.
13	Costing, Estimation, Execution and Supervision Charges	As per existing BPC guidelines. The cost and revenues of such services shall be maintained separately by BPC as per the BEA Accounting and Reporting Regulation.
14	Dishonoured Cheque Penalty	As per the relevant law or legal instruments

15	Capacity Reserve Charge	Equal to the demand charge for three months calculated on the conditionally sanctioned load for the voltage category.
16	Meter Tempering & Burnt Meter Charges	Actual cost of the damage
17	Drawing Power more than the Contracted Demand	Twice the demand charge for the excess demand drawn by the customer

Published by:
Distribution & Customer Services Department
Distribution Services
Bhutan Power Corporation Limited
Thimphu