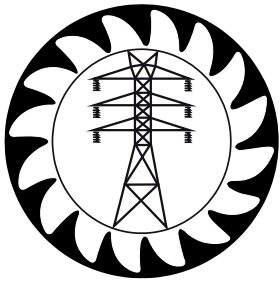


**CEYLON ELECTRICITY BOARD**

**Distribution Division 01**  
**Licence No: *EL/D/09-003***

# Supply Services Code



July 2014

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## Definitions and abbreviations

TERM	DEFINITION
Accredited Electrician	A person qualified and experienced in design, installation and testing the electricity distribution system of Retail Customers, accredited by a due process established by the Distribution Licensee. A list of Accredited Electricians shall be available for the information of Customers, upon request and would be published in the Licensee's website.
Accredited Chartered Electrical Engineer	A person qualified and experienced in design, installation and testing the electricity distribution systems of Retail and Bulk Customers, accredited by a due process established by the Distribution Licensee. A list of Accredited Chartered Electrical Engineer shall be available for the information of Customers, upon request and would be published in the Licensee's website.
AEE	Area Electrical Engineer
AGM	Additional General Manager
Charges	Approved charges, Licensee is permitted to levy from Customers, prospective Customers and the general public for carrying out work requested by them.
Apparatus	All equipment in which electrical conductors are used, supported or of which they may form part.
Breakdown	An occurrence relating to equipment of the supply system which prevents its normal functioning
Bulk 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
CEB	Ceylon Electricity Board, established by the Ceylon Electricity Board Act, No. 17 of 1969
CEB Id	Ceylon Electricity Board Identity Card
CEE	Chief Electrical Engineer
Consumer	A Consumer of electricity in Sri Lanka and includes a prospective Consumer.
Contract Demand	Maximum real (kW) or apparent (kVA) power demand agreed to be supplied by the Licensee/Supplier as stated in the declaration made by the Customer.
CT	Current Transformer
Customer	Means a Tariff Customer
Demand	The requirement for active power and reactive power unless otherwise stated
DGM	Deputy General Manager
Disconnect	The act of physically separating User's (or Customer's) equipment from the Distribution Licensee's system.
Disconnection Notice	A demand in writing for the payment of the charges due or a notice by the distribution licensee requiring the tariff customer to cease to use the appliances which interfere with electricity supplied to another customer

<b>TERM</b>	<b>DEFINITION</b>
Distribution Area	An operating unit within a Distribution Province, which is headed by an Area Electrical Engineer
Distribution Licensee	A person who has been granted a Distribution Licence by the Public Utilities Commission of Sri Lanka, under Sri Lanka Electricity Act, No. 20 of 2009
Distribution Province	An operating unit within a Distribution Division, which is demarcated geographically (as a province) and headed by Deputy General Manager
Distribution Division	The geographical area of operation of a Distribution Licensee of CEB and is headed by Additional General Manager
Distribution System	The system consisting of lines owned and/or operated by a Distribution Licensee for the purposes of distribution of electricity from a grid substation to another substation, or to or from any External Interconnection, or to deliver to Customers, including any plant and Apparatus and meters owned or used by the Distribution Licensee in connection with the distribution of electricity.
ECSC	Electricity Consumer Services Centre
EE	Electrical Engineer
Electric Line	Any line whether underground or over ground which is used for carrying electricity for any purpose and includes, unless the context otherwise requires- a) any support for any such line, including but not limited to, any structure, pole or other thing in, on, by or from which any such line is or may be supported, carried or suspended; b) any apparatus connected to any such line for the purpose of carrying electricity; and c) any wire, cable, tube, pipe or other similar thing (including its casing, insulator or coating) which surrounds or supports or is surrounded or supported by or is installed in close proximity to or is supported, carried or suspended in association with, any such line
Electric Plant	Any plant, equipment, apparatus or appliance used for or for the purposes connected with, the generation, transmission, distribution or supply of electricity, other than an Electric Line or an electrical appliance under the control of the Consumer
Energy	Quantity of electrical energy measured in units equal to one Kilowatt hour (kWh) or multiples thereof such as: 1000 Wh = 1 kWh 1000 kWh = 1 MWh 1000 MWh = 1 GWh

<b>TERM</b>	<b>DEFINITION</b>
ES	Electrical Superintendent
GM	General Manager of Ceylon Electricity Board
High Voltage or HV	Voltage above (and excluding) 33,000 Volt
External Interconnection	A connection to a network outside the network of a Licensee
kV	kilovolt or 1000 volt
kVA	kilovolt ampere
kWh	Kilowatt hour
Licensee	Licensee or License Holder is a person or business entity to whom a License or Authorization is issued by PUCSL, under the Public Utilities Commission of Sri Lanka Act No 35 of 2002 and Sri Lanka Electricity Act No 20 of 2009, for carrying out Generation, Transmission, Distribution and Supply of electrical energy.
Load	The Active and Reactive Power, as the context requires, generated, transmitted or distributed, and all similar terms shall be construed accordingly.
Low Voltage or LV	Nominal voltage exceeding 50 Volt and not exceeding 1000 Volt
NIC	National Identity Card
MCCB	Moulded Case Circuit Breaker
MCB	Miniature Circuit Breaker
Medium Voltage or MV	Nominal voltage exceeding 1000 Volt and not exceeding (and including) 33,000 Volt
Meter	An electricity meter or energy meter is a device that measures the amount of electric energy consumed by a residence, business, or an electrically powered device
Metering	Tariff Metering and Operational Metering
MVA	Mega Volt Ampere = 1000 kVA
POS	Point of Sale
PPM	Programmable Polyphase Meter
Power Factor	Ratio of active power (kW) to apparent power (kVA)
PSD	President's Security Division
PUCSL	Public Utilities Commission of Sri Lanka incorporated under PUCSL Act No 35 of 2002.
R & D	Research and Development
Reactive Power or MVar	The product of voltage and current and the sine of the phase angle between them measured in units of volt-amperes reactive (Var) and standard multiples thereof i.e. 1000 VAr = 1kVAr 1000 kVAr = 1MVar
Requisite Period	In the case of premises which are used wholly or mainly for domestic purposes, a period of not less than ten days after either the making by the distribution licensee of a

TERM	DEFINITION
	demand in writing for the payment of the charges due or a notice by the distribution licensee requiring the tariff customer to cease to use the appliances which interfere with electricity supplied to another customer and in the case of any other premises, a period of ten days after the making of such a demand.
Retail Customer	A Consumer who has under a standard tariff agreement, agreed to use not more than 42kVA at LV
SIM	Subscriber Identification Module
SLEA	Sri Lanka Electricity Act, no 20 of 2009 as amended
SEA	Sri Lanka Sustainable Energy Authority.
Electricity Bill	A monthly bill issued by the CEB for the consumption of electricity of the Customer, which includes the statement of accounts and several other relevant information
Substation	An assembly of equipment including any necessary housing for the conversion, transformation, switching or control of electrical power.
Tariff Customer	A person/Consumer who requires a supply of electricity from the CEB in terms of the Sri Lanka Electricity Act No. 20 of 2009 and is supplied by the CEB.
TDT	Time of the Day Tariff
VAr	A single unit of Reactive Power (Volt-Ampere reactive)
Wayleave	Such interest in the land as consists of a right of a 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, maintaining, adjusting, repairing, altering, removing or replacing such electric line.

## **Preamble**

This is the Supply Services Code (SSC) provided by Distribution Division 01 in accordance with Section 18 (b) of the Sri Lanka Electricity Act, No. 20 of 2009 and Condition 33 of the Electricity Distribution and Supply Licence No.EL/D/09-003. It represents the code of practice that governs the services provided by us, and is a guide to our processes and procedures. In supplying or offering terms for supply, we will not show undue preference, discrimination and the terms will not be unduly onerous.

This code does not replace the laws and regulations applicable to us, which govern our work. In the event of any inconsistency between the laws or regulations and this code, the former will prevail.

This code is based on the provisions of the Sri Lanka Electricity Act, No 20 of 2009, as amended, and the prevailing regulations, rules, methodologies, guidelines and other codes made under same and would need to be revised over time to reflect the changes to same. We will keep you informed of any such changes, as and when they are introduced.

## **1. The organization of your service provider**

The Distribution System of the Ceylon Electricity Board (CEB) is divided into four distribution Divisions. Each Distribution Division is managed by an Additional General Manager. A Distribution Division comprises of several Distribution Provinces and Distribution Areas, but the boundaries of these Distribution Provinces may not necessarily coincide with the boundaries of administrative provinces of Sri Lanka. A Distribution Province is managed by a Deputy General Manager while an Area is managed by either a Chief Electrical Engineer or an Electrical Engineer, generally referred to as the Area Electrical Engineer.

Customer and Consumer matters are generally attended to 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 attended to at the Distribution Provincial office, while matters such as new electricity Customer connection enquiries and Consumer Breakdown complaints are attended to at Electricity Consumer Service Centers (ECSC), which are headed by an Electrical superintendent. These services are attended to in a different manner in the Colombo City, whereas Control Centre attends to all Breakdown complaints and High Tension operations.

Distribution Provinces coming under Distribution Division 01 of the CEB are identified below.

### Distribution Division 1

- 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, Mullaithev, Vavuniya & Jaffna Districts.



## **2. How to contact your service provider**

A detailed list of all the Area Offices and ECSCs along with their addresses and telephone numbers in respect of each distribution province is provided in **Annex 1**. These contact details are also available on the CEB website [www.ceb.lk](http://www.ceb.lk), and can be provided on request.

### **Contact details for Enquiries and Complaints (including breakdowns)**

Enquiries and complaints, including breakdown are attended to by the respective ECSC, Area office or provincial call centres.

The telephone number to be used in case of a complaint including Breakdown is printed on the front lower portion of the monthly Electricity Bill.

The Breakdown services as well as the enquiry services are operated free-of-charge. Any change to the address and telephone numbers of the above enquiry service will be displayed in the monthly Electricity Bill.

### **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 lodge any complaint about the services of CEB at this call centre. The telephone numbers of the call centre are:

#### **Hot Line1987**

A separate control centre is maintained at Maligawatta for receiving Breakdown complaints and operational calls in respect of the Colombo City. This centre has a computerized system to handle Breakdown 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

### 3. New Connections, Disconnections and Re-connections

#### 3.1 Supply of electricity

Subject to certain exemption from our duty to connect and supply electricity stipulated in the SLEA, upon any request by the owner or occupier of any premises within our Distribution Division, we shall connect, supply and maintain the supply of electricity to those premises on the basis of a standard tariff agreement. We will inform all Consumers, of the requirements which have to be satisfied in order to obtain a supply of electricity. We shall avoid any undue preference or undue discrimination in the connection of any premises. The owner or occupier of any premises, which is situated within fifty meter from any distribution line or which could be connected to a distribution line by an electric line supplied and laid by the owner or occupier of the premises, may request for a supply of electricity, and shall inform us of:

- (a) the premises at which the supply is required;
- (b) the purpose for which electricity is to be used in those premises;
- (c) the day (not being earlier than a reasonable time after the distribution licensee is informed of a person's requirement) on which the supply is required to commence;
- (d) the maximum power which may be required at any time and
- (e) the minimum period for which the supply is required to be given,

or any additional information as imposed from time to time by Regulations under Section 25 (5) of the Sri Lanka Electricity Act, No. 20 of 2009, as amended.

After receiving a request, if a supply of electricity has not been provided to such premises or the giving of the supply requires the provision of electric lines or electric plant or both or, we shall give a notice stating the extent to which the proposals specified in the request are acceptable and specify any counter-proposals, tariff payable, payment required to defray the cost of providing any electric line or electric plant and supply of electricity (cost estimate), any other terms and conditions which person may be required to accept.

We provide new connections to prospective Tariff Customers at standardized contractual Demands as per the Charges. Details of the standardized contractual Demands are given in **Annex 2**.

#### 3.1.2 Request for supply of electricity (Retail Customers & Bulk Customers)

- a. In the case of a retail supply of electricity, the owner or occupier of any premises within our Authorized Area, may make a request at the nearest ECSC by submitting a duly filled standard application form, which is issued free of charge. The prospective Retail Customer maybe required to provide documents to establish the ownership or occupancy of the premises, where the connection is required. Please contact your Area Electrical Engineer for more details. The document titled "Instructions to New Connection Applicants" and a sample of the standard application form is given in **Annex 3**. However if the Customer is liable for the payment of any overdue Charges with respect to a connection of

electricity supply to the same premises or any other premises, his new connection may be refused.

- b. In the case of a bulk supply of electricity, the owner or the occupier of the premises within our Authorized Area may apply for a supply of electricity from the relevant Area Electrical Engineer. The cost estimate and the security deposit will be prepared by the Provincial Commercial Engineer or the staff under his/ her authority and issued by Area Electrical Engineer. All other requirements and procedures applicable to a retail supply of electricity remain the same.

Alternatively, if more convenient to and at the discretion of the owner or occupier of the premises, an application for a bulk supply of electricity, where the Contract Demand shall not exceed 1MVA and an application for a bulk supply of electricity where the Contract Demand shall exceed 1MVA, may be applied from the relevant Provincial DGM or the DGM (Commercial & Corporate) respectively.

- c. An application for a bulk supply of electricity at 132kV or above, is provided by the transmission Licensee of the CEB and is not covered under this code. If the applicant requires a bulk supply of electricity at 132kV or above, the application should be referred to the General Manager of the CEB.
- d. The applicant will be provided the option to fell or lop any tree(s) or cut back roots of any trees (on the applicant's land) that may obstruct or interfere with the installation, maintenance or working of any electric line or plant to be installed for the purpose of connecting and supplying electricity to his or her premises. If not, with the agreement of the applicant, we will undertake to carry out same and recover relevant charges from the applicant.
- e. We will obtain the Wayleave, if it is necessary to install and keep installed an electric line on, under or over any land (other than the premises for which the supply is required). However, the cost of obtaining the Wayleave will be recovered from the applicant (for details on obtaining Wayleave, please refer Section 15).
- f. Our authorized officers will visit the premises to take measurements and assess the potential electricity usage in order to prepare the cost estimate. For any additional visit(s) required for the same due to non-fulfillment of the requirements specified in the standard application form on the part of the applicant, an additional charge for testing and inspection according to the Charges approved by the Commission will need to be paid by the Customer.
- g. We will give a notice stating the extent to which the proposals specified in the request are acceptable and specify any counter-proposals, tariff payable, payment required to defray the cost of providing any electric line or electric plant and supply of electricity (cost estimate), any other terms and conditions.
- h. The notice (inclusive of the cost estimate) will be given within a period of ten (10) working days from the date of the application for a retail supply of electricity, within a period of fifteen (15) working days for a bulk supply of electricity where the Contact Demand shall not exceed 1MVA , and within a period of twenty (20) working days for a bulk supply of electricity where the Contact Demand more than 1MVA . The cost estimate will indicate the cost of providing the supply of electricity and the security deposit if required as well as

any further requirements to be fulfilled by the applicant before providing the supply of electricity. A standard tariff agreement for the supply of electricity also needs to be signed by the prospective Customer. A sample format of the said agreement is given in **Annex 4**.

- i. If a cost estimate cannot be given within the time periods identified above due to the applicant's inability to provide the requisite information specified under Section 3.1 above, non-availability of a Distribution System or any other reason, the applicant will be informed of such reason within such period.
- j. The cost estimate will be prepared on the basis of the Charges approved by the Commission, and would be valid for at least 30 days or until such time the Charges are revised by the Commission on or before 31<sup>st</sup> December of that particular year or until the Commission approves the Charges for the following year (whichever period is longer). However, the said period of validity will not apply to cost components that are not identified in the Charges, and the period of validity for such items will be based on that which is imposed by the respective 3rd party. In order to obtain the supply of electricity, the applicant is required to pay the estimated costs and if requested the security deposit. If the applicant does not have a sufficient means to defray the expenses incurred by the distribution licensee, he can request us to recover the cost in reasonable monthly instalments along with the tariff and other charges.
- k. However, before making the payment, the applicant is required to complete the internal wiring to the satisfaction of Distribution Division 01.i.e. the internal wiring must comply with the Institution of Electrical Engineers Wiring Regulations (IEE Wiring Regulations) or such other requirement relating to safety as prescribed under the provisions of the Sri Lanka Electricity Act, No.20 of 2009 as well as fulfill all the other requirements indicated in the cost estimate, such as the erection of the service bracket, provision of space for installation of the service cut-out/MCB/MCCB/Bus Bars or any other switchgear and Meter(s) etc.
- l. Effective from 1<sup>st</sup> January 2016, for a retail supply of electricity, the applicant is required to provide an Installation Test Report on the internal wiring, certified by an Accredited Electrician registered with the CEB. Whereas, for a bulk supply of electricity, the applicant is required to provide an Installation Test Report on the internal wiring, certified by an Accredited Chartered Electrical Engineer registered with the CEB. However, the CEB reserves the right to test the Customer's electrical installation.
- m. If the applicant has fulfilled all the requirements specified under Section 3.1.1, we will provide a retail supply of electricity within ten (10) working days and a bulk supply of electricity within forty (40) working days from the date of payment, unless the supply of electricity requires the procurement of materials or labor and/or involves construction works that are not identified in the Charges, which shall be indicated in the in the notice along with the period of time required for same.
- n. During the process of providing the supply of electricity, if the applicant is unable to fulfill any of the requirements in the notice, he/she can request for a withdrawal or cancelation of the application, we will refund the payment made

by the applicant within ten (10) working days, after deducting the costs incurred up to that point. In the case of an underground supply of electricity in areas like the Colombo City, the applicant may also be required to ensure that the requirements of the Municipal authorities, Police and other relevant authorities are also fulfilled before the cost estimate for the supply of electricity is paid.

- o. If the supply of electricity cannot be provided due to any circumstances outside the control of the Distribution Division 01, the payment made by the applicant will be refunded after deducting the costs incurred up to that point. If the Licensee is unable to provide the connection by the stipulated period due to an inability of the licensee and any time thereafter if the applicant withdraws the application and requests for a refund, Distribution Division 01 will refund the payment made by the applicant after deducting the costs incurred up to that point. If the period between the date of payment and such date of refund is more than 90 days, the Customer will be paid interest on the amount of refund for the period starting from date of payment at an interest rate approved by the Commission.
- p. If a supply of electricity cannot be provided for any of the above reasons, outside the control of the Distribution Division 01, the Distribution Division 01 shall not be held responsible in any manner for any consequences arising from such a situation.

### 3.1.3 Temporary Supply of Electricity

The owner or occupier of any premises may request for a temporary supply of electricity for a short or long duration depending on the need. Such a temporary supply of electricity is not usually extended beyond the period for which it was initially provided.

#### 3.1.3.1 Temporary Supply of Electricity for a Short Duration

A temporary supply of electricity may be requested by the owner or occupier of any premises for domestic functions such as weddings, funerals, religious ceremonies etc., for a duration of up to two weeks. The application for a temporary supply of electricity for a domestic function and short duration may be submitted to the respective Area Electrical Engineer, and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity.

Alternatively, a temporary supply of electricity may be provided by an extension from an existing supply of electricity nearby with the consent and at the expense of the owner or occupier (Customer) of the premises from which the extension is sought. However, prior to the provision of such an extension, any outstanding payments in the respective Electricity Bill should be settled. Once all the requirements are fulfilled, the Area Electrical Engineer will approve the temporary connection to the proposed premises by extension.

A temporary supply of electricity may be requested by the owner or occupier of any premises for public functions such as musical shows, exhibitions, political rallies etc., for a duration of up to one month. The application for a temporary supply of electricity for a public function and short duration may be submitted to the Area Electrical Engineer, and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity. In such cases, a safe place should be provided for our metering and terminal equipment.

- a. Except for an extension from an existing supply of electricity, execution of an agreement and payment of a security deposit may be required and, from 1<sup>st</sup> January 2015, an electricity account will be opened. At the end of the period, a statement will be issued indicating units consumed, billed amount, deposit, and amount recovered or refunded, on the basis of General Purpose Tariff. The estimated costs of providing the supply of electricity will be based on the Charges approved by the Commission.
- b. The owner or occupier of the premises requesting the supply of electricity should ensure that the electrical installation is safe for use and does not cause any danger to the public as per the relevant regulations, and effective from 1<sup>st</sup> January 2016 that the temporary wiring installation is certified by an Accredited Electrician or an Accredited Chartered Electrical Engineer registered with the CEB, as the case may be. However, the CEB reserves the right to test the Customer's electrical installation.

### 3.1.3.2 Temporary Supply of electricity for a Long Duration

A temporary supply of electricity may be requested by the owner or occupier of any premises for a construction of a house or any other building for a period of up to two years, which may be converted to a permanent supply of electricity, after the construction work is finished. The application for a temporary supply of electricity for construction purposes for a long duration may be submitted to Area Electrical Engineer and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity. Although categorized as a temporary supply of electricity, the Customer account will be administered similar to a permanent supply of electricity i.e. an electricity account will be opened and monthly Electricity Bill will be issued on the basis of 'General Purpose Tariff'. The temporary supply of electricity will be converted in to a permanent supply of electricity under the applicable tariff at the end of the period of construction, once all the requirements applicable to a new supply of electricity described earlier in 3.1.1 are fulfilled.

- a. A temporary supply of electricity may also be requested by the owner or occupier of any premises for a construction of a dam, tunnel or bridge etc. for a period of up to five years, which may not be converted to a permanent supply of electricity, after the construction work is finished. Application for a temporary supply of electricity for a construction purposes for a long duration may be submitted to the Area Electrical Engineer and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity. Although categorized as a temporary supply of electricity, the Customer account will be administered similar to a permanent supply of electricity i.e. an electricity account will be opened and monthly Electricity Bills will be issued on the basis of the 'General Purpose Tariff'. The temporary supply of electricity will be terminated at the end of the period of construction.
- b. The owner or occupier of the premises, requesting the supply of electricity should ensure that the electrical installation is safe for use and does not cause any danger to the public, as per relevant regulations, and effective from 1<sup>st</sup> January 2016 that the temporary wiring installation is certified by an Accredited Electrician or an Accredited Chartered Electrical Engineer registered with CEB, as the case may be. However, the CEB reserves the right to test the Customer's electrical installation.
- c. The charges applicable for providing a temporary supply of electricity for a Long Duration will be the same as that for a permanent supply of electricity.

### 3.1.4 Street Lamps

You may contact the respective Local Authority or the Area Electrical Engineer for advice regarding the supply of electricity for street lamps. The Local Authority is required to facilitate the supply of electricity for street lamps in accordance with applicable procedures stipulated by the relevant authority.

### 3.1.5 Changes to the Customer's data, transfer of account or change of tariff category.

Changes to data pertaining to the Customer, in the Electricity Bill, such as the name (not transfer of account), residential address or mailing address etc., may be requested by the Customer in writing from the Area Electrical Engineer.

Changes to the standard tariff agreement, such as the transfer of the account or change of tariff category etc. need to be requested from the Area Electrical Engineer by the Tariff Customer by submitting an application in a prescribed form along with the payment of the Charges approved by the Commission.

### 3.2 Disconnection of the supply of electricity

- 3.2.1 The supply of electricity is liable to be disconnected, discontinued or cut-off, as the case may be, upon occurrence of one or more of the following:
- a. On a request made by the Customer(as provided in the standard tariff agreement ), where such Customer has settled all dues and provided at least two working days prior notice given to the Distribution Division 01. When all charges are settled, the account will be closed and the deposit will be refunded.
  - b. Non-payment of the deposit within seven days of the notice informing the Customer of any revision of the security deposit by the Distribution Division 01.
  - c. Has not within the Requisite Period, paid all charges due to the Distribution Division 01 in respect of the supply of electricity to any premises, or the provision of any electricity meter, electric line or electric plant for the purpose of that supplyor paid the monthly instalments due for the Requisite Period according to the agreement between the licensee and the customer. However the supply will not be cutoff on holidays, weekends, or after working hours.
  - d. Failure to comply with a notice issued by the Distribution Division 01, requiring the Customer to cease using any appliance, which unduly or improperly interferes with the supply of electricity by the Distribution Division 01 to any other Consumer. A period of not less than 10 days will be provided to rectify the matter before cutting off the supply of electricity.
  - e. Use of electricity in a dangerous and unsafe manner which can cause injury to the Customer or the public in general as provided in regulations prescribed under the provisions of the Sri Lanka Electricity Act, No. 20 of 2009;
  - f. Intentionally or negligently damages or causes to be damaged any Electric Line or Electric Plant or domestic electricity supply equipment belonging to or operated by the Distribution Division 01, which according to the provisions of the of the Sri Lanka electricity Act, No. 20 of 2009, is recognized as an offence punishable after a summary trial before a Magistrate Court.
  - g. Upon conviction in courts for intentionally or negligently preventing the meter from duly registering the quantity of electricity supplied through that meter. According to the provisions of the Sri Lanka Electricity Act No.20 of 2009,this



is recognized as an offence and is punishable after a summary trial before a Magistrate Court

- 3.2.2 The supply of electricity will be disconnected under the circumstances mentioned above. However, the Customer or in his or her absent, any other person at the premises will be served a notice containing the reasons for the disconnection and the requirements to be fulfilled for reconnection of supply of electricity, before the supply is disconnected

### 3.3 Re-Connection of the supply of electricity

The supply of electricity, which has been disconnected, will be resumed, upon the occurrence of the following:

- a. Where the discontinuation was due to non-payment of the security deposit, the supply of electricity will be restored within two working days after the payment of the security deposit.
- b. Where the cut-off was due to non-payment of the charges due to the Distribution Division 01, supply of electricity will be resumed within 02 working days after the payment of the charges payable including the reconnection fee approved by the Commission.
- c. Where the cut-off was due to failure of a Customer to comply with a notice from the licensee requiring him or her to cease using any appliance which interferes with the supply of electricity to any other consumer, the supply of electricity will be restored within 02 working days after the Customer ceased using such appliance.
- d. Where the disconnection was due to the use of electricity in a dangerous and unsafe manner, as provided in regulations prescribed under the provisions of the Sri Lanka Electricity Act, No. 20 of 2009, the supply will be restored as soon as practicable once the Distribution Division 01 is satisfied that no such danger exists.

## **4. Security deposits in respect of supply**

### **4.1 Security Deposit**

We may request, by notice in writing a Security Deposit from Customers, equal to an amount of 02 months assessed average consumption, prior to giving the supply or later depending on your payment pattern or change in the standard tariff agreement related to Customer category, Contract Demand etc. Similarly, we may revise the amount of the deposit from time to time to keep in line with your electricity consumption/ payment pattern.

### **4.2 Interest on the security deposit**

From 1<sup>st</sup> January 2016, Customers will be paid interest on the security deposit obtained, if any. For retail supply of electricity, the interest will be calculated on 31<sup>st</sup> December of every year (or in special circumstances such as termination of agreement, any early date as applicable) at an interest rate approved by the Commission and credited to the Customer account. For bulk supply of electricity, the interest will be calculated on the last day of every month (or in special circumstances such as termination of agreement, any early date as applicable) at an interest rate approved by the Commission and credited to the Customer account.

### **4.3 Refund of the deposit**

The deposit will be refunded to Customers along with any applicable interest, when the standard tariff agreement is terminated after deducting amounts due. In case of transferring of Customer account, the deposit will be transferred to the new Customer's account on consent of the account holder. Please retain the original Paying In Voucher (PIV) with you as evidence to the Security Deposit you made.

## 5. Electricity Bill

- 5.1 The quantity of electricity supplied to a consumer is ascertained by an appropriate meter installed on the consumer's premises and the consumer is charged by reference to the quantity so ascertained. The register of electricity meter is ascertained and an electricity bill (containing the statement of account) is issued once in every thirty (30) days (a sample electricity bill is given in **Annex 5**). However, due to practical reasons, ascertaining the register of electricity meters may take place three (3) days prior to or after the 30th day (within a time period of twenty seven (27) days to thirty three (33) days) from the last reading. In such situations, the Customer's monthly charge is adjusted, by prorating the tariff blocks (in the case of Domestic and Religious consumers) to coincide with the number of days in the billing period, so that the Customer is least affected by the period of ascertaining the registry of the meter. The computation of the charges for the period indicated in the electricity bill can be verified by using the tariff calculator available on our website ([www.ceb.lk](http://www.ceb.lk))
- 5.2 The electricity bill contains a statement of account' showing the billing period, brought forward balance from the previous period, payments made since the date of previous electricity bill, electricity consumption (units) during the period and corresponding charges, and any other charges due from the consumer, payment due date and a payment voucher for the payment.
- 5.3 The electricity bill also contain details of consumption containing the previous date of ascertaining the register of electricity meter and corresponding kWh reading on the electricity Meter, the current date of ascertaining the registry of electricity Meter and corresponding kWh reading on the electricity Meter and electricity (kWh) consumed during the current billing period. The current date of ascertaining the registry of electricity Meter and the corresponding kWh reading on the electricity Meter as well as the corresponding charges due (for the current billing period) from the Consumer are inserted by the meter reader when issuing the bill, while all the other information are printed on the bill. The information on prevailing electricity tariffs and the methodology of calculating the electricity bill can be obtained from any of our ECSC or our website ([www.ceb.lk](http://www.ceb.lk)). Any revisions to the prevailing electricity tariffs will be published on mass media and consumers will be informed of any such revisions via a notice printed on the electricity bill.
- 5.4 In the normal course of business, we may estimate the amount of electricity consumed by a consumer and recover charges accordingly. Accordingly an electricity bill may be issued based on the estimated consumption for a particular billing period. This is due to the failure of meter reader gaining access to the electricity meter installed on a consumer's premises, unfavorable weather conditions or due to our inability to ascertain the register of electricity meter within the specified period (i.e. 27 to 33 days from the last date of reading). However, any such estimated consumption of electricity will be confirmed by a meter reading within a reasonable period of time.

We may also estimate consumption and recover charges, in the events of a meter being proved to register consumption incorrectly the malfunction of any meter or

any person altering the register of any meter used for measuring the quantity of electricity supplied to any premises. In such events, the Consumers will have to pay for any electricity consumed in accordance with our estimate or as otherwise determined in accordance with the provisions relating dispute resolution (please refer the section on ‘Consumer complaint handling procedure’ for the procedure we adopt to attempt to resolve any dispute that may arise between us and a consumer or any other affected party).

- 5.5 The methodology that we adopt in estimating your consumption of electricity (in all the above instances) has been approved by the PUCSL and is presented as **Annex 6** to this Code. You may obtain any clarification on the said methodology from us.
- 5.6 In addition to the statement of account and details of electricity consumption, the following information, at minimum, will be provided in the electricity bill issued to Customers:
  - a. account number
  - b. respective area office
  - c. tariff category
  - d. how to contact us in the case of a supply breakdown
  - e. how and whom to be contacted to obtain details/clarifications on the statement of account and details of consumption
  - f. means available for settling the charges due
  - g. contact details and opening hours of the relevant customer service center/area engineer’s office
- 5.7 Also, from time to time, you will be provided information on electricity tariffs and upcoming revisions to same, guidance on efficient use of electricity etc. in the electricity bill.
- 5.8 It may take up to sixty (60) days to issue the initial electricity bill upon provision of a new supply connection. In case we fail to do so, the Consumer will be provided a facility to settle the charges due for the relevant periods (for which electricity bills were not issued) in monthly installments without any interest.

## 6. Payment of Electricity Bills

- 6.1 Retail Customers are provided a grace period of thirty (30) days from the date of issuing of the monthly Electricity Bill to pay the charges for the period indicated therein in order to avoid charging of interest and disconnection of the supply of the electricity.
- a. If the outstanding balance is not settled within thirty (30) days of issuing the Electricity Bill, interest will be charged on the outstanding amount at a rate approved by the Commission for the period starting from the thirty first (31<sup>st</sup>) day from the date of issuing the bill until the early of the date of disconnection or the date of settlement.
  - b. Also, a Disconnection Notice will be issued if the outstanding amount is not settled within the thirty (30) days of the date of the Electricity Bill. The supply will be cut-off in case the charges are not settled within the Requisite Period of not less than ten (10) days indicated in the Disconnection Notice. (for details please refer Section 3.2)
  - c. If the supply has been cut-off, a reconnection processing charge will be imposed according to the approved Charges.
  - d. The supply of electricity will be resumed within two working days only upon the payment of the outstanding amount, the interest expenses of and reconnecting the supply and the security deposit, if requested (see Section 3.3).
- 6.2 Bulk Customers are provided a grace period of fifteen (15) days from date of issuing monthly the Electricity Bill to pay the charges for the period in order to avoid charging of interest and disconnection of supply of electricity.
- a. If the outstanding balance is not settled within fifteen (15) days of issuing the electricity bill, interest will be charged on the outstanding amount at a rate approved by the Commission for the period starting from the sixteenth (16) day from date of issuing the bill until the early of the date of disconnection or the date of settlement.
  - b. Also, a Disconnection Notice will be issued if the charges are not settled within the thirty (30) days of the date of issuing the Electricity Bill. The supply of electricity will be cut-off in case the charges are not settled within the Requisite Period of not less than ten (10) days indicated in the Disconnection Notice. (for details please refer Section 3.2)
  - c. If the supply has been cut-off, a reconnection processing charge will be imposed according to the approved Charges.
  - d. The supply of electricity will be resumed within two working days, only upon payment of the outstanding amount, the interest , expenses of reconnecting the supply and the security deposit, if requested (see 3.3)
- 6.3 We recommend that Customers pay the charges due in their Electricity Bill at the *Distribution Division 01's* Point of Sale (POS) counters due to following advantages.

6.3.2 Payment details are available online in the CEB POS system

6.3.3 Payment is credited to the Customer's account at the end of the same day.

- 6.3.4 Customer will be issued an acknowledgement of the payment on the Electricity Bill with the following details.
- a. Date
  - b. Account Number
  - c. Name of the Customer
  - d. Payment Mode (Cash/ Cheque / Draft/ Credit card/ Online through CEB website ([www.ceb.lk](http://www.ceb.lk)))
  - e. Amount paid
  - f. Identification of payment counter
- 6.4 The charges due in the Electricity Bill can be paid at CEB POS counters located at the CEB Head Office, some Provincial offices, some Area offices and at some branches of the People's Bank. A list of bill payment options is available at our website ([www.ceb.lk](http://www.ceb.lk))
- 6.5 The charges due in the Electricity Bill can also be paid at most of the other Banks Post Offices and many Supermarkets. Customers can obtain information regarding payment locations from their Area Electrical Engineers. Payment locations are given on the reverse side of the Electricity Bill.
- 6.6 Customers can contact their respective Area Electrical Engineer with regard to any query relating to the payments of charges in the Electricity Bill.

## **7. Consumers in default**

- 7.1 Customers are informed of their electricity consumption, by a way of the Electricity Bill. The duration between two meter readings which constitute the statement period, is usually 30 days. The adjustment required for any variation of the statement period is made by the meter reader when the Electricity Bill is issued. Retail Customers and Bulk Customers are provided a grace period of thirty (30) days and fifteen (15) days, respectively, to pay the charges for the period indicated in the Statement of Account.
- 7.2 If the charge for the period identified in the Electricity Bill is not paid in full within the grace period stipulated therein, interest will be charged monthly on the total outstanding amount at a rate and for the period approved by the Commission.
- 7.3 In addition a Disconnection Notice i. e. intention to cut-off supply may be issued in writing providing a period of not less than ten days i. e. Requisite Period to pay all charges due to the Distribution Division 01 in respect of the supply of electricity to any premises or the provision of any electricity meter, electric line or electric plant for the purpose of the supply.
- 7.4 If all the charges due are not paid within the Requisite Period, we may cut-off the supply of electricity. However, the supply of electricity will not be cut-off after working hours on weekdays or on weekends and holidays.
- 7.5 The supply of electricity shall be resumed within two working days only upon the payment of amount in default, expenses of disconnecting and reconnecting and the security deposit, if requested.
- 7.6 At present, there are no concessionary payment schemes available for Retail Customers who are in default for more than thirty (30) days and for Bulk Customers who are in default for more than fifteen (15) days.



## **8. 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 any of the following from the relevant Area Electrical Engineer:

- a. A pre-payment meter, if such facilities are available;
- b. Re-positioning of the meter, which will be undertaken and subject to accessibility of the meter by the meter reader, after payment of the cost estimate;
- c. Advice on the use of electricity and energy conservation
- d. The charges for the above will depend on the nature of the service and the Charges approved by the Commission.

## 9. Consumer complaint handling procedure

- 9.1 Any complaint regarding the supply of electricity can be made at the respective E-City or Area Engineer's Office. Complaints may be made verbally (over the telephone or by visiting our offices) or in writing (by visiting, via post, fax or email).
- 9.2 All complaints will be acknowledged and a reference number will be provided:
- (a) via post, within five (5) working days of receiving the complaint – if the complaint has been lodged by post or by fax (you can call us and obtain the reference number, if you are not in receipt of the same after two (2) working days);
  - (b) via telephone, at the time of lodging the complaint – if the complaint is being lodged by telephone;
  - (c) via email, within two (2) working days of lodging the complaint – if the complaint has been lodged by email;
  - (d) by hand, at the time of lodging the complaint – if the complaint is being lodged by visiting our office
- Use of our reference number in any subsequent correspondence on the matter, would facilitate us responding to you[faster, quicker or sooner].
- 9.3 Complaints or request for information with respect to Breakdowns can be lodged/made via the contact number stated in the Electricity Bill. However, if no action has been taken within a reasonable time, in respect of such complaint, the consumer may refer the matter to the respective Area Engineer.
- 9.4 All complaints duly made at an E-City or an Area Engineer's Office will be resolved by the respective Area Engineer within fourteen (14) days from the date of the complaint.
- 9.5 If any complaint cannot be resolved within fourteen (14) days, the Consumer will be informed of the reasons why a resolution cannot be provided within such time and the time period that will be taken to resolve the complaint. Nevertheless, a resolution for all the complaints made will be provided within twenty eight (28) days from the date of the complaint.
- 9.6 However, in the event;
- a) a resolution is not provided within fourteen (14) days and the Area Engineer does not inform the Consumer that a resolution cannot be provided within such time (with reasons); or
  - b) the Area Engineer informs the Consumer that the complaint cannot be resolved within fourteen (14) days (with reasons), but does not provide a resolution within twenty eight (28) days; or
  - c) the consumer is in disagreement with the resolution provided by the Area Engineer,

the resulting dispute may be referred by the Consumer to the Deputy General Manager of the Province.

- 9.7 On a reference of any dispute to the Deputy General Manager, he or she will use best efforts to resolve the same through the dispute resolution procedure prescribed by the PUCSL. If the dispute could not be resolved, despite he or she using best efforts to do so, the Deputy General Manager will refer the same to the PUCSL, in terms of the dispute resolution procedure prescribed by the PUCSL.
- 9.8 We will maintain records of all communications (including complaints) received by us and the actions taken regarding same for future reference and monitoring of the Consumer complaint handling procedure by the PUCSL.

## **10.Procedure with respect to entering Customer's premises**

- 10.1 Our authorized staff may visit a Customer's premises from time to time for various matters in connection with the supply of electricity, such as ascertaining the register of the Electricity Meter, restoration of supply in case of breakdown in the supply of electricity, maintenance of Electric Lines, Electric Plant, Felling or lopping trees, energy audits and data collection etc.
- 10.2 They have been issued identity cards by the CEB and will produce evidence of his or her authority for such entry, if required to do. In addition, some of our staff has been provided with official uniforms with the CEB emblem. Persons who have been hired/ contracted (but not employed) by us are always accompanied by an authorized staff of the Distribution Division 01.
- 10.3 Our authorized staff is trained and skilled personnel, and they are able to advise and assist Consumers in matters connected with the supply of electricity.
- 10.4 Customers will be informed in advance about routine visits to their.
- 10.5 In the case of routine work (such as inspecting an electric line or plant and reading or removing an electric meter, etc. our authorized staff may enter any premises from 8 a.m. to 5 p.m. Further, our authorized staff may also enter the premises during such time to discontinue the supply of electricity and to remove the meter where an offence has been committed under i.e. intentionally or negligently damaging an electrical plant, line or meter belonging to us.
- 10.6 For the purpose of placing a new electric line or new electric plant in place of, or in addition to, any existing line or plant, a three (3) days' prior notice will be given to the occupier of the premises. The nature and the extent of the work to be carried out will be specified in the notice. However, in the case of an emergency arising from faults in any electric line or electrical plant, a three (3) days' notice may not be given, but a notice will be given as early as possible.
- 10.7 Any person who requires additional safeguards in entering his or her premises due to security or other reasons, arrangements can be made to provide such safeguards upon request.
- 10.8 We will pay reasonable compensation to the owner of the land or premises for any disturbance, disability or damage that may be caused pursuant to the entry by our authorized officers.
- 10.9 If all reasonable efforts, other than by the use of force to gain entry to the premises for any legitimate purpose(s) prove unsuccessful, we may apply, ex parte, to the Magistrate's Court having jurisdiction over the place where the premises is situated for an order authorizing the Distribution Division 01 or an officer authorized by us to enter the premises by force. Also any cost incurred in obtaining such an order is recoverable as a civil debt from the owner or occupier of the premises to which the order relates.

## **11. Efficient use of electricity**

- 11.1 From time to time, the Distribution Division 01 will distribute informative material on efficient use of electricity and also provide tips on efficient use of electricity printed on the reverse side of the Electricity Bill.
- 11.2 Consumers may make enquiries about the efficient use of electricity from the respective Area Electrical Engineer.
- 11.3 In addition, we will make Consumers aware of any guidance on efficient use of energy notified by the Sri Lanka Sustainable Energy Authority (SLSEA) or the PUCSL.
- 11.4 Consumers may also seek expert opinion on efficient use of electricity from the 'Sustainable Energy Authority' (SEA). (The contact details of SEA could be obtained from the Area Electrical Engineer's Office.)

## **12.Planned & Unplanned Interruptions to the supply of electricity**

- 12.1 Interruption to the supply of electricity may be due to a Breakdown, an unplanned power interruption or a planned power interruption.
- 12.2 In the case of a Breakdown, the Distribution Division 01 has no control over the incident as it is purely accidental. The Consumer is requested to inform the Distribution Division 01 of any Breakdowns as described in Section 2 of this code. This is important as the Distribution Division 01 has no automatic means of identifying Breakdowns, unless it is a large electrical system failure. Also, any person may contact us to obtain information on a breakdown including the cause for such breakdown.
- 12.3 When an electrical system abnormality or any other condition poses a potential threat to the electrical system in particular and to the public in general or when a situation develops which can cause damage to the electrical system, public property or human life, that part of the system may be interrupted either automatically or manually. This kind of situation is referred to as an unplanned interruption and the Distribution Division 01 has no way of informing Consumers about such unplanned interruptions to. Any person may contact us to obtain information on an unplanned interruption including the cause for such interruption.
- 12.4 When operational and maintenance work requires the electrical system to be interrupted, the Distribution Division 01 will carry out planned interruptions. These interruptions will be pre-scheduled and Consumers will be informed about the tentative interruptions either by means of a notice in the print or electronic media, by a public announcement, or by individual notices to affected Customers. The supply will be restored as indicated in such notices.

## 13. Meters

### 13.1 Retail Customers

Retail Customers are provided with electro-mechanical type, Class 2.0 or superior kWh energy meters (single phase or three phase, as the case may be). In some cases, based on our and/or Customer's requirements, Customers are provided with electronic energy meters. The energy meters are installed on the Customer's premises and at a secure location.

The energy meters for Retail Customers are fixed at a convenient and safe location inside the Customer's premises, in such a manner that the Customer is able to read the meter at any time he/ she wishes to do so. In the case of condominiums, the energy meters are fixed at a common location, however the Customer will still be able to read the energy meter at any time he/ she wishes to do so.

### 13.2 Bulk Customers

Bulk Customers are provided within energy meter (kWh) and a maximum demand meter (kVA) (The maximum demand meter measures the maximum power Demand of the Bulk Consumer during an integration period of 15 minutes) and charged under the relevant tariff category. Presently, most of the Bulk Customers are provided with Polyphase Programmable Meters (PPM), which can measure both the energy consumption and the maximum demand. These meters are of Class 1.0 or superior, and the integration period is 15 minutes for kVA measurement. They are usually installed inside a separate enclosure. These meters are usually connected to the Load by a Current Transformer (CT) of either Class 0.5 or Class 0.2 depending on the specific requirements. Three-phase, four wire meters are used for Low Tension-metered Bulk Customers and three-phase, three-wire meters are used for High Tension-metered Bulk Customers. The new PPMs installed at Bulk Customer's premises are programmed for Time of the Day Tariff (TDT) metering, and may have the capability for remote reading. The energy and demand meters for Bulk Customers are fixed inside a secured enclosure, in such a manner that the Customer is able to read the meter at any time he/ she wishes to do so. However, at the time of installation and upon request, meters can be fixed at a convenient location, so as to have viewing facilities inside the secured enclosure. We will also consider retrofitting the viewing facility, at Customers cost, provided retrofitting is practically possible

13.2 Our Meter Testing Laboratory staff, Area Maintenance Units and Energy Management Branch or other authorized officials would undertake testing of meters from time to time.

13.3 Consumers may request us to test the accuracy of the energy meters installed on their premises at any time by paying a meter testing fee approved by the PUCSL. A retail supply meter should work within an accuracy limit of  $\pm 2.5\%$ . If the meter is found to be working outside such accuracy limit, it will be replaced at our cost and the testing fee will be refunded. Also the Customer

will be refunded any amounts over-charged (due to over-registering), in accordance with the methodology for estimation of energy approved by the PUCSL.

- 13.4 All our meter readers are provided with a uniform and an identity card issued by us. Consumers can request our meter readers to prove their identity and authority prior to entering their premises. They are duly trained to read meters, issue the Electricity Bills as well as to inspect meters to check whether they are in proper order for correctly registering the quantity of electricity supplied. However, we suggest that Customers to also verify the meter reading and the date of meter reading, and bring any discrepancy to our notice at the earliest, if a favorable response could not be obtained by informing the same to the meter reader.
- 13.5 We assure that the Customer's premises to which the meter reader visits would be no less secure due to his presence. However, in case any damage is caused to the Customer's property as a result of the visit by our meter reader, we would initiate an inquiry and compensate the customer accordingly, based on a complaint received in that regard.
- 13.6 If any person intentionally or negligently damages or causes to be damaged any electric plant, electric line or any part of any domestic electricity supply equipment (including lines and plant up to and including the electricity meter situated in a consumer's property), he or she shall be guilty of an offence under the SLEA. Hence, the Consumers are advised to take proper care of the meter installed on his/her premises and to immediately inform us of any incident that has (or suspected to have) resulted in any damage to the electricity meter.



## **14. Information about theft, damage and meter interference**

Please note that extraction and improper use of electricity, damaging any electrical line, plant or meter belonging to a Licensee, altering the register of an electricity meter and preventing such meter from duly registering the quantity of electricity supplied are offences under the SLEA, and any person who commits such acts are punishable as prescribed there under. Hence, Consumers are encouraged to provide information regarding such acts committed by persons to the CEB. Such information could be reported to the CEB call centre over our Hotline **1987**.

Where, any such electric plant, electric lines or meters are owned by another person or another Distribution Licensee, we will inform the owners of such theft, damage or any interference of the meter.

## **15. Securing the Grant of Wayleave**

In carrying out the activities authorized by our license granted by the PUCSL, it may be necessary or expedient to install and keep installed an electric line on, under or over a land. In such instance, we are required to obtain Wayleave from the land owner or occupier.

In order to obtain a Wayleave, we will issue a notice in terms of the SLEA to the landowner or occupier. For further details on the procedure being followed in securing the grant of a Wayleave, please refer the Wayleave guidelines issued by the PUCSL given in **Annex 8**.

## **16. Felling or lopping trees, or cutting roots in close proximity to electric lines or electric plants**

Trees or branches of trees that come into contact with electricity lines are a major cause of power failures and can also cause fires and serious accidents. Therefore, minimum safety distances specified by the Regulations on Safety (extracts of the relevant annexure of the Regulations is given in **Annex 9**) needs to be maintained between trees and electricity lines in the vicinity.

It is advisable to arrange for such trees to be trimmed by a professional tree cutter who has experience in working close to electricity lines.

If not, whenever we observe any tree is or will be in close proximity to an electric line or electric plant (which has been installed or is being installed or is to be installed by us) as to obstruct or interfere with the installation, maintenance or working of the line of plant or as to constitute an unacceptable source of danger to public, we will issue a notice to occupier or owner (where the occupier is not the owner) requiring him or her to fell or lop the tree or cut back its roots so as to prevent it from having such interference or danger. Upon complying with the requirements of our notice, the landowner or occupier can recover from us any expenses reasonably incurred by him or her.

In case the landowner or occupier has any objection to the requirements given in the notice, he or she should inform us of the same through a counter-notice within seven (7) days of our notice. If we receive such a counter-notice, the matter will be referred to the Divisional Secretary who will make an order as he or she thinks just. If the landowner or occupier does not comply with the requirements of our notice and does not give a counter-notice, we will cause the relevant tree(s) to be felled or lopped or its roots be cut back.

In any case, in causing a tree to be felled or lopped or its roots to be cut back, we will carry out it in accordance with good arboricultural practice and so as to do as little damage as possible to trees, fences, hedges and growing crops. Also, we will ensure the felled trees, lopped boughs and root cuttings be removed in accordance with the directions of the owner or occupier of the land, and we will make good any damage done to the land.

In case, if you observe any tree which is in close proximity to an electric line or electrical plant, please inform us immediately in order to take required preventive action.

## **17. Public safety**

- 17.1 Any person who is constructing a new building or renovating an existing building should get a clearance certificate from us if such building comes within the minimum safety distances specified by the Regulations on Safety (extracts of the relevant annexure of the Regulations is given in **Annex 10**).

## **18. Annexes**

- Annex 1. Information how to contact us
- Annex 2. Standard Contractual Demands
- Annex 3. Standard application form for new connection of electricity
- Annex 4. Standard Tariff Agreement
- Annex 5. Specimen Electricity Bill
- Annex 6. Estimation of Energy Consumption and Charges
- Annex 7. Public Utilities Commission of Sri Lanka (PUCSL)
- Annex 8. Wayleave Guidelines
- Annex 9. Minimum clearances from trees to Overhead Lines
- Annex 10. Minimum clearances from buildings to Overhead Lines

### Annex 1: Information on how to contact us

#### Colombo City

DGM (Col.City)	Tele No	Address
	2575923 2575930	P.O.Box 340,CEB,4 <sup>th</sup> floor R.A.De Mel Mawatha, Colombo 03

Control Center	Tel No	Address
	2498498 4617575	No.1 H.R.Jothipala Mawatha, Maligawatha, Col 10.

Colombo West	2574268 2575768	P.O.Box 340,CEB,5 <sup>th</sup> floor R.A.De Mel Mawatha, Colombo 03
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Colombo North	2337672	74/5,1/1,CEB Grandpass Rd, Colombo 14
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Colombo East	2694296 2694181	YMBA Building, CEB, Colombo 08.
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Colombo South	2828430 2828429 2828427	240, CEB, Hight Level Road, Colombo 05.
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#### North Western Province

Area Enginner	Tel No	Adress	E.C.S.C	Tele No.
Kurunagala	037-2222192 037-2222449	CEB,Kandy Road, Kurunagala	Mallawapitiya	037-2222449
			Gokarella	037-2259816
			Pothuhera	037-2243552
			Kurunagala Town	037-2222181

Kuliyapitiya	037-2283326 037-2284621 037-2284622	CEB, Aswedduma, Narammala Rd, Kuliyapitiya	Kuliyapitiya	037-2281258
			Pannala	037-2246093
			Narammala	037-2249327
			Giriulla	037-2288335

Wennappuwa	031-2254222 031-2255394	CEB,Victor Building, Wennappuwa	Wennappuwa	031-2255395
			Nattandiya	032-2254369
			Bolawattha	031-2258285

Chilaw	032-2223336 032-2222182	CEB,No:15, Bawddaloka Mw, Chilaw	Chilaw	032-2222301
			Puttalam	032-2265323
			Madampe	032-2247617
			Bingiriya	032-2246150
			Kalpitiya	032-2260947
			Anamaduwa	032-2263654

Wariyapola	037-2267508 037-2267403 037-2267508	CEB, Putthalam Rd, Wariyapola	Wariyapola	037-2267398
			Maho	037-2275246
			Galgamuwa	037- 2253088
			Nikawaratiya	037-2260220

**North Central Province**

Area Enginner	Tel No	Adress	E.C.S.C	Tele No.
Anuradhapura	025-2223222	CEB,Bawddhaloka Mw, Anuradhapura	Anuradhapura Town	025-2222638
			Nochchiyagama	025-2257849
			Medawachchiya	025-2245637
			Mihinthale	025-2266602
			Kahatagasdigiliya	025-2247495
			Padaviya	025-2253258
Vilachchya	060-2853725			

Kekirawa	025-2264640	CEB, No10A,Dissanayake Building, Kekirawa	Lekirawa	025-2264576
			Thabutthegama	025-2276907

Minneriya	027-2246032	CEB, Devala Rd, Minneriya	Polonnaruwa	027-2222034
			Higurakgoda	027-2246285
			Habarana	027-2270126
			Manampitiya	027-2226220
			Bakmina	066-2256891

**Northern Province**

Area Enginner	Tel No	Adress	E.C.S.C	Tele No.
Jaffna	021-2240302	CEB, Powerhouse Rd, Chunnakam.	Chunnakam	021-2223001
			Point Pedro	021-2263257
			Vaddukoddal	060-2212565
			Chavakachcheri	060-2212218
			Velanai	060-2222150

Kilinochchi	024-2223597 024-2222285	CEB, Park Rd, Vavniya	Kilinochchi	024- 2222285
			Vavniya	024-2222379
			Mannar	023-2222150

## **Annex 2: Standard contractual Demands available to CEB Customers**

### **Single Phase Customers**

- 30 A
- 15 A loop connection      Applied to Colombo city and Kandy city underground networks only. Also the connection is provided existing 30 A connection only

### **Three Phase Customers (Retail Tariff Customers)**

- 30 A
- 60 A
- 15 A loop connection      Applied to Colombo city and Kandy city underground networks only. Also the connection is provided existing 30 A connection only
- 30 A loop connection

### **Three Phase Customers (Bulk Tariff Customers: metered at 400/230 Volts nominal)**

- 63 kVA
- 100 kVA
- 160 kVA
- 250 kVA
- 400 kVA
- 630 kVA
- 800 kVA
- 1000 kVA

### **Three Phase Customers (Bulk Tariff Customers: metered at 11, 000 Volts nominal and above)**

### **In addition the existing / prospective customers can request for the following services**

- Single phase to 3 phase conversions
- Augmentation of outdoor bulk supply substations (11 kV/ LV, 33 kV/ LV)
- Construction of new LV lines
- LV line conversions (1ph/ 3ph, 2ph/ 3ph, conductor change)
- Combined run of LV line on new/ existing MV line

### **Annex 3: Standard application form for new connection of electricity**

*[Licensees are required to revise the Standard application form in accordance with Section 3.1 of this Code and insert here]*



## **Annex 4: Standard tariff Agreement**

*[Licensees are required to revise the Standard tariff Agreement in accordance with Section 3.1.1 of this Code and insert here]*

## **Annex 5: Standard Electricity Bill**

*[Licensees are required to revise the Standard Electricity Bill in accordance with Section 5 of this code and insert here]*

**Annex 6: Methodology for Estimation of Energy**  
*[Insert the approved Methodology for Estimation of Energy Supplied]*

## **Annex 7: Public Utilities Commission of Sri Lanka**

The Public Utilities Commission of Sri Lanka (PUCSL) has been established under Act, No. 35 of 2002. It has been empowered to regulate the economic, technical and safety aspects of the industry, under the provisions of the Sri Lanka Electricity Act, No. 20 of 2009.

The PUCSL carries out its regulatory activities in accordance with the PUCSL Act, Sri Lanka Electricity Act and general policy guidelines issued by the Cabinet of Ministers through the Minister of Power and Energy and issues licenses for generation, transmission, distribution and supply of electricity. Consumer protection, setting of tariffs and charges, promotion of quality, reliability and safety of electricity generation, transmission, distribution and supply, promotion of energy security and efficient use of energy are the broader areas of their regulatory intervention. The PUCSL consults stakeholders, as appropriate, in their regulatory decision making process. They collect and disseminate information on electricity industry to all stakeholders. The PUCSL is tasked with resolving, by mediation, any dispute between a licensee and any other affected party. Please contact the PUCSL for further information.

### **Contact details of PUCSL**

Public Utilities Commission of Sri Lanka  
6th Floor, BOC Merchant Tower  
St. Michael's Road, Colombo 3,  
Sri Lanka.

Telephone: (011)2392607/8

Fax: (011)2392641

E-mail: [info@pucsl.gov.lk](mailto:info@pucsl.gov.lk)

Website: [www.pucsl.gov.lk](http://www.pucsl.gov.lk)

**Annex 8: Wayleave Guidelines**

*[Insert the approved Guidelines on Wayleave and Felling or Lopping of Trees]*

## Annex 9: Minimum clearance from trees to Overhead lines

### a) Low Voltage Overhead Lines

	Not surrounded by insulation	Surrounded by insulation
Vertical distance	2.7 m	0.15 m
Horizontal distance	1.5 m	0.15 m

### b) Medium Voltage Overhead Lines

Vertical distance	3.7 m
Horizontal distance	2.9 m

The distances identified above should be further increased considering the factors such as Tree movement, Tree re-growth, Overhanging of, branches, Conductor swing and Falling of a tree/part of a tree, etc.; for different geo-physical conditions.

### c) High Voltage

#### (i). 132 kV

Within an area of 13.5 m from center line on both sides of the Overhead Line, trees shall not be grown, unless the Licensee determines that it wouldn't compromise safety. In case the Licensee allows trees to be grown, following minimum distances shall be maintained up to swing of 45°

- 1.4 m from the Overhead Line if tree cannot support a ladder/climber, and
- 3.6 m from the Overhead Line if tree is capable of supporting a ladder/climber

Outside the area of 13.5 m from center line on both sides of the Overhead Line, Height of the tree should be at least 5 m less than the distance to the tree from the center line.

#### (ii). 220 kV

Within the area of 17.5 m from center line on both sides of the Overhead Line, Trees shall not be grown, unless the Licensee determines that it wouldn't compromise safety. In case the Licensee allows trees to be grown, following minimum distances shall be maintained up to swing of 45°

- 2.4 m from the Overhead Line if the tree cannot support a ladder/climber, and
- 4.6 m from the Overhead Line if the tree is capable of supporting a ladder/climber

Outside the area of 17.5 m from center line of the Overhead Line, height of the tree should be at least 5 m less than the distance to tree from the center line.

## Annex 10: Minimum clearance from buildings to Overhead lines

Minimum distances from any building or structure to any position to which a conductor in an Overhead Line may swing under the influence of wind shall be as specified below:

Nominal Voltages	Vertical Distance	Horizontal Distance
Not exceeding 1000Volts	2.40 m	1.50 m
Exceeding 1000 Volts but not exceeding 11,000 Volts	2.70 m	1.50 m
Exceeding 11,000 Volts but not exceeding 33,000 Volts	3.00 m	2.00 m
Exceeding 33,000 Volts but not exceeding 132,000 Volts	4.10 m	4.10 m
Exceeding 132,000 Volts but not exceeding 220,000 Volts	5.18 m	5.18 m