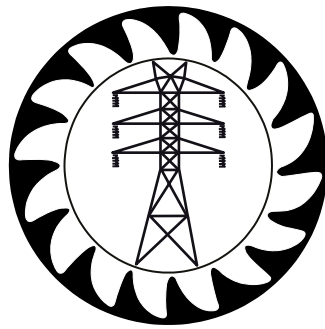


**CEYLON ELECTRICITY BOARD
REGION [1] DISTRIBUTION LICENSE
EL/D/09-003**

Supply Services Code



2012

Preamble

This Supply Services Code outlines the relationship that We (Ceylon Electricity Board – Region [1] as your service provider) have with You, the tariff customer. It is a guide to the standards and duties that We are statutorily required to comply in terms of the Sri Lanka Electricity Act no. 20 of 2009 and CEB Distribution Licenses, No: Region [1][(EL/D/09-003)],

The Supply Services Code also tells you what we will do for you and how you can be of assistance to us. It applies to all CEB-[R1] customers whether they are Retail tariff customers or Bulk tariff customers. We aim to provide our services without showing undue preference, without exercising undue discrimination or setting terms which are unduly onerous.

You may download a copy of the Supply Services Code from our website (www.ceb.lk) or you may obtain a hard copy in Sinhala/Tamil from your Area Electrical Engineer.

We are making continuous efforts to improve upon the systems and procedures stated in this Supply Services Code. Therefore we kindly request you to be conscious that we are assuming no responsibility for any claims of damages resulting from the use of information contained in this Supply Services Code

However, This Supply Service Code has been last updated on [XX/10/2012] We have taken every effort to make the Supply Service Code free of errors or omissions as at that date. We will keep tariff customers informed of any changes thereafter.

This Supply Service Code is approved by the Public Utilities Commission of Sri Lanka. (Useful information pertaining to the PUCSL is given in Annex 9



Supply Services Code **Ceylon Electricity Board**

Contents

1. The Organization of your service provider	4
2. How to contact your service provider	5
3. Information about theft, damage and meter interference	6
4. Security Deposit in respect of Supply	7
5. Metering and Billing Information	7
6. Procedure with respect to access Customer Premises	9
7. Payments against the Statement of account	10
8. Customers in Default	11
9. Connections & Disconnection	11
10. Provision of services for Customers who are disabled, chronically ill or of Pensionable Age	16
11. Planned & Unplanned Power interruptions	16
12. Consumer Complaints	17
13. Meters	17
14. Efficient Use of Electricity	18
15. Wayleave	19
16. Definitions	20
17. Abbreviations Used	21
18. Annexes	21

Supply Services Code

Ceylon Electricity Board

1. The Organization of your Service Provider

The Ceylon Electricity Board has four distribution regions. CEB Region [1] is one such Region. A Region of the Ceylon Electricity Board operates under the management control of an Additional General Manager. Such a Region comprises of several Distribution Provinces and Areas. The boundaries of these Distribution Provinces may not necessarily coincide with the boundaries of administrative provinces of Sri Lanka. Management of such Distribution Province is headed by a Deputy General Manager and the Management of such an Area is headed by either a Chief Electrical Engineer or an Electrical Engineer, generally referred to as the Area Electrical Engineer.

Several Electricity Consumer Service Centers function under an Area. Attending to consumer and tariff customer matters are generally done at the Area Electrical Engineer's Office. However, certain consumer matters, such as requests for bulk supply of electricity, construction of Rural Electrification schemes etc. are done at the Distribution Provincial Office, while the matters such as, new electricity customer connection inquiries and consumer break down complaints are attended to at the Electricity Consumer Service Centers, which are headed by an Electrical Superintendent. These services are attended to in different manner in Colombo City. Here a Control Centre takes care of all breakdown complaints and HT operations.

Following are the Distribution Provinces coming under Region [1] of the CEB.

Distribution Region [01]

1. Colombo City Province
Colombo City includes the Colombo Municipal Council area.
2. North Western Province
North Western Province covers the Kurunegala & Puttalam Districts
3. North Central Province
North Central Province covers Anuradhapura & Polonnaruwa Districts
4. Northern Province
Northern Province covers the Killinochchi, Mannar, Mullaithiev, Vavuniya & Jaffna Districts.

A detailed list of Area offices & ECSCs' with the addresses and telephone numbers are available on request and it is available in CEB website www.ceb.lk.

2. How to Contact your Service Provider

A detailed list of Area offices and ECSCs' with the addresses and telephone numbers are provided in **Annex 1**

Contact details for customers of Colombo City Province

The Colombo City maintains a separate control centre at Maligawatta, for receiving break down complaints and operational calls. This centre has a computerized system to handle break down calls and is operational round-the-clock throughout the year. The address and telephone numbers of the centre are given below:

Address: No.1, H. R. Jothipala Mawatha, Maligawatta, Colombo 10.

Telephone Nos. 011 2498498
011 4617575
011 4617576

Contact details for consumers of other Distribution Provinces

In all the other areas, break down complaints are attended to by respective ECSC. and several provinces are having provincial Call Centres too.

The telephone number to be used in case of a break down is printed on the front lower portion of the monthly electricity statement of account. Therefore, any electricity consumer can easily lodge their complaint verbally to the given telephone number.

The breakdown services as well as the inquiry services are operated free-of-charge. Any changes to the address and telephone numbers of the above inquiry service will be displayed in the monthly electricity statement of account.

Call Centre at CEB Head Office

A CEB Call Centre has been established at the CEB Head Office for the benefit of consumers of all Distribution Provinces. Consumers can log any complaint about the services of CEB at this Call Centre. The telephone numbers of the call centre are:

Hot Line1987
011-248 1 230
011-248 1 231

Provincial CEB Call Centres

Soon we will have a Call Centre for each Distribution Province, mainly for reporting of break down complaints. Some of the Distribution Provinces have already started these Call Centres. The details of these centres will be informed in future.

3. Information about theft, damage and meter interference

The CEB is pleased if the public could provide information pertaining to theft of electricity, damage to its electrical equipment, electricity lines, metering equipment or any interference with metering equipment belonging to CEB by any person. Such information could be directed to CEB Call Centre **Hot Line Number 1987**

Consumers also should be aware that even where any electric plant, electric lines or meters are owned by another person or Licensee , We will inform the owners of any damage or any interference of the meter.

Theft, damage and meter interference are offences and are punishable as prescribed by the relevant laws.

4. Security deposits in respect of supply

4.1 Retail Tariff Customers.

The CEB provides electricity supply to its Retail tariff customers for a period of thirty (30) days (more details are given in Section 5) before issuing a statement of account, and the Retail tariff customer is allowed another thirty (30) day period to settle the statement of account whilst enjoying the electricity supply.

If the Retail tariff customer has not paid the amount in statement of account during this 60-day period, a disconnection notice (an intimation of disconnection of the electricity supply) is issued accordingly. The customer will be liable for the recovery of interest on outstanding amount when a disconnection order is issued. You would appreciate that:

1. CEB is providing electricity for 60-days without charging your monthly statement of account.
2. CEB is operating on a financial risk equivalent to more than two months of consumption of electricity.

Therefore, the CEB may require a Security Deposit equal to an amount of 02 months assessed consumption at the time of new or change in the service connection agreement or when you have been identified as a credit risk pursuant to a disconnection notice. We also may be constrained to revise the amount of deposit from time to time to keep in line with your credit amount

4.2 Bulk Tariff Customers

In the case of bulk tariff customers, CEB provides electricity supply to its bulk tariff customers for a period of thirty (30) days before issuing a statement of account, and the bulk tariff customer is allowed another fifteen (15) day period to pay the amount in statement of account while enjoying the electricity supply. The customer will be liable for the recovery of interest, if the statement of account is not paid within that period. A

disconnection notice (an intimation of disconnection of the electricity supply) is issued accordingly.

Therefore, the CEB may require a Security Deposit equal to an amount of 02 months assessed consumption at the time of new or change in the service connection agreement or when you have been identified as a credit risk pursuant to a disconnection notice. We also may be constrained to revise the amount of deposit from time to time to keep in line with your credit amount

4.3 Interest on the Security deposit

The customers will be paid interest for the amount of security deposit. The accumulated interest will be annually credited to the customer account. The rate of interest will be equal to the applicable interest rate of the latest issued 20 year treasury bonds at the date of making the deposit.

4.4 Refund of the deposit

The customers will be refunded the deposit and if interest is applicable when the Service Agreement is terminated after deductions. However, it is mandatory to submit the original of the Paying In Voucher (PIV). Please retain the PIV of the deposit carefully right through the duration of the Service Agreement.

5 Metering and Billing Information

5.1 CEB usually provides retail supply connections through an energy meter. A bulk supply connection is usually connected through an energy meter and a maximum demand meter. The maximum demand meter measures the maximum power demand of the bulk consumer during an integration period of 15 minutes.

5.2 The electricity meters for retail tariff customers are fixed at a convenient and a safe location of the customer premises, in such a manner that the customer is able to read the meter at any time he wishes to do so. The electricity meters for the bulk tariff customer are fixed inside a secured meter enclosure and the customer is able to read the meter at regular intervals when CEB personnel visit the premises. Bulk tariff customers may request to CEB to fix their meters at a convenient location and to have viewing facilities for the secured enclosure at the time of installation. We will also consider retrofitting viewing facility at customers cost provided retrofitting is practically possible.

5.3 The CEB usually reads a customer energy meter once a month and issues a statement of account (a sample statement of account is given in the **Annex 2**). However, depending on the availability of resources and other local conditions the reading of the meter/s and issuance of the statement of account may take place within a time period of 15 days to 45 days. Under such circumstances, the electricity statement of account is calculated by pro-rating the amount consumed for a 30-day period, so that the consumer is unaffected by the date of taking the meter reading. Consumers can understand the prorating method by using the tariff calculators available in the CEB web site (www.ceb.lk)

5.3.1 This statement of account is a composite document, showing the brought forward balances of the previous billing period's energy consumption and the respective amount, the present billing period consumption and the respective amount, the notice of credit period. It also includes a Payment Voucher for payment the customer may pay any amount he wishes. Also it shows the details of balance brought forward and the payments made since the last statement of account, and other charges, if any.

5.3.2 The CEB usually issues the customers with a hand written statement of account at the time of reading the meter. The prevailing tariff is given in **Annex 3**. (Any revisions will be notified by Public Notice by the commission from time to time. CEB will also keep its customers of such revisions by a leaflet). This statement of account will show the amount of electricity a customer has consumed since the last statement of account.

5.4 The CEB will issue an assessed statement of account to the consumer in the following events:

5.4.1 If the meter is not accessible to the meter reader/ billman at the time of his monthly visit due to a situation such as:

- a) Locked Door
- b) Locked entrance to the premises
- c) Access obstructed by **dumping garbage**, excavation of **trenches**, construction of walls etc.
- d) In an unsafe situation such as letting loose of dogs.
- e) , Rain, curfew etc.
- f) Natural disasters (floods, earth-slips, cyclone etc.)

5.4.2 If the customer is connected without a meter, Non-availability of a meter reader/billman due to unavoidable circumstances or If the consumer meter is faulty

5.4 Under the situation where the customer is connected without a meter, the assessment will be based on the contractual demand. Under the situation where there is a non-availability of a meter reader/billman, the assessment will be based on the customer's installation and equipment connected. Under the situation the customer's meter is faulty the assessment will be based on the past consumption.

5.5 These assessments where applicable will be consistent with the methodology for estimation of energy consumption and charges as approved by the commission given in **Annex 4**

5.4.1 The CEB will, from time to time print the contact details of the commission on the reverse side of the electricity statement of account informing the electricity customers that they can obtain the assistance of the commission to resolve any dispute with the CEB..

5.4.2 The CEB will, from time to time print the details of electricity tariffs and charges applicable to various categories of customers, how they could contact the break down reporting centers, efficient use of electricity etc. on the reverse side of the electricity statement of account.

5.4.3 The CEB will make every effort to issue the 1st statement of account within 60 days from the date of connection in respect of a new supply connection. If CEB is unable to issue the 1st statement of account within 60 days from the date of connection for the consumption of electricity, the customer may request payment by instalments, which the CEB usually considers favourably.

5 Procedure with respect to access customer's premises

6.1 The following categories of CEB staff may visit customer's premises from time to time for various matters in connection with your electricity supply:

- Higher officials and Engineers including the Area Electrical Engineer
- Electrical Superintendents and other technical grades
- Maintenance crews from maintenance ECSCs
- Break down restoration gangs
- Meter Reader/Billman
- Staff of the Energy Management Units
- Audit personnel and other Investigation officers
- Staff for data collection, R&D etc.

6.2 All of the above staff has been issued with CEB identity cards. The electricity customers should verify the identity of any such visitor to their premises by inspecting their CEB Identity card or letter of authority from CEB. They will also be carrying their NIC.

6.3 In addition, some of the CEB personnel are provided with official uniforms with the CEB emblem on it.

6.4 The supporting staff who may have been hired externally are always accompanied by a CEB employee who is identifiable by the CEB Identity Card.

6.5 The CEB has deployed trained and skilled personnel for all of its duties and these personnel are able to advise and help consumers in the matters connected with their electricity supply.

6.6 The electricity customers will be informed in advance about the routine visitors to customer premises such as meter reader/billman, break down and maintenance personnel.

6.7 The electricity customers will be given three (3) days prior notice with respect to other visits by CEB personnel not mentioned above.

6.8 Where customers consider themselves vulnerable CEB will consider mutually agreed additional safeguards for entry to the customers' premises

- 6.9 The CEB has been assigned these powers of entry by statute, which makes obstruction to such entry an offence. Similarly, CEB will compensate for any damages caused by its authorized personnel.

7 Payments against the Statement of account

- 7.1 CEB requires all retail tariff customers to settle the amounts due in their monthly statement of account within a period of thirty (30) days from the date of issue of the statement of account.
- a. After 30 days, if a disconnection order (an intimation of disconnection of the electricity supply) is issued, a monthly interest of 2% will be charged on the total outstanding amount for half the period effective from the date of issuing the bill.
 - b. And if the supply is disconnected, a reconnection processing charge will be charged according to the approved allowed charges.
 - c. Supply will be reconnected only upon the payment of these charges together with the defaulted bill amount.
- 7.2 CEB requires all bulk tariff customers to settle the amounts due in their monthly statement of account within a period of fifteen (15) days from the date of issue of the statement of account to avoid adding of interest and disconnection of supply.
- a. After the 15 days period, a monthly interest of 2% will be charged to the bill from the 16th day to recover the actual cost of not receiving the payment on time from the consumer.
 - b. If a consumer fails to pay the bill and the interest thereon within the 30 day limit from the date of issuing the bill, a disconnection order will be issued and the supply will be disconnected forthwith.
 - c. Even after the disconnection the monthly interest of 2% will continue to be charged on the outstanding amount.
 - d. Supply will be reconnected upon payment of 2% interest on the outstanding amount until the day of reconnection together with a reconnection processing fee according to the approved allowed charges and the outstanding amount.
- 7.3 CEB prefers if the electricity customers settle the amounts due in their statement of account at CEB Point of Sale (CEB POS) counters. These counters are linked to CEB computer system. The following advantages are available in this method of settlement:
- 7.3.1 The payments are available on line in the CEB POS system
 - 7.3.2 The payments are uploaded to the statement of accounting server at the end of the day.
 - 7.3.3 The customer gets a printed acknowledgement of the payment on the statement of account with the following details.
 - a. Date
 - b. Account Number

- c. Name of the customer
 - d. Payment Mode (Cash/Cheque/Draft)
 - e. Paid amount
 - f. Payment counter identification
- 7.4 Amounts due in the electricity statement of account can be settled at CEB POS counters located at CEB Head Office, some Provincial offices, some Area offices and at some branches of People's Bank.
- 7.5 Amounts due in the electricity statement of account can be settled to most of the other Banks and Post Offices. The customers can also settle the amounts due in the electricity statement of account at many Supermarkets. Customers can inquire details of payment points from their Area Electrical Engineers.
- 7.6 Any customer can contact the respective Area Electrical Engineer with regard to any query relation to the payments of electricity statement of account.
- 7.7 All the payment locations are given on the reverse side of the statement of account.

8 Consumers in default

- 8.1 The electricity consumption during a billing period of Retail tariff customers and Bulk tariff customers is informed to the customer by way of the Statement of account. The duration between the two meter readings constituting the billing period is usually about 30 days. The adjustment required for any variation of the billing period from the usual 30 days is made when the Statement of account is issued, Retail tariff customers are given a further period of 30 days and Bulk tariff customers are given a further period of 15 days to settle the account in full. Bulk tariff customers will be charged an interest on arrears in payment as allowed by the charges approved by the commission commencing immediately after the issue of the Statement of account.
- 8.2 A disconnection notice (an intimation of disconnection of the electricity supply) is sent to the customers who fail to settle the amounts due, at the end of the period stated in 8.1 above. Retail tariff customers will be charged an interest on arrears in payment as allowed by the charges approved by the commission commencing from when a disconnection notice is sent.
- 8.3 At the present there are no concessionary payment schemes available for Retail tariff customers who are in default on the statement of account for more than 30 days and for Bulk tariff customers who are in default on the statement of account for more than 15 days.

9 Connections and Disconnections

9.1 Connections

The CEB provides new service connections to Retail tariff customers at standardized contractual demands for which the commission has approved allowed charges. Details of these are given in **Annex 5**

9.1.1 New Connections (Retail tariff customers & Bulk tariff customers)

- a. A prospective retail supply consumer may apply for a new connection from the nearest ECSC, by filling a standard application form (issued free of charge) The prospective Retail tariff customer maybe required to provide documents to establish the ownership/occupancy of the premises. Please contact your Area Electrical Engineer for details. Instructions to New connection applicant and a sample format of the application is given in **Annex 6**.
- b. It is a prerequisite to obtain the wayleave right for the new service connection in terms of the Sri Lanka Electricity Act. The giving of the new service connection will be faster if you clear the wayleaves along the route where the service line has to be drawn. The cost for wayleave clearing is not included in the estimate. The applicant should finish the wayleave clearing before the CEB staff arrive to give the service connection.
- c. Further, if the service lines are to be laid over a third party land, written permission of that land owner should be obtained. A form is issued along with the application for this purpose. If there are more than one such land, separate forms from each third party land owner should be provide. Extra forms for this purpose are to be copied by the applicant. Each duly filled form for granting permission for laid over the service line should be signed in front of the Grama Sevaka of the division and it should be certified by the Divisional Secretariat. The applicant should bear the responsibility of laying service wires over a third party land. Producing illicit documents and/or incorrect information will cause the termination of the agreement and CEB will not responsible for any loss occurs in such cases. Chargers for any deviation of service line laying route should be borne by the applicant.
- d. The Electrical Superintendent or his representative will visit the premises take measurements and make an estimate of the potential electricity usage to prepare a cost estimate. If a second visit is required due to non-fulfillment of the requirements specified in the application on the part of the applicant, an additional charge for testing and inspection shall be paid.
- e. The Electrical Superintendent will give the cost estimate within a period of two (2) weeks from the date of application. The cost estimate will indicate the cost of providing the electricity connection, the relevant security deposit, which has to be paid by the applicant and any further requirements to be fulfilled by the applicant before providing

the connection. A Standard tariff agreement for supply of electricity also has to be signed by the prospective customer. A sample format of the agreement used for retail tariff customers is given in **Annex 7**

- f. The cost estimates will be based on the standard service main charges as approved by the commission for that particular year. The cost estimate would be valid till the 31st day of the month of December of that particular year unless the commission makes a change to the allowed charges within the course of the year.
- g. If a cost estimate could not be given due to either a land dispute, insufficient system capacity, non-availability of a distribution system or applicant's inability to submit required documents and information or due to any other reason, such situation will be informed to the applicant within two (2) weeks.
- h. The applicant should pay the CEB the amounts relevant to costs and deposit in order to obtain a new connection.
- i. The applicant should complete the internal wiring to the satisfaction of the CEB (to comply with the latest edition of the IEE Wiring Regulations) before the payment of the amounts as mentioned and must have fulfilled the other requirements indicated in the cost estimate such as erection of the service bracket, provision of space for installation of service cut-out/MCB/MCCB/Bus Bars or any other switchgear and Meter etc.
- j. The applicant is required to provide CEB with an Installation Test Report for the internal wiring certified by an Accredited Chartered Electrical Engineer registered with CEB or an Accredited Electrician registered with the CEB as specified.
- k. The CEB will take best effort to provide the new service connection within four (4) weeks from the date of payment, if the applicant has fulfilled all the requirements expected from him.
- l. In the process of providing the new connection, if CEB encounters with any objection from a third party, such as a land dispute or if the applicant fails to fulfill any of the requirements in the cost estimate CEB will refund the payment made by the applicant after deducting the costs incurred by CEB.
- m. In the case of bulk supply connections, except that the application has to be made to the Commercial Engineer of the Province and the costing will be done by the Commercial Engineer or the staff under the authority of the Commercial Engineer, all the other requirements of the procedure remains the same.
- n. If the applicant requests for a bulk supply at 132kV or above it should be referred to the General Manager of CEB. The General Manager CEB is the authorized person for supply connections that fall within the 132 kV and above transmission system.

- o. In the case of underground electricity supplies in areas such as the Colombo City, the applicant would also be required to ensure that the requirements of the Municipal authorities, Police, PSD and other relevant authorities are also fulfilled when the cost estimate for new connection is paid.
- p. If under any circumstance outside the control of CEB, the supply connection could not be given, the CEB will refund the payment made by the applicant after deducting the cost incurred by the CEB.
- q. If a new connection could not be given for any of the above reasons, the CEB shall not be held responsible in manner for any consequence arising from such situation.

9.1.2 Temporary Supply Connections

Electricity consumers of the service provider or prospective electricity consumers may at certain times require an electricity supply, for lighting or illumination or for a similar purpose temporarily. Such temporary supply may be for a short duration or for a long duration depending on the need of the occasion. Such temporary supply connections are not usually extended.

A. Temporary Supply for a Short Duration

- I. Temporary supply may be required for domestic functions such as wedding, funeral, religious ceremonies etc. This may be for duration of several days to about two weeks. A prospective consumer may obtain such a temporary supply from the AEE after paying the necessary cost estimates. Alternatively, a supply extension may be obtained from a nearby house to which supply is provided by the service provider. However, such house should have no electricity arrears to service provider. The consent of the house owner should be obtained and once the requirements are fulfilled the Area Electrical Engineer will approve the extension of temporary supply to the proposed premises..
- II. Temporary supply may be required for public functions such as musical shows, exhibitions, political rallies etc. This may be for duration of one day or two. A prospective applicant may obtain such a temporary supply from the Area Electrical Engineer after paying the necessary cost estimates. In these cases, a safe place for CEB metering and terminal equipment should be provided
- III. Temporary supply may be required for public functions such as carnivals, exhibitions, etc. for a period of about one month. A prospective applicant may obtain a temporary supply from the Area Electrical Engineer for such need as described above.
- IV. A security deposit, an agreement may be required for these supplies. An electricity account may not be opened and bills or statements of account will not be issued. The estimated costs will be around 10% - 20% of the total standard allowed charges.

- V. The electricity consumer or prospective electricity consumer should ensure that the electrical installation is safe for use and does not cause danger to the public. and the temporary wiring installation has to be certified by an Accredited Chartered Electrical Engineer registered with CEB or an Accredited Electrician registered with the CEB as specified.

B. Temporary Supply for a Long Duration

- I. Temporary supply may be required for a long duration for a construction site (construction of a house, factory or a hotel) for a period of about two years. This may be a construction supply where permanent supply is required after the construction work is finished. A prospective applicant may obtain a temporary supply from the Area Electrical Engineer for such need as described above. Although termed as a temporary supply this will be almost a permanent supply with an electricity account opened and monthly statement of account served on the 'General Purpose Tariff'. The supply will be converted in to the permanent supply under the correct applicable tariff at the end of the period of construction, once the requirement in the new connection procedure described earlier in section 9 are fulfilled.
- II. Temporary supply may be required for a long duration for a construction site (construction of a dam, tunnel or a bridge) for a period of about five years. This may be a construction supply where permanent supply is not required after the construction work is finished. A prospective applicant may obtain a temporary supply from the Area Electrical Engineer for such need as described above. Although termed as a temporary supply this will be almost a permanent supply with an electricity account opened and monthly Statement of account served on the 'General Purpose Tariff'. The supply will be terminated at the end of the period of construction.
- VI. III. The electricity consumer or prospective electricity consumer should ensure that the electrical installation is safe for use and does not cause danger to the public as for a permanent supply. and the temporary wiring installation has to be certified by an Accredited Chartered Electrical Engineer registered with CEB or an Accredited Electrician registered with the CEB as specified.

IV. The charges for providing a Temporary Supply for a Long Duration will be as for a permanent supply connection.

9.1.3 Connection of Street Lamps

The connection of Street Lamps are strictly controlled. Tariff customers may contact their Local Authority or the Area Electrical Engineer for advice. The Local Authority is required to arrange such street lights in accordance with Government procedures stipulated by the Ministry responsible..

9.2 Changes to Statement of Account Data.

Changes to Statement of account data that is not significant such as minor changes to the name, address or change of postal address may be requested by the tariff customer in writing. The Area Electrical Engineer who at his discretion may authorize such changes.

Change of name of the account, the tariff category etc which are significant to the Standard tariff agreement with the tariff customer shall be on the customer making an application in the prescribed form and the payment of the charge allowed by the commission.

9.3 Disconnections

9.3.1 An existing electricity supply connection is liable to be disconnected upon occurrence of the following:

- a. Non-payment of the deposit within seven days of the notice requiring the deposit.
- b. On a request made by the tariff customer (as in the Standard tariff agreement), where such tariff customer has settled all dues and at least two working days prior notice is given to CEB;
- c. where the amounts due under the statements of account or charges are not paid. (With the statement of account the CEB notifies you to settle the charges within 30 days if you are a retail tariff customer and within 15 days if you are a bulk tariff customer). and a disconnection notice is served on the customer;
- d. Where a customer's appliance interferes with the supply and the customer has failed to comply with a notice by CEB requiring to cease using the appliance. The CEB will give a period of not less than 10 days to rectify the matter before disconnection.
- e. where a customer is using electricity in a dangerous and unsafe manner which can cause injury to customer himself or public in general;

where a customer is using electricity in a manner in breach of regulations or other statutory conditions, as prescribed in the regulations or the statutory conditions

9.3.2 A supply will be disconnected by an Electrical Superintendent or any other officer who is authorized by the CEB for that work. At the time of the disconnection, the customer or his representative at premises will be notified with the reasons for the disconnection of supply before the supply is actually disconnected. A notification would be handed over to the customer or his representative after the disconnection. The reason for disconnection would be explained in such notification as well.

Usually in the case of a disconnection, the fuse of the service cut out is removed and double sealed or the MCB is tripped and double sealed in the case of MCB/MCCB, the mains side of the meter is disconnected and load side short circuited. In certain installations a special plastic seal (Colored) is used instead of a double seal.

- a. 9.4 Disconnections due to committing an offence
- b. Damages caused intentionally or negligently by any person to any electric plant or electric line or domestic electricity supply equipment belonging to CEB is recognized as an offence punishable under the Act after a summary trial before a Magistrate Court. Where an offence has been committed CEB may discontinue the supply.

Damages caused intentionally or negligently by any person by altering the register of electric meter or preventing the duly registering of the quantity is recognized as an offence punishable under the Act after a summary trial before a Magistrate Court. Where an offence has been committed CEB may discontinue the supply.

The customer will be reconnected,

- a) Where the disconnection is for non-payment of the deposit, within two working days of payment of the deposit.
- b) Where the customer has been disconnected on his request and all charges are settled the account will be closed and the deposit refunded. However, if charges are outstanding his next new connection may be refused.
- c) If the reconnection is applied following a disconnection due to a non-payment of electricity charges the reconnection will be granted within 02 working days once the non-payment has been made good, the reconnection fee has been paid and has paid the deposit required
- d) Where a customer appliance interferes with the supply once the interference is removed, within 02 working days.
- e) Where a customer is using electricity in a dangerous and unsafe manner as soon as practicable once the CEB is satisfied that no such danger exists.
- f) where a customer is using electricity in a manner in breach of regulations and other statutory conditions as prescribed in such regulation or statutory conditions and in the Standard tariff agreement.

10 Provision of services for customers who are disabled, chronically ill or of pensionable age

Customers who are disabled, chronically ill or of pensionable age may request from the relevant Area Electrical Engineer:

- a. For a pre-payment meter, if such facilities are available
- b. For a re-positioning of the meter. Meter repositioning will be done after preparation of an estimate and payment of the cost estimate. However, such work will be undertaken only if it does not hinder the meter reader/ billman.

- c. For any advice on the use of electricity
- d. The charge for the above depends on the nature of the service and the consumer will be informed after preparation of an estimate for the service requested.

11 Planned & Unplanned Power Interruptions

Interruption of power supply may be due to a break down, an unplanned power interruption or a planned power interruption.

- a. In the case of a break down, the service provider has no control over the incident as it is purely unintentional. The consumer has to inform all the break downs to service provider as detailed in the section 2 of this services code. This is important as the service provider has no automatic means of identifying break downs unless it is a big system failure.
- b. When a system abnormality or any other condition poses a potential threat to the healthy system in particular and to the public in general or when a situation develops which can cause damage to electrical system, public property and human life, that part of the system may be interrupted either by automatic means or by manual operations. This kind of situation is referred to as an unplanned interruption. The supply provider has no way of informing such unplanned interruptions to the consumers.
- c. When operational and maintenance work requires the electrical system to be interrupted, the service provider will carry out planned interruptions. These interruptions will be pre-scheduled and the consumers are informed about the tentative interruptions either by means of a notice in the print or electronic media or by a public announcement, or by individual notices to affected customers.

12 Consumer Complaints

- a. Consumer complaints about supply break downs, poor quality of supply or any other type of failure could be made to relevant ECSC or Area Electrical Engineer's Office. The relevant information about such requests is also given under Section 1 above.
- b. Inquiries related to new connections could also be made to the ECSC.
- c. Any queries about metering and statement of account could be made to the respective Area Electrical Engineer's office. Consumers can easily lodge any complaint or request at "E-City" at the Area Office. E-City is a novel concept in which the customer is served with all the possible care and with the least hassle in getting anything done related to electricity supply. It is expected that almost all the customer queries and requests are solved at E-

City. A receipt with the tracking number shall be given to all the customers who lodge a complaint/request at the E-City. It is expected that such complaint/request be solved within a period of 14 days. The Area Electrical Engineer will personally look into the cases which are not settled during 14 days. Customers can also send in their complaints to the Area Electrical Engineer by post, by fax, by e-mail or they can make a complaint through the telephone.

- d. If the consumer is not satisfied about the reply or the action taken by Area Electrical Engineer, the consumer may forward the complaint to Provincial DGM.
- e. .
- f. Within a period of 14 days the DGM or an authorized officer for DGM will arrange to meet the consumer, with an advance notice.
- g. If a settlement to the dispute could not be arrived at the above meeting, the Consumer may refer the matter to the Public Utilities Commission of Sri Lanka for settlement in accordance with the dispute resolution procedure of the commission (**Annex 10**).
- h. However, in the event that the tariff customer has not received any response to his complaint in writing within a period of 03 months of such written complaint, the consumer may refer the matter to the commission for settlement in accordance with the dispute resolution procedure of the commission.

13 Meters

- 13.1 CEB provides meters to its retail tariff customers, usually of electro-mechanical type, Class 2.0 or higher kWh energy meters (single phase or three phase, as the case may be). Electronic meters are also used. The meter is installed at the customer premises. A secure location (outside wall) should be provided by the customer for this purpose.
- 13.2 For bulk tariff customers, a kWh meter as well as a kVA meter is provided, since the maximum demand of bulk tariff customer is also measured and accounted in the statement of account under the relevant tariff. Earlier practice is to install separate electro-mechanical type meters for kWh and kVA. At the present, most of the meters are Polyphase Programmable Meters (PPM) which can measure the energy consumption as well as the maximum demand. These meters are of Class 1.0 or higher class, and the integration period is 15 minutes for kVA measurement. These meters are usually installed inside a substation/metering room or inside an enclosure. These meters are usually connected to the load by a Current Transformer (CT) either Class 0.5 or Class 0.2 depending on the specific requirements. Three-

phase, four wire meters are used for LT-metered bulk tariff customers and three-phase, three-wire meters are used for HT-metered bulk tariff customers. The new PPMs installed at bulk tariff customer premises are programmed for Time of the Day Tariff (TDT) metering and they may have the capability for remote reading too.

- 13.3 CEB Meter Testing Laboratory, Area Maintenance Units, staff of the Energy Management Branch or other authorized CEB officials would undertake testing of meters from time to time.
- 13.4 Customers may request the CEB to test the accuracy of energy meters installed at their premises at any time by paying a meter testing fee. A retail supply meter should work within an accuracy limit of $\pm 2.5\%$. If the meter is found to be working outside the accuracy limit, the meter will be replaced at CEB cost, the testing fee will be refunded and statement of accounts will be corrected, as appropriate to reflect the overcharge or undercharge..
- 13.5 All CEB meter readers who read retail supply meters are provided with a uniform and an Identity Card. They are duly trained for the job, and are competent to inspect the meter for evidence of deterioration which might affect its function or safety, to read and record the meter readings and prepare the statement of account. The monthly meter reading is recorded in the statement of account given to the customer. The customer could verify the meter reading dates and the meter readings and bring any error to the notice of the meter reader/billman immediately. If the customer was unable to do this, he should report the error to the Area Electrical Engineer for verification and any appropriate adjustment to the electricity account
- 13.6 CEB assures that the premises where meter reader/billman visits would be no less secure due to his presence. If a customer considers that a meter reader/billman has caused any damage to his property, the customer should report such incident to CEB as soon as practicable. The customer is advised to make an entry in the nearest Police Station and inform the complaint number to the CEB. CEB would initiate its disciplinary procedure.
- 13.7 The customer may recover compensation in respect of the damages in accordance with the procedure specified by the commission.
- 13.8 The customer is reminded that he has a statutory obligation to take proper care of the electricity meter. Therefore, the customer should inform the CEB in writing as soon as possible of any failure to take proper care of the electricity meter, Further, intentionally or negligently damaging the meter is an offence.

14 Efficient use of Electricity

Any consumer or tariff customer may make inquiries about the efficient use of electricity from the respective Area Electrical Engineer. The electricity supply standard tariff agreement sets out guidance and need to maintain the power factor close to unity and not to use any equipment which will generate harmonics or

fluctuations in CEB power system. CEB also prepares and distributes informative material on efficient use of electricity.

CEB would also, from time to time, have tips on efficient use of electricity printed on the reverse of the statement of account.

Consumers can seek expert opinion on efficient use of electricity from (SEA) 'Sustainable Energy Authority'. The contact details of SEA could be obtained from the Area Electrical Engineer's Office.

15 Wayleave

The CEB needs from time to time to have wayleave clearance in privately owned lands. Wayleave means such interest in the and as consist of a right of licensee, to install and keep installed, an electric line on, under or over that land and to have access to that land for the purpose of inspecting, adjusting, altering, removing or replacing such electric line.

15.1 Wayleave for new electricity lines

When a new electric line/ underground cable is to be installed CEB needs wayleave clearance. In such a situation, CEB will serve a notice (A specimen notice is given in **Annex 8**). Compensation will be paid for the trees etc. as per the direction of the Public Utilities Commission. Please see the section on new connections.

15.2 Wayleave for existing electricity lines

Trees or branches that come into contact with power lines are a major cause of power failures and can cause serious accidents. It may sometimes cause a fire too.

Therefore there is a need to ensure that there is a minimum safe distance (given in **Annex 9**) between trees on property and the electric power lines in the vicinity. If not, it is better to arrange for the trees to be trimmed by a professional tree cutter who has the experience in working close to power lines.

Local authorities are usually responsible for the trimming of trees on the road side. Therefore, if you see a tree on the street verge growing too close to power lines; please inform the local authority and the CEB.

If the above does not happen, CEB as the distribution licensee will take action to trim or cut trees if it poses a potential threat. In such cases the licensee will take every effort to cause minimum damage to the trees and will remove the cut parts according to the directions of the owner or the occupier of the premises.

Any person who is constructing a building (new or renovation to an existing building) should get a clearance certificate from CEB if such building come within the minimum safe distances given in Annex 9. It is also the duty of the

relevant local authority to get the clearance certificate from CEB before approving the building plan.

16 Definitions

Tariff Customer

A person/consumer who requires a supply of electricity from the CEB in terms of the SLEA20 and is supplied by the CEB.

Retail Tariff Customer:

A consumer who has under a standard tariff agreement, agreed to use not more than 42kVA at LV

Bulk Tariff Customer:

A consumer who under a standard tariff agreement has agreed a contract demand of more than 42kVA. These consumers may be connected at LV or MV.

LV – Low Voltage (3 Phase -400V (L-L), Single Phase 230V (L-N))

MV – Medium Voltage -11,000V (L-L) and 33,000V (L-L)

L-L – Line to Line

L-N – Line to Neutral

17 Abbreviations Used

CEB	- Ceylon Electricity Board
DGM	- Deputy General Manager
CEE	- Chief Electrical Engineer
AEE	- Area Electrical Engineer
EE	- Electrical Engineer
ECSC	- Electricity Consumer Services Centre
ES	- Electrical Superintendent
GM	- General Manager of Ceylon Electricity Board
AGM	- Additional General Manager
NIC	- National Identity Card
CEB Id	- Ceylon Electricity Board Identity Card
POS	- Point of Sale
CMC	- Colombo Municipality Council
PSD	- President's Security Division
MCB	- Miniature Circuit Breaker
MCCB	- Moulded Case Circuit Breaker

PPM	- Programmable Polyphase Meter
CT	- Current Transformer
TDT	- Time of the Day Tariff
kWh	- Kilowatt hour
kVA	- Kilovolt Ampere
LT	- Low Tension, meaning voltage below 400V
HT	- High Tension, meaning voltage above 400V and including 33,000V
SIM	- Subscriber Identification Module
R & D	- Research and Development
SEA	- Sri Lanka Sustainable Energy Authority.

18 Annexes

1. Information how to contact us
2. Specimen Statement of Electricity Account
3. Tariff Chart
4. Estimation of Energy Consumption and Charges
Approved Allowed Charges
5. Standard Contractual Demands
6. Specimen Electricity Application form
7. Specimen Electricity Supply Agreement
8. Specimen for notification for wayleaves
9. Minimum clearances from Overhead Lines
10. Public Utilities Commission of Sri Lanka (PUCSL)

Annex 9
MINIMUM CLEARANCE OF OVERHEAD LINES

Column 1 <i>Nominal Voltages</i>	Column 2 <i>Over Roads</i>	Column 3 <i>Over Other Locations</i>
Not exceeding 600Volts	5.5meters	4.6 meters
Exceeding 600 Volts but not exceeding 11,000 Volts	5.8 meters	4.9 meters
Exceeding 11,000 Volts but not exceeding 33,000 Volts	5.8 meters	4.9 meters
Exceeding 33,000 Volts but not exceeding 132,000 Volts	7.0 meters	7.0 meters
Exceeding 132,000 Volts but not exceeding 220,000 Volts	7.3 meters	7.3 meters

UNSAFE CLEARANCES FROM BUILDINGS OR STRUCTURES

Column 1 <i>Nominal Voltages</i>	Column 2 <i>Distance from Line</i>	Column 3 <i>Clearance from Trees</i>
Not exceeding 600Volts	1.5meters	4.6 meters
Exceeding 600 Volts but not exceeding 11,000 Volts	3.7 meters	4.9 meters
Exceeding 11,000 Volts but not exceeding 33,000 Volts	3.7 meters	4.9 meters
Exceeding 33,000 Volts but not exceeding 132,000 Volts	11.9 meters	7.0 meters
Exceeding 132,000 Volts but not exceeding 220,000 Volts	14.3 meters	7.3 meters