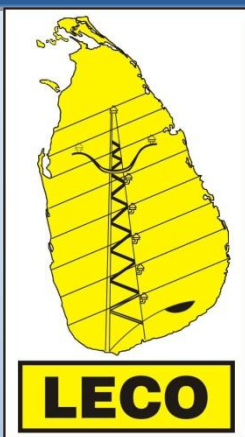


Supply Services Code



**LANKA ELECTRICITY COMPANY
(PRIVATE) LIMITED**

Distribution Licensee: EL/D/09-052

March, 2015

Table of Contents

Table of Contents	1
Definitions and abbreviations	2
Preamble	6
1. The organization of your service provider	7
2. How to Contact Your Service Provider	9
3. New Connections, Disconnections and Re-connections.....	11
3.1 Supply of electricity	11
3.1.1 Request for supply of electricity (Retail Customers & Bulk Customers).....	11
3.1.2 Temporary Supply of Electricity	14
3.1.2.1 Temporary Supply of Electricity for a Short Duration	14
3.1.2.2 Temporary Supply of electricity for a Long Duration	15
3.1.3 Street Lamps	16
3.1.4 Changes to the Customer's data, transfer of account or change of tariff category.	16
3.2 Disconnection of the supply of electricity	16
3.3 Re-Connection of the supply of electricity	17
4. Security deposits in respect of supply.....	18
5. Electricity Bill.....	19
6. Payment of Electricity Bills	20
7. Consumers in default	22
8. Provision of services for Customers who are disabled, chronically ill or of pensionable age	23
9. Consumer complaint handling procedure	23
10. Procedure with respect to entering Customer's premises	25
11. Efficient use of electricity	27
12. Planned & Unplanned Interruptions to the supply of electricity	27
13. Meters	28
14. Information about theft, damage and meter interference	29
15. Securing the Grant of Wayleave	29
16. Felling or lopping trees, or cutting roots in close proximity to electric lines or electric plants	30
17. Public safety.....	31
18. Annexes.....	32

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.
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.
Branch Office	An area office of the Lanka Electricity Company which covers overall operation and maintenance, administration and financial responsibility of consumers and electricity network of designated area.
Branch Manager	The officer in charge of a Branch Office
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
Call Centre	A central unit where any complaints and requests through telephone are handled
CEB	Ceylon Electricity Board, established by the Ceylon Electricity Board Act, No. 17 of 1969
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
Customer Service Centre (CSC)	Service unit reporting to the Branch Office which provides customer services, billing, electricity network operation and maintenance
Customer Service Manager (CSM)	An officer entrusted by LECO to look after customer related services

TERM	DEFINITION
Customer Service Superintendent (CSS)	Officer in charge of the Customer Services Center
Demand	The requirement for active power and reactive power unless otherwise stated
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
Distribution Area	The geographical area of operation of the LECO which is headed by General Manager
Distribution Control Centre	A unit which monitors and controls the electricity distribution network operations of LECO
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 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.
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

TERM	DEFINITION
	one Kilowatt hour (kWh) or multiples thereof such as: 1000 Wh = 1 kWh 1000 kWh = 1 MWh 1000 MWh = 1 GWh
GM	General Manager of Lanka Electricity Company
High Voltage or HV	Voltage in 33,000 Volt & above
External Interconnection	A connection to a network outside the network of a Licensee
kV	kiloVolt or 1000 Volt
kVA	kiloVolt ampere
kWh	kiloWatt hour
Lanka Electricity Company (Private) Limited (LECO)	Lanka Electricity Company Private Limited, is a Distribution Licensee –EL/D/09-052
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
Planning & Construction Engineer	The Electrical Engineer who entrusted to designing, planning and construction of electricity distribution network
PPM	Programmable Polyphase Meter
Power Factor	Ratio of active power (kW) to apparent power (kVA)
PUCSL	Public Utilities Commission of Sri Lanka, incorporated under PUCSL Act No 35 of 2002.
R & D	Research and Development

TERM	DEFINITION
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 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
Revenue Officer	LECO representative who takes meter readings, issue electricity bills/disconnection notice and divulge electricity related information to customers.
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 LECO 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 LECO in terms of the Sri Lanka Electricity Act No. 20 of 2009 and is supplied by the LECO.
TDT	Time of the Day Tariff
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 the Lanka Electricity Company (Private) Limited 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/09-052 issued by the Public Utilities Commission of Sri Lanka. 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 Lanka Electricity Company (Private) Limited is divided into seven Branch Offices. Each Branch Office is managed by a Branch Manager, in-charge of branch operations in respect of engineering, financial, personnel, legal and customer services.

Branch Manager is assisted by a Branch Engineer, Planning & Construction Engineer, Branch Accountant and an Administrative Officer. The Branch Engineer is responsible for operation and maintenance, while the Planning & Construction Engineer is responsible for development of the distribution system and the Branch Accountant is responsible for accounting and financial activities including the recovery of debts.

Several Customer Service Centers(CSC) operate under the purview of a Branch Office. Each CSC is headed by a Customer Service Superintendent (CSS). Typically, a CSC serves nearly 20,000 customers. The CSCs operate round the clock and attend to customer complaints, electricity breakdowns, routine maintenance, electricity loss reduction activities, metering and billing and all electricity distribution system related tasks in the relevant area.

The following map displays the authorized area of the LECO.

Branch Office and Customer Service Center Areas Operating Under Lanka Electricity Company (Pvt) Ltd.

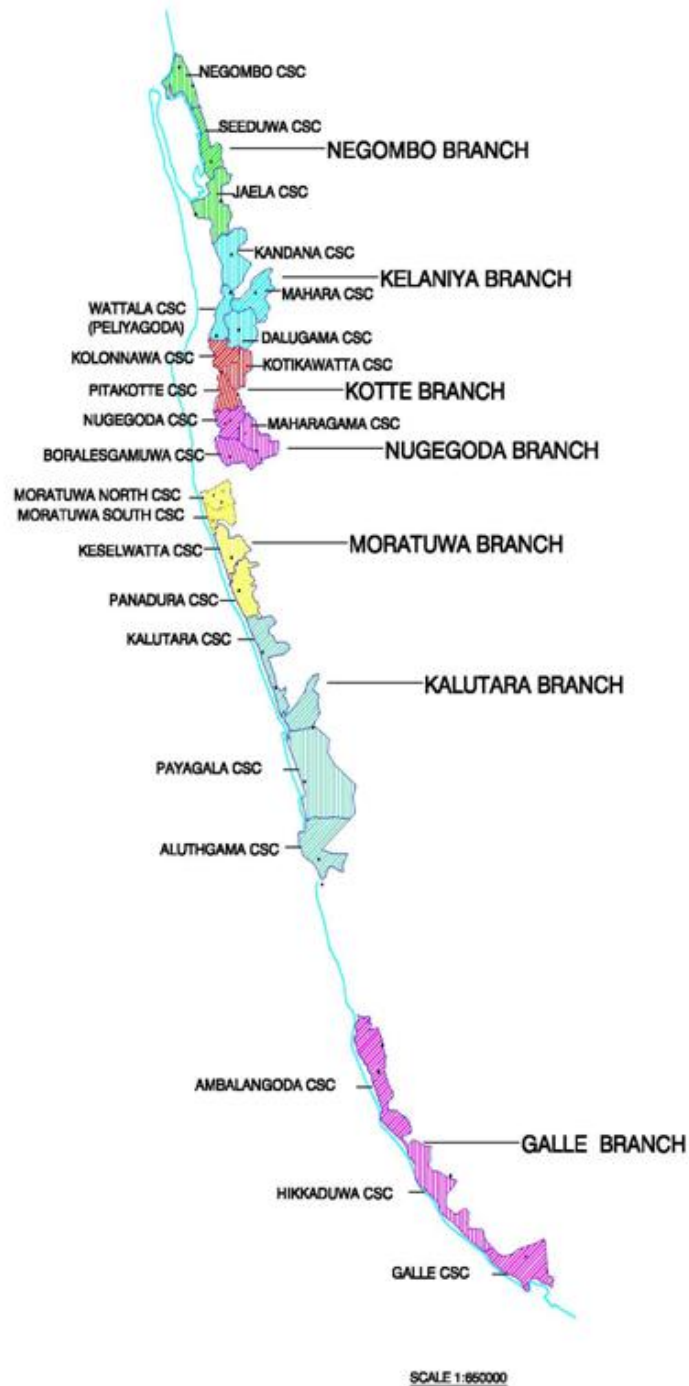


Figure 1: LECO Operation Areas

2. How to Contact Your Service Provider

A detailed list of all the Branch Offices and Customer Service Centres along with their addresses and telephone numbers is provided in **Annex 1**. These contact details are also available on the LECO website (www.leco.lk) and can be provided on request.

Contact details for Enquiries and Complaints (including breakdowns)

Branch Offices

Customers can either visit or contact any Branch Office for any enquiry or complaint during working days (Monday to Friday) from 8.30 a.m. to 5.00 p.m. falling within the respective branch's operational area.

Customer Service Centres

Customers can make complaints, request for services at the Customer Service Center (CSC). The CSCs are equipped and staffed with a maintenance crew to attend any breakdown twenty four hours a day and seven days a week within the stipulated time.

Call Centre (24 Hour Service)

Customers can make complaints, requests for services through telephone at this centre. The hotline telephone number of the Call Centre is 1910.

Distribution Control Centre (24 Hour Service)

In the event of an emergency, including any failure of the distribution system, customers are advised to contact the CSC and failing that to contact the Distribution Control Centre (DCC), located at head office of the LECO, twenty four hours a day and seven days a week.

The telephone numbers of the Distribution Control Centre are:

Hot Lines: +94 (0) 112 371 663
 +94 (0) 112 371 664
 +94 (0) 112 371 625 (*Fax*)

Customer Service Department (Head Office)

The Customer Service Department of the LECO located at the head office is responsible for maintaining a friendly and effective customer service throughout the organization. This department monitors Customer services at Branch Offices and also reviews and updates proceedings related to areas where Customer services can be improved. Customers can also contact this department on working days (Monday to Friday) from 8:30am to 5:00 pm for any inquiry or complaint on the services provided by the LECO.

Customers can contact the Customer Service Department via telephone, facsimile, letter or e-mail.

The contact details of the Customer Service Department are:

Address:

Customer Service Manager
Lanka Electricity Company (Private) Limited
No. 411, E. H. Cooray Building,
Galle Road, Colombo 03.

Telephone: +94 (0) 112 371 600

Fax: +94 (0) 112 371 677

Email:

billing@leco.lk

SMS information and alert service (Free Service)

Customers can be provided with following information free of charge through Short Message Service (SMS).

- Scheduled power interruptions affected to customer
- Sudden supply breakdown (unscheduled)
- Reminder of the disconnection notice already issued with the bill for non payment
- Other matters related to consumer account- ex. Tariff change

In order to get this facility, Customers need to register for this service by sending a SMS to mobile number 071 4 643 643 as indicated below:

Registering Reg<Space><Account No>- E.g.Reg 0906571101

Inactivate the service Ina<Space><Account No>

Change of phone no Chg<Space><Account No>

Any customers can request the following information through this system by sending a SMS to 0714643643 as follows:

1. Information on account summary - Acb<Space><Account No>
2. Make complaints - Cmp<Space><Your Complaint>
3. Make requests - Req<Space><Request>

More information on this service can be obtained from the contact details provided in **Annex 1**.

Customer account information

The LECO maintains a computer database of all the customer accounts. Thus, upon any request from a Customer regarding an issue pertaining to the electricity account or bill, we're able to provide updated information promptly.

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 Area, 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, 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, any 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 that 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**.

3.1.1 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 Distribution Area, may make a request at the nearest CSC or Branch Office by submitting a duly filled standard application form, which is issued free of charge. The prospective Retail Customer will be required to provide documents to establish the ownership or occupancy of the premises, where the connection is required. Please contact your Branch Manager 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 until settlement of such dues.

- b. In the case of a bulk supply of electricity, the owner or the occupier of the premises within our Distribution Area may apply for a supply of electricity from the relevant Branch Manager. The cost estimate and the security deposit will be prepared by the Planning & Construction Engineer or the staff under his/ her authority. All other requirements and procedures applicable to a retail supply of electricity remain the same.
- c. An application for a bulk supply of electricity at 132 kV or above, is provided by the transmission Licensee of the CEB and is not provided by the LECO. If the applicant requires a bulk supply of electricity at 132 kV 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, any 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. We will provide the notice (inclusive of the cost estimate) within a period of ten (10) working days from the date of the application for a retail supply of electricity and within a period of 20 working days for a bulk supply of electricity. 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 provided 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, requirement

to obtain Wayleave 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 thirty (30) days or until such time as the Charges are revised by the Commission on or before 31st 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 respected third 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 the LECO 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 1st 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 LECO. Whereas, for 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 LECO. Until such time as Accredited Electricians and Chartered Electrical Engineers are registered with the LECO, certificates from electricians and Chartered Electrical Engineers registered with professional institutions will be accepted. However, the LECO 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 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.
- o. If the supply of electricity cannot be provided due to any circumstances outside the control of the LECO, the payment made by the applicant will be refunded

after deducting the costs incurred up to that point. If the LECO 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, the LECO 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.

If a supply of electricity cannot be provided for any of the above reasons, outside the control of the LECO, the LECO shall not be held responsible in any manner for any consequences arising from such a situation.

3.1.2 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.

3.1.2.1 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 duration of up to two weeks. The application for a temporary supply of electricity for a domestic function for a short duration may be submitted to the respective Branch Manager, 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 Branch Manager 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 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 Branch Manager, 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 for our metering and terminal equipment should be provided.

- a. Except for an extension from an existing supply of electricity, payment of a security deposit and execution of an agreement will be required for a temporary supply of electricity. Also an electricity account will be opened and at the end of the period, a statement indicating units consumed, billed amount, deposit,

and amount recovered or refunded will be issued on the basis of “General Purpose Tariff”. The estimated costs of providing the supply of electricity will not exceed the Charges approved by the Commission.

- b. The owner or the 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 1st January 2016 that the electrical installation is certified by an Accredited Electrician or an Accredited Chartered Electrical Engineer registered with the LECO, as the case may be. However, the LECO reserves the right to test electrical installation. Until such time as Accredited Electricians and Chartered Electrical Engineers are registered with the LECO, certificates from electricians or Chartered Electrical Engineers registered with professional institutions will be accepted.

3.1.2.2 Temporary Supply of electricity for a Long Duration

At 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 Branch Manager 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. 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 Branch Manager and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity and security deposit. 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 Statements of Account 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 the relevant regulations, and from 1st January 2016 that the electrical installation is certified by an Accredited Electrician or

an Accredited Chartered Electrical Engineer registered with the LECO. However, the LECO reserves the right to test the electrical installation. Until such time as Accredited Electricians and Chartered Electrical Engineers are registered with the LECO, certificates from electricians or Chartered Electrical Engineers registered with professional institutions will be accepted.

- 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.

3.1.3 Street Lamps

You may contact the respective Local Authority or the Branch Manager 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.

3.1.4 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 Branch Manager.

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 Branch Manager by the Customer by submitting an application in a prescribed form (**Annexure-3**) 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 LECO. 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 LECO.
- c. Has not within the Requisite Period, paid all charges due to the LECO 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 supply or 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 LECO, requiring the Customer to cease using any appliance, which unduly or improperly interferes with the

supply of electricity by the LECO 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 LECO, which, according to the provisions 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 LECO, 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 LECO 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 1st 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 31st 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 the Customer 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 receipt issued by LECO with you as evidence of 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.leco.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 CSC or our website (www.leco.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 or issuing a separate notice.
- 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, unfavourable 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/Branch 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 or issuing a separate notice/published on mass media.
- 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 instalments without any interest.

6. Payment of Electricity Bills

- 6.1 Retail Customers are provided a period of fourteen (14) 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 fourteen (14) 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 fifteenth (15th) day from the date of issuing the bill until the early of the date of disconnection or the date of settlement.

- b. A Disconnection Notice will be issued if the outstanding amount is not settled within the fourteen (14) 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 reconnecting the supply and the security deposit, if requested (see Section 3.3).
- 6.2 Bulk Customers are provided a period of fourteen (14) 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 fourteen (14) 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 fifteenth (15th) day from date of issuing the bill until the early of the date of disconnection or the date of settlement.
 - b. A Disconnection Notice will be issued if the charges are not settled within the fourteen (14) 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 Customers can pay their Electricity Bills through most of the Banks, Cargills Super Markets, Approved Collection Centres, and the LECO Branches.
- 6.4 Additionally, Customers can pay online through the LECO website (www.leco.lk).
- 6.5 Some banks have also provided internet payment facility through their websites. Information in this regard is given in the monthly invoice.
- 6.6 Payment can be made by cash or cheque as well as credit cards issued by the Hongkong & Shanghai Banking Corporation (HSBC) or Nations Trust Bank at the LECO Branch Offices.
- 6.7 Any amount can be paid against the Electricity Bill.
- 6.8 The Customer account will be updated within 24 hours if the payment is made to a LECO Branch Office and within two working days if the payment is made to any other place mentioned above.
- If a customer disagrees with the current value indicated on the Electricity Bill, he/she can inquire within 14 days of the bill issue date from the Customer Services Superintendent of the CSC or the Branch Accountant, Branch Manager or Customer Service Department through the contact details given in Section 2.

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 period of fourteen (14) days 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 If the charge for the period identified in the electricity bill is not paid in full within grace period specified above, 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 LECO 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. Normally for Retail Customers, Disconnection Notice is printed on and issued with following month Electricity Bill. If situation demands, LECO may issue a separate disconnection notice to Retail Customers via registered post or delivered by hand. Bulk Customers will receive a separate Disconnection Notice via registered post or delivered by hand.
- 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, applicable interest, 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 and Bulk Customers who are in default for more than fourteen (14) 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 Branch Manager:

- 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 CSC or Branch 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 five (5) 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 Branch Manager.
- 9.4 All complaints duly made at a CSC or Branch Office will be resolved by the respective Branch Manager 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 Branch Manager does not inform the Consumer that a resolution cannot be provided within such time (with reasons); or
- b) the Branch Manager 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 Branch Manager,

the resulting dispute may be referred by the Consumer to the Head of Operations of LECO.

- 9.7 On a reference of any dispute to the Head of Operations, 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 Head of Operations 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 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

- a) Placing a new electric line or new electric plant, in place of or addition to any existing line or plant which has already been lawfully placed
- b) Repairing or altering any such existing line or plant
- c) Attending supply breakdowns upon Customer request
- d) Inspecting any electric line or electric plant belonging to or operated by LECO
- e) Ascertaining the register of any meter belonging to or operated by LECO
- f) Removing, inspecting or reinstating any meter or installing any substitute meter or associated equipment
- g) For the purpose of disconnecting the supply or removing the meter or any associated electrical plant used for, or for purpose connected with, the distribution or supply of electricity where the LECO is authorized by paragraph 4(3) or 4(4) of schedule II of the SLEA to discontinue the supply of electricity to any premises or remove the meter.
- h) For the purpose of disconnecting the supply or removing any electric plant, electric line or meter where :
 - the LECO is authorized to cut off or discontinue the supply of electricity to any premises except due to non settlement of charges due, by any other provisions of the SLEA
 - A person occupying any premises supplied with electricity by LECO ceases to require such a supply
 - A person entering into occupation of any premises previously supplied with electricity by LECO does not require such supply or
 - A person entering into occupation of any premises previously supplied with electricity through a meter belonging to or operated by LECO does not hire or borrow that meter
- i) For the purpose of disconnecting the supply where
 - failure to provide a new security deposit or the balance amount (due to the revision of the security deposit already provided) within seven (7) days of receipt of a notice from the service provider;
 - failure to pay, within the Requisite Period, all charges due to the service provider in respect of the supply of electricity or the provision of any meter, electric line or electrical plant for the purpose of that supply;
 - failure to pay the monthly installments before the due date as agreed with the service provider;
 - failure to comply with a notice issued by the service provider requiring the consumer to cease using any appliance, which unduly or improperly interferes with the supply of electricity to any other consumer;
 - use of electricity in a dangerous or unsafe manner which can cause injury to the persons at the consumer's premises or public at large, as provided in the regulations on safety prescribed under the Electricity Act;

- an emergency arises from faults in any electric line of electrical plant;
 - j) For the purpose of felling or lopping trees, or cutting roots in close proximity to electric lines or electric plants
 - k) For the purpose of tariff verification, energy audits and data collection etc.
- 10.2 Authorized staff has been issued identity cards by the LECO 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 LECO emblem. Persons who have been hired/ contracted (but not employed) by us are always accompanied by an authorized staff of the LECO.
- 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 In the case of routine work (such as inspecting an electric line or plant and reading or removing an electric meter, ascertaining meter reading 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.
- 10.5 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.
- 10.6 Disconnection of electricity supply due to non settlement of dues will be only made during working days between 8 a.m. and 5 p.m.
- 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 LECO 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 LECO 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 or issued separately or published on official web site.
- 11.2 Consumers may make enquiries about the efficient use of electricity from the respective Branch Manager.
- 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 Branch Manager'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 LECO has no control over the incident as it is purely accidental. The Consumer is requested to inform the LECO of any Breakdown as described in Section 2 of this code. This is important as the LECO 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 LECO has no way of informing Consumers in advance about such unplanned interruptions. 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 LECO 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.
- 12.5 Customers who have registered for free LECO SMS facility will receive information about supply breakdowns, unplanned interruptions and planned interruptions applicable to them.

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 meters. The meters are installed on the Customer's premises and at a secure location.

The 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 condominiums, the Meters may be fixed at a common location, however the Customer will 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 Voltage-metered Bulk Customers and three-phase, three-wire meters are used for High Voltage-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.

13.3 Our Meter Testing Laboratory staff or other authorized officials would undertake testing of meters from time to time.

13.4 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 (**Annex-6**).

- 13.5 All our Revenue Officers are provided with an identity card issued by us. Consumers can request our meter readers to prove their identity, before entering their premises. They are duly trained to read meters, issue the Electricity Bills and divulge information related to electricity service. It is advisable that customers should also verify the meter reading, the date of meter reading, and bring any discrepancy to our notice at the earliest (within 14 days of such reading), if a favorable response could not obtained by informing the same to the Revenue Officer.
- 13.6 We assure that the Customer's premises to which the Revenue Officer 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 Revenue Officer, we would initiate an inquiry and compensate the customer accordingly, based on a complaint received in that regard.
- 13.7 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 LECO. Such information could be reported to the LECO call centre over our Hotline **1910** or to the respective Branch Manager.

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

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

KOTTE BRANCH	Address	Contact Numbers
Branch Office	475/6B, Lake Crescent, Cotta road, Rajagiriya	Tel: +94 112 877 405 +94 112 877 406 Fax: +94 112 877 400
PitaKotte CSC	363, Nawala road, Rajagiriya	Tel: +94 112 862 456
Kolonnawa CSC	184, ViharaMawatha, Kolonnawa	Tel: +94 112 572 052
Kotikawatta CSC	215/1, IDH Road, Gothatuwa	Tel: +94 112 411 163
NUGEGODA BRANCH	Address	Contact Numbers
Branch Office	204, High level road, Nugegoda.	Tel: +94 112 856 380 +94 112 852 184 Fax: +94 112 828 323
Boralasgamuwa CSC	61, Lake Road, Boralasgamuwa	Tel: +94 112 509 454 +94 112 518 919
Nugegoda CSC	59,Mirihana Road, Nugegoda	Tel: +94 112 852 866
Maharagama CSC	48/7, Neelammahara road, Godigamuwa, Maharagama.	Tel: +94 112 850 931 +94 112 844 958
MORATUWA BRANCH	Address	Contact Numbers
Branch Office	21, M.J.C. Fernando Lane, Idama, Moratuwa	Tel: +94 112 647 862 +94 112 649 640 +94 112 647 003 Fax: +94 112 648 883
Moratuwa North CSC	96, BandaranayakeMawatha, Katubedda.	Tel: +94 112 655 580
Moratuwa South CSC	3, 1 st lane, Rawatawatta, Galle road, Moratuwa.	Tel: +94 112 647 094
Panadura CSC	12, Nimalka Garden, Panadura.	Tel: +94 382 233 002
Keselwatta CSC	12, Hendrik Peiris Mawatha, Pallimulla, Panadura.	Tel: +94 382 234 156
KALUTARA BRANCH	Address	Contact Numbers
Branch Office	14/1, GnanodayaMawatha, Kaluthara South.	Tel: +94 342 222 930, +94 342 221 873, +94 342 223 764 Fax: +94 342 223 254
Kalutara CSC	31/2, Galle road, Mahawaskaduwa, Waskaduwa.	Tel: +94 342 222 861
Aluthgama CSC	334, Galle Road, Aluthgama	Tel: +94 342 275 273
Payagala CSC	442, Galle Road, Payagala.	Tel: +94 342 226 875

KELANIYA BRANCH	Address	Contact Numbers
Branch Office	262, Kandy Road, Dalugama, Kelaniya.	Tel: +94 112 917 746 +94 112 917 747 +94 112 910 129 Fax: +94 112 906 727
Kelaniya/Dalugama CSC	17, Kandy road, Dalugama, Kelaniya.	Tel: +94 112 916 898
Mahara CSC	340, Dalupitiya Road Mahara, Kadawatha.	Tel: +94 112 925 123
Wattala CSC	05, Hekitta Lane, Wattala.	Tel: +94 112 931 890
Kandana CSC	253/2, Linton Road, Nagoda, Kandana.	Tel: +94 112 236 111
NEGOMBO BRANCH	Address	Contact Numbers
Branch Office	3, Thaladuwa Road, Negombo.	Tel: +94 312 222 349, +94 312 233 322 Fax: +94 312 234 636
Negombo CSC	521, Colombo Road, Negombo.	Tel: +94 312 222 914
Ja-Ela CSC	39, KristurajaMawatha, Weligampitiya, Ja-Ela.	Tel: +94 112 237 291
Seeduwa CSC	63, Kotugoda Road, Seeduwa.	Tel: +94 112 253 429
GALLE BRANCH	Address	Contact Numbers
Branch Office	182, Richmond Hill Road, Galle.	Tel: +94 912 232 216, +94 912 232 108 Fax: +94 912 234 727
Ambalangoda CSC	MahaAmbalangoda Rd, Ambalangoda.	Tel: +94 912 258 517
Hikkaduwa CSC	48/9, Baddegama Rd, Hikkaduwa.	Tel: +94 912 277 220
Galle CSC	02, Wekunagoda, Rd, Galle.	Tel: +94 912 234 261

Annex 2: Standard contractual Demands available to LECO Customers

Single Phase Customers (Retail Tariff Customers)

- 15 A
- 30 A

Three Phase Customers (Retail Tariff Customers)

- 30 A
- 60 A

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

- 100 kVA
- 160 kVA
- 250 kVA
- 400 kVA
- 630 kVA
- 1000 kVA
- 1500 kVA

Three Phase Customers (Bulk Tariff Customers: metered at 11, 000 Volts nominal)

- As per the customer's demand requirement

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

- Single phase to 3 phase conversions
- Augmentation of outdoor/indoor bulk supply substations (11 kV/ LV)

Annex 3: Standard application form for new connection of electricity

3.6 නොමිලේ සැපයෙන කෙටි පණිවිඩ සේවාට ලියාපදිංචි වීමට අවශ්‍ය නම් ඔබගේ ජංගම දුරකථන අංකය/ සෛතසංඝාත පතිවුසෙත්‍යය විරුධ්වින් තෙත්තොතෙපෙති ශ්වල්කම/ If you want to get registered free LECO SMS alert, Mobile number

4 **සම්බන්ධතාවය පිළිබඳ තොරතුරු/ இணைப்பு விபரங்கள் / Connection Details**

- 4.1 **සේවාව අවශ්‍යතාවය/ சேவைக்கான நோக்கம்/Purpose of service**
 ගහස්ථ/ வீட்டுத் தேவை/Domestic ☐ ආගමික හා පුනායතන / சமய மற்றும் தர்ம ☐ නාවකාලික /தற்காலிகம் /Temporary ☐
 සංචාරක හෝටලය/ உல்லாச ஹோட்டல்/Tourist Hotel ☐ நிறுவனம் / Religious & charitable Institute ☐ கார்ப்பேச / கைத்தொழில்/ Industrial ☐ වෙනත්/ ஏனையவை/other ☐
 රාජ්‍ය ආයතන அரசாங்க நிறுவனம்/Gov. Institute ☐ වෙළඳ / வர்த்தகம்/ Commercial ☐ ☐
- 4.2 **සම්බන්ධ කිරීම නාවකාලික නම් අවශ්‍යතාවය හා කාල සීමාව / தற்காலிக இணைப்புக்கான காரணம் மற்றும் காலவரையரை/ Reason of temporary connection and time period**සිට/இருந்து/From

DD	MM	YYYY
----	----	------

 දක්වා/வரை/To

DD	MM	YYYY
----	----	------
- 4.3 **සම්බන්ධතා ධාරිතාවය / இணைப்பு இயலளவு/ Connection Capacity**
 15 A- එකලා /15A தனித்தறுவாய்/15A Single phase ☐ 30 A- එකලා /30A தனித்தறுவாய்/30A Single phase ☐
 30 A- තෙකලා /30A தனித்தறுவாய்/30A Three phase ☐ 60 A- තෙකලා /60A தனித்தறுவாய்/60A Three phase ☐
 තොග සේවා සම්බන්ධතා/ மொத்த சேவை இணைப்பு /Bulk Service connection 100kVA/160kVA/250 kVA/400kVA /630kVA/1000kVA

DD	MM	YYYY
----	----	------
- 4.4 **සේවාව අවශ්‍ය දිනය/ சேவை எதிர்பார்க்கும் திகதி/Expected date of service**

DD	MM	YYYY
----	----	------

5 **වෙනත් තොරතුරු/ ஏனைய தகவல்கள் / Other Information**

- 5.1 **ණය අයදුම් කරනවාද?/ கடன் கோரப்பட்டுள்ளதா / Loan required** ☐ ඔව්/ ஆம்/Yes ☐ නැත/இல்லை/No ☐
- 5.2 **පරීක්ෂණ සහතිකය අමුණා ඇත්ද?/ பரிசோதனை சான்றிதழ் இணைக்கப்பட்டுள்ளது/ Test certificate attached**
☐ ඔව්/ஆம்/Yes ☐ නැත/இல்லை /No ☐
- 5.3 **ඇස්තමේන්තුව ලබා දිය යුතු ආකාරය/ மதிப்பீடு விநியோகிக்கம் முறை/Estimate delivery method ,**
 දුරකථනයෙන් දැනුම් දෙන/தொலைபேசியின் ஊடாக/Via telephone ☐ තැපැල් කරන්න/ தபால் மூலம்/ To be posted, ☐
 මම පැමිණ භාර ගනිමි/ நான் சேகரிக்கின்றேன்/I will collect ☐ (ලිපි ගනුදෙනු කරන ලිපිනයට / தொடர்பாடல் முகவரிக்கு/To correspondence address) ☐
- මම/අපි ඉහත සඳහන් තොරතුරු සත්‍ය හා නිවැරදි බවද සහතික වෙමි/වෙමු. நான் / நாங்கள் மேலே குறிப்பிட்ட தகவல்கள் அனைத்தும் உண்மையானவை மற்றும் சரியானவை என உறுதிப்படுத்துகின்றேன் / உறுதிப்படுத்துகின்றோம். I/We certify that the information given above is true and correct.
-
 අයදුම්කරුගේ අත්සන/ விண்ணப்பதாரரின் கையொப்பம்/Applicant's signature

DD	MM	YYYY
----	----	------

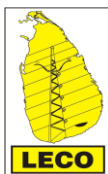
 දිනය/ திகதி /Date

6.පරිශ්‍රයට පැමිණෙන මාර්ගයේ දළ සටහනක්/ நிலமனைவிடத்திற்கான பாதை வரைபடம்/ Road map to premises

7.කාර්යාලීය ප්‍රයෝජනය සඳහා පමණි /அலுவலகப் பயன்பாட்டுக்கு மாத்திரம் / OFFICE USE ONLY

Scheduled estimation Date :

Scheduled service providing Date:



Lanka Electricity Company (Pvt) Limited
411, E.H.Cooray Building, Galle Road, Colombo 03

Instruction to the Applicants for New Service Connection/Account Name Change/Account Tariff Change and Reconnection of Electricity Connection

Read all the instruction before filling the application

Section A –General Instructions to Applicants

Instructions to Applicants for New Service Connection

Owner or occupant of any premises can apply for a new service connection.

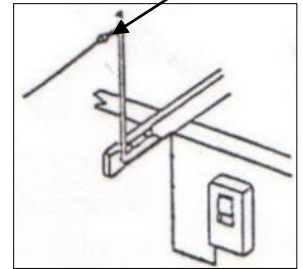
- 1) Owner or occupant of any premises situated in distribution area of Lanka Electricity Company (LECO) can obtain new service connection application and agreement forms (two copies) free of charge from closest Customer Service Center or Branch Office.
- 2) Retail service connections can be obtained in capacities of single phase 15A, Single Phase 30A, Three Phase 30A and Three Phase 60A. Please contact the customer service centre or Branch office for Bulk service connection capacities.
- 3) Applicants for temporary supplies intending to obtain permanent connection in future date can save on cost by requesting a temporary connection that can be made permanent.
- 4) Only one electricity supply shall be provided for any premises. Premises for which service is requested should be physically and electrically separated from any existing premises with electricity connections. Please obtain further instruction from your Customer Service Center or Branch Office.
- 5) Premises constructed near the electric lines shall maintain the minimum clearances with the respective electric lines. Please obtain further details from your Customer Service Center or Branch Office.
- 6) Please refer Section B for the Documents to be submitted with the application
- 7) Please refer Section C for the instructions on filling the application and agreement
- 8) Hand over the duly filled application, agreements (2 copies) with required documents to your Customer Service Center or Branch Office. Note that agreements should be signed at the presence of the officer of the LECO and having two witnesses.
- 9) A reference number will be given to you when the application is handed over. Please quote this reference number when making any inquiry in connection with your application.
- 10) LECO officers will visit premises within a week from the date of handing over the application. If there is no response within 10 days, please bring it to the notice of the Branch Manager.
- 11) Explain your requirements including the place for energy meter and route for electricity service wire, to LECO officers who will visit your place. They will record the details required.
- 12) Note that you have to provide an accessible secured place for fixing energy meter and load wire should be brought by the applicant up to the location of the energy meter(to be fixed).
- 13) Applications for service connections which intend to use welding transformers, rotating machinery exceeding 7.5kW of capacity, or with similar type appliances will require an additional electricity feeder from the substation and cost estimate will be prepared accordingly.
- 14) If service lines are to be laid over a third party land, service connection estimate will be given after obtaining way leave right as per the legal procedure given in the Sri Lanka Electricity Act.
- 15) LECO will obtain the wayleave, if it is necessary to install and keep installed an electric lines, equipment on, under or over any land (other than the premises for which the supply is required). However, the cost of obtaining the wayleave shall be recovered from the applicant.
- 16) 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 be 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, LECO will undertake to carry out same and recover relevant charges from the applicant.

- 17) A security deposit may be requested for permanent electricity connection, but compulsory for temporary electricity connections. The amount of security deposit is based on two times monthly assessed usage which is subjected to revise according to the actual usage.

Ø 0.5 inch (hole)

- 18) Please note that service wire will be directly clipped to the wall surface as per our construction practice. Customer is not required to provide any conduit or provision in the wall or ceiling for service wire.



- 19) L-iron to fix the service wire should be provided by you as instructed by the estimating officer, if necessary.

- 20) Notice of estimate will be prepared and delivered to applicant as requested in the service application within ten (10) working days of the application for a retail supply of electricity and within twenty (20) working days for a bulk supply of electricity. If cost estimate cannot be provided due to the applicant's inability to provide the requisite information, non availability of a distribution system, requirement to obtain wayleave or any other reasons, will be informed to the applicant within such period.

- 21) Please ensure that your electrical installation is completed as per the IEE wiring regulations requirements prior to payment of the service connection estimate. Note that electrical cables for lamp points, switches, socket outlets shall be terminated with appropriate electrical accessories and unattended cables will not be acceptable. Main switch board shall be equipped with an isolator and a residual current device. Protective earth conductor of the electrical installation shall be properly earthed.

A test certificate, certifying that installation is carried out as per relevant standards to be provided prior to connecting the supply by LECO. Test certificate issued by electrician is acceptable for retail services (services less than or equal to three phase 60A) and a chartered electrical engineer's certificate is required for bulk services. LECO test will be done solely to ensure safety of its distribution system.

With effect from 01st January 2016, above installation test certificates will be accepted only from the accredited electricians and accredited chartered electrical engineers published by the LECO.

- 22) . Payment can be made by cash or cheque at the Branch office or authorized collecting agents.
- 23) If the electrical installation wiring is satisfactory and no third party objections, supply will be provided within ten (10) working days from the date of payment for a retail service connection and within forty (40) working days for a bulk service connection (Subjected to realization of cheques). Please discuss the time and date for energizing the service with the customer service center.
- 24) If you have any queries, complaints or suggestions in connection with electricity supply connections, please feel free to contact your Customer Service Center or Branch Office.
- 25) Once you obtain the electricity service connection, you can enjoy our free SMS service to receive information related to your electricity account, supply interruptions. Complaints and requests can also be made through this facility. Please enter mobile phone number for SMS service in the new connection application to obtain this facility at the first instant.

Account Name Change/ Tariff Change

- 26) Note that all dues of the electricity account should be settled prior to apply for account name change or tariff change and security deposit may be requested inorder to process the application.
- 27) Tariff customer of the premises can apply for tariff change and he/she should provide the information of usage, appliances and other details inorder to verify the tariff.
- 28) A reference number will be given to you when application is registered. Please quote this reference number when making inquiries in connection with the application.
- 29) Your request for name change or tariff change will be initiated once the application and all other documents are received. LECO officer will visit your premises to inspect and process the request.
- 30) If the applicant 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 until settlement of such dues.
- 31) LECO shall not be held responsible for any delays due to any reasons beyond control of LECO.

Section B - Documents to be submitted with new service connection

Applicant should submit following documents, as applicable with the application for new service connection.

- i). Duly completed agreement of supply of electricity (Two copies) Signing of agreement should be done in the presence of LECO officer.
- ii). Copy of the National Identity card/Pass port/ Driving Licence of the applicant.
- iii). One of the following documents to confirm the address and occupancy
 - A document related to payment of assessment tax (assessment notice/ payment receipt) issued by the local authority **or**
 - House number issued by the Graama Niladhari **or**
 - Any other acceptable document which can be produced to confirm the address such as bank pass books, letters received within six months period on applicant's name to the premises, utility bills, vehicle registration certificate, vehicle revenue license, insurance policies etc.

If the applicant is an occupant of a public land please see item (vi) and item (vii)

- iv). Copy of the National Identity card/Pass port/ Driving Licence of the witnesses of the agreement.
- v). Installation test certificate

For retail service connections (services less than or equal to three phase 60A), certificate from an electrician and for bulk service connections, certificate from a chartered electrical engineer.

With effect from 01st January 2016, above installation test certificates will be accepted only from the accredited electricians and accredited chartered electrical engineers published by the LECO.

If overload & Earth fault protection is not provided at the point of common coupling where the energy meter is fixed outside the premises such as on external wall of the premises, Chartered Engineer's test certificate shall be submitted for all capacities of services.

However, applicants must ensure / are advised that any underground cabling is done with proper material, methods and by a qualified person to ensure adequate protection.

- vi). If the applicant is occupied a public land (ex. licensed lands, railway reservaton, road reservations, marshy lands) estimate will be issued only if following documents are forwarded.
 - a). Written approval given by the respective authority to occupy the land/ property
 - or**
 - b). Certificate of residing issued by the Graama Niladhari certifying that applicant is resided in the premises more than one year period and is registered in the of the current electroral list or if within urban limits, applicant's name appeared in assessment tax register for the premises.
- vii). Copy of the valid license issued by the Coast Conservation Department which is certified by the applicant if the premises is located within the coast conservation limits. (Original document should be brought for verification)
- viii). If service connection is requested under a name of a business, following documents relate to company or partners
 - Business Registration certificate
 - Details of director board/ partners
 - Authorization letter from the director board if the application/electricity agreement is signed by a person other than a member of the director board
 - Tax exemption documents

- ix). Sketch of the route to the premises.

- x). If service connection is requested under religious tariff for charitable purposes, a copy of the certificate issued by the Director Social Services certifying the institute as an approved charitable institute or any other acceptable document issued by the government.

- xi). Original Registration details of the tourist board for the tourist hotel and a copy

Section C – Instruction on filling the application and agreement

1. Put “√” in the relevant request cage. If request is for existing service, insert the existing electricity account number.
2. Provide applicant’s information as follows.
 - 2.1 Enter your full name. Ex. Kaluperumaarachchilage Kamal Prasanna Kaluperuma
 - 2.2 Enter your name in English block letters as surname first to be printed on electricity bill. Note that one character per cage and one space between two names should be maintained and maximum 25 digits allowed to enter.

K	A	L	U	P	E	R	U	M	A		K	
K		P										

- 2.3 Mailing address of the premises of which the service is requested in English block letters. Note that one character per cage and one space between two words should be maintained.
- 2.4 Enter National Identity Card number of the applicant
3. Provide applicant’s contact information
 - 3.1 Put “√” in the relevant cage as per application basis of ownership or Occupancy
 - 3.2 If application is submitted on Occupancy basis, Provide the name and address of the owner of the premises
 - 3.3 Provide permanent address of the applicant if different that of 2.3
 - 3.4 Provide corresponding address of the applicant if different that of 2.3
 - 3.5 Provide contact details of the applicant. Ex. Land phone no, Mobile phone no, Fax no & email address
 - 3.6 Provide a mobile phone number to register for receiving free LECO SMS alerts
4. Provide requested connection details
 - 4.1 Put “√” in the appropriate cage as per the purpose of the connection.
 - 4.2 If the application is for a temporary connection, provide purpose in details and duration of the connection
 - 4.3 Put “√” in the appropriate cage as per requested service connection capacity.
 - 4.4 Provide expected date of the service requested
5. Provide other information
 - 5.1 Put “√” in the appropriate cage
 - 5.2 Put “√” in the appropriate cage
 - 5.3 Put “√” in the appropriate cage to indicate the estimate delivery method

Please put your signature and date in customer declaration
6. Provide rough sketch, how to reach your premises

Annex 4: Standard tariff Agreement

AGREEMENT FOR THE PERMANENT SUPPLY OF ELECTRICITY LANKA ELECTRICITY COMPANY (PRIVATE) LIMITED

(To be filled in duplicate, original to be retained by company, copy to be given to customer)

I/We*.....
(Name in full)

hereby apply for a single/three* phase permanent supply of electricity not exceeding amperes/kVA
to the premises described below with effect from
DD/MM/YYYY

DESCRIPTION OF PREMISES WHERE ELECTRICITY IS REQUIRED

Assessment no : (Of Local Authority)

Address :

Street (Town or Village) :

Post office :

Class of consumer :

(Domestic, Religious and charitable institutions, workshops, industrial establishment, government offices and departments, school, hospital, hotel or any other places used for common activity)

I/We* agree to abide by the requirements of the Sri Lanka Electricity act no 20 of 2009 and subsequent amendments and regulations there under and to pay all the charges and security deposit in respect of the services rendered by the Lanka Electricity Company (Private) Limited.

The Lanka Electricity Company (Private) Limited being the holder of license hereby agrees to provide a single/three* phase alternating current electricity supply at 50Hz at a standard voltage of 230V (phase to neutral). The maximum load of supply to the premises shall be limited to amperes/kVA. The company also agrees to adhere to practice in conformity with Sri Lanka Electricity act no 20 of 2009 and subsequent amendments and regulations there under.

The company however shall not be responsible for any variations in the voltage or interruptions of supply due to causes beyond the control of the company.

Witness:

1) Signature :

Name :

Address :

NIC No :

.....
Signature of the applicant/customer

Date: DD/MM/YYYY

2) Signature :

Name :

Address :

NICNo :

.....
National Identity Card No

Consumer No

.....

.....
Signature of Branch Manager
or Authorised Officer for

Lanka Electricity Company (Private) Limited

(rubber stamp with address)

*- Delete inapplicable terms

Date: DD/MM/YYYY

DETAILS OF CONSUMER LOAD

(To be filled by the applicant)

- | | | |
|---|------------------------------|-------|
| 1 | No of lamps | |
| 2 | No of ceiling fans | |
| 3 | No of Socket outlets-5A | |
| 4 | No of socket outlets-15A/13A | |
| 5 | Other directly wired outlets | |

DETAILS OF APPLIANCES

(To be filled by the applicant)

	Qty	Rated Power		Qty	Rated Power
Hot Water Geyzer	Air Conditioner
Electric Cooker	Refrigerator
Hot Plate	Deep Freezer
Electric Kettle	Water Pump
Electric Iron	Floor Polisher
Water Heater	Electric Motors		
Electric Oven	Electric Motors
Television	Electric Motors
Radio	Electric Welding Plant

FOR OFFICE USE ONLY

Maximum load :

MCB rating :

Connected to phase :

Assessed demand :

Total floor area :

Professional use :

Location :

Feeders :

Sub feeders :

Tariff :

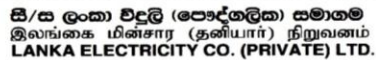
Meter No : Reading:

Date of Connection: DD/MM/YYYY

.....

Authorised Officer's Signature Date : DD/MM/YYYY

Annex 5: Standard Electricity Bill



Invoice No
Rev./Mr./Ms.

අයකුමය / இறுப்பனவு / Tariff

நாட்கள்
No of days

6. தீர்மானம்/பா. இலக்கம் / A/C Number


CUSTOMER COPY

Meter Nos			
දිනය/ திகதி /Date		මගේ කියවීම / மானி வாசிப்பு / Meter Reading	
ඒකක/ அலகு / Units			
පෙර මගේවේ ඒකක / மானி வாசிப்புக்கு முன் கூற்று / Meter Change Units			
මුළු ඒකක/இருட மொத்தப் பாவனைக் கட்டணம் Total Units/Amount		kWh	Rs
ගැලපීම / சரிபார்த்தல் / Adjustment			Rs
ප්‍රමාද වෙලාවේ අවරෝධ / தாமதக் கட்டணம் / Surcharge for late Payment			Rs
සේවා වාරික / மாதாந்தக் கடன் / Loan Instalment			Rs
මාසය පදනම මුළු මුදල / இம்மாதத்துக்கான முழுத் தொகை / Total amount for this month			Rs
මෙම දිනට බිණුම් බෙදා / இதுவரையுள்ள கணக்கு மிகுதி / Account Balance as at			Rs
වෙලාව දුන් මුදල / செலுத்த வேண்டிய தொகை / Amount Payable			Rs

பட்டியல் ௨௭: பிழை கிரீட் பதனிடும் காலகாலம் / கட்டித்தொகையின் பட்டியல்
கணக்கிடப்பட்டது / Last Month Bill Calculation

பாதிபி பிழை கிரீட் பதனிடும் / செலுத்த வேண்டிய தொகை / Units Consumed
பிழை கிரீட் / நாட்கள் / No of days

ஏக வூதி வகைபெற அறங்கட்டும்பகுதியை Tariff block	பீணை மிர அலகு விலிதம் Unit rate	பாவித்த னை பீணை பாவித்த கருகல் / அலகுக்கல் Units consumed	வூதி துடல் (ரூ.) மொத்தக் கட்டணம் (ரூப) Total charges (Rs.)
பாவித்த னை பீணை டஹா காண்ட்வு/பாவித்த அலகுக்களுக்காககட்டணம்/ Charges for units consumed			
ஓன்டுன காட்வுதி காண்ட்வு / எரிபொருள் சீராக்கல் கட்டணம்/ Fuel adjustment charge			
சர்வார் காண்ட்வு / நி்கையானகட்டணம் / Fixed charge			
துடல் டஹா ஏக கிர்தி/மொத்தயின் பட்டியல் பெறுமதி/ Total bill value			
டஹத் திர்ட்டு/வழங்கல் ஆகுசெலவு/ Total cost for supply			
ரட்சத் னனைபார்ட் / கட்டுந் பட்டியலுக்கான அரசின் சலுகை / Subsidies by GOVT			

கேபி பதிவீடு கீழ்வருமாறு (தனியார்)
நிறுவனத்தின் குறுந்தகவல் சேவை
SMS Service 

பிச்சை 070 4711000 'inf' யோடா 0714643643 டி
 டைப் பிச்சை யோடா டைப் / பெற்றுக் கொள்ள 'inf'
 டைப் குறிப்பிட்டு 0714643643 விற்கு ஒரு குருந்தகவலை
 அனுப்பி வைக்கவும். / For more details type 'inf' and
 send a SMS to 0714643643

பிணர்ச்சி கிராம கிளையம் /
மின் துண்டிப்பிற்கான அறிவிப்பு
Notice of Disconnection

රු. ක හිත මුදල මෙම බිල්පත නිකුත් කළ දින සිට දින 10ක් ඇතුළත නොගෙවීම නැවත දැනුම් දීමකින් තොරව ඔබගේ විදුලි සැපයුම විසන්ධි කිරීමට හේතුවන බව දැනුම් දෙමු.

நிலுவையாகவுள்ள ரூபா வை இப் பட்டியல் கிடைத்து 10 நாட்களுக்குள் செலுத்தத் தவறுவதால் மின் விநியோகம் வேறு அறிவித்தல் இன்றி துண்டிக்கப்படும்.

Regret to inform that, failure to settle outstanding amount of Rs. _____ within 10 days from the date of issue of this bill will result in disconnection of your electricity supply without any further notice.

Disconnection notice No

ஶாஸ்திரி கிரஹர் / வருமான உத்தியோகத்தா / Revenue Officer

අවසාන ගෙවීම් /கடைசிக் கொடுப்பனவு / Last Payment	දිනය /திகதி / Date

Pole No:

Transformer No:

மேலே ரூ. / கொடுப்பனவு ரூபா / Payment Rs.	திகை / திகதி / Date

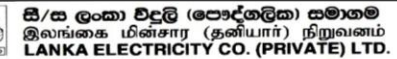
இதல் காரகர்/ காசாளர் / Cashier

[illegible]

පාරිභෝගික පැමිණිලි/ ඉල්ලීම් සඳහා පැය 24 පුරා ක්‍රියාත්මක සේවා ඇමතුම් මධ්‍යස්ථානය අමතන්න.

வாழ்க்கையாளருக்கான முறைப்பாடு
ஆலோசனைகளுக்கு 24 மணிநேர
அழைப்பு நிலையம்

**For customer complaints / Requests
contact 24 Hours service call center**



Billing Cycle:

தெய்வம் அ-கம்/ பா. இலக்கம் / A/C Number

BRANCH /BANK COPY

மேலும் / கொடுப்பனவு / Payment

ரூ./ரூபா /Rs.	திகதி/ Date

இதில் காசு Cash	வெவ்வே காசோலை Cheque	க্রেடிட் காசு Credit Card
-----------------------	----------------------------	---------------------------------

சென்னை ஏ-கல/காமின் ஏ-கல காரோலை இலக்கம், கடன் அட்டை இல Cheque No/ Card No	
பெறுபி/ வங்கி/ Bank	
காமினன் கார்டு ஒழுங் பிசே டீமல்/ கடன் அட்டை காலாவதியாகும் திகதி /Exp. Date of Credit Card	

பார்னேயின் துணை
வாடிக்கையாளர் கையொப்பம்
Customer Signature

இதல் கா
காசாளர்
Cashier

பிண்பி கிரீஸி கிபிடின டி-கல/
முனிதுண்பிடிக்கப்படுவதற்கான அறிவித்தல்/
Disconnection notice no

₹ / ரூ / Amount

[illegible]

If bill is paid prior to due date, adding of late fee / security deposit and disconnection of Supply can be avoided. Draw your attention to the overleaf for details of payment center and more instructions.

අන්තර්ජාල බිල්පත් கைவிட ஈன வூட்டி வீணர் ஁஁஁ா அபகன் ஁வி
அவி஁஁஁ பிவீ஁஁஁ / மின் கட்டணம் கொடுப்பளவு
மற்றும் மேலதிக தகவல்களுக்கு எழுது
வலைபின்னலிறுஞ் உட்பிரவேசிக்கவும் Visit our web site
to pay your bills online and get more details.

www.leco.lk

1910

Annex 6: Methodology for Estimation of Energy

Methodology for Estimation of Energy Supplied

December, 2013

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1. INTRODUCTION	3
2. APPLICABILITY	4
3. OBJECTIVES	4
4. SCOPE	4
5. DEFINITIONS	4
6. GENERAL INTERPRETATION	6
7. APPLICATION OF THE METHODOLOGY	6
7.1. Electricity supply with the absence of a Meter	6
7.1.1. Estimation of Energy consumption	6
7.1.2. Correction of estimated Energy consumption	6
7.1.3. Adjustment of charges	7
7.2. A Meter is proved to registering incorrectly	7
7.2.1. Calculation of the Error	7
7.2.2. Consumer's acknowledgement	7
7.2.3. Estimation of Energy consumption	8
7.2.4. Under-Registering Energy consumption	8
7.2.5. Over-Registering Energy consumption	8
7.2.6. Estimation of Maximum Demand	9
7.2.7. Replacement of Meter	9
7.3. The malfunctioning of any Meter (Meter stopped registering)	9
7.3.1. Correction of Energy consumption where the period of malfunctioning can be ascertained	9
7.3.2. Correction of Energy consumption where the period cannot be ascertained	9
7.3.3. Estimation of Energy consumption where past Energy consumption data is available	10
7.3.4. Estimation of Energy consumption where past Energy consumption data is not available	10
7.3.5. Adjustment of charges	10
7.3.6. Replacement of Meter	10
7.4. Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter	10
7.4.1. Correction of Energy consumption where the period can be ascertained	10
7.4.2. Determination of period for estimating in case of period cannot be ascertained	10
7.4.3. Estimation of Energy consumption	11
7.4.4. Adjustment of charges	11
7.4.5. Disposing of Meters	11
8. ESTIMATION OF ENERGY CONSUMPTION IN THE ABSENCE OF AN AGREEMENT	11
APPENDICES	12

1. INTRODUCTION

In terms of item 3 of Condition 35 of the Electricity Distribution & Supply Licence read together with Subsection 3 of Sections 49 and 50 of the Act, this Methodology for Estimation of Energy is approved by the Commission on the basis of the following. This document may be cited as the Methodology for Estimation of Energy and shall come into effect on the date on which this document is issued.

- a) In terms of item 5(1) of Schedule (III) of the Act where a consumer of electricity is to be charged for his or her supply wholly or partly by reference to the quantity of electricity supplied, the Distribution Licensee may in the normal course of business, estimate the amount of electricity consumed by the consumer and recover charges accordingly, so long as the estimated consumption is confirmed by a Meter reading within a reasonable period of time.
- b) In terms of item 5(2) of Schedule (III) of the Act, a Distribution Licensee shall be entitled to estimate consumption and recover charges accordingly, in the event of:
 - (i) A Meter (by which the quantity of electricity supplied to any consumer is ascertained) being proved to register consumption incorrectly;
 - (ii) The malfunction of any Meter; or
 - (iii) Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises.
- c) In terms of item 5(3) of schedule III of the Act, where the consumption of electricity has been estimated by a Distribution Licensee in accordance with item a) and b) above, the consumer shall pay for any electricity consumed in accordance with the estimate prepared by the Distribution Licensee or otherwise determined in accordance with the provisions relating to dispute resolution.
- d) In terms of item 1 (c) of Section 50 of the Act, every person who, intentionally or negligently
 - (i) alters the quantity of electricity as registered on any meter used for measuring the quantity of electricity supplied to any premises by a distribution licensee; or
 - (ii) prevents any meter from duly registering the quantity of electricity supplied through that meter,shall be guilty of an offence under the Act and shall be liable on conviction after summary trial before a Magistrate in addition to a penalty of not less than ten thousand rupees and not exceeding fifty thousand rupees, to a fine in a sum of money being the value of the loss or damage caused to the licensee as a result of the act or default constituting such offence, and any sum recovered as such additional fine shall be paid to the licensee on application made to Court by such licensee.
- e) In terms of Sections 49(3) and 50(3) of the Act, in the absence of any agreement and the extraction or improper use of electricity respectively, a licensee may charge for Energy supplied to any consumer in accordance with any method of charging provided for in the license.

- f) In terms of Condition 35 of the Electricity Distribution and Supply Licenses, a Distribution Licensee may estimate Energy supplied in the absence of an agreement in the event of:
- (i) Electricity supply with the absence of a Meter;
 - (ii) A Meter is proved to registering incorrectly;
 - (iii) The malfunction of any Meter;
 - (iv) Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises.

In any other event the Distribution Licensee may adopt a reasonable methodology for estimation of Energy consumption and apply charges in accordance with Tariffs and Charges approved by the Commission.

2. APPLICABILITY

This methodology is applicable to Distribution Licensees, Customers and Consumers.

3. OBJECTIVES

The primary objective of this methodology is to define the method and procedure to be followed when estimating the consumption of Energy under specified events. It intends to encourage Distribution Licensees to ascertain the quantity of electricity supplied to Consumers by a Meter or Meters and to discourage Distribution Licensees from supplying electricity without Meters as well as supplying electricity through reported incorrectly registering Meters or reported malfunctioning (stopped registering) Meters. It also intends to encourage Consumers to take proper care of electricity Meters and inform the respective Distribution Licensee of any failure do so or abnormal Meter reading.

4. SCOPE

The methodology is to be applied in the event of item i, ii, iii and iv of Condition 35 of the Electricity Distribution & Supply Licenses, as well as item 1(a) & 1 (b) of the Section 49 and item 1(a), 1 (b) & 1 (c) of Section 50 of the Act.

5. DEFINITIONS

TERM	Definition
Act	Sri Lanka Electricity Act, No 20 of 2009 as amended
Agreement	Standard tariff agreement between the Distribution Licensee and the Customer to supply electricity
Allowed Creeping Condition	When no load is connected at Customer premises, the disc of an analog Meter may rotate slowly up to one rotation
Billing Period	Period of time between two consecutive Meter readings
Bulk Customer	A Customer whose contract demand exceeds 42kVA
Charges	Charges approved by the Commission under Section 30 of Act, No. 20 of 2009.
Commission	Public Utilities Commission of Sri Lanka
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

TERM	Definition
	the Customer or as computed from the service connection current rating
Customer	Means a Tariff Customer
Declared Voltage	A voltage or voltages declared by a Distribution Licensee for the supply of electricity to a Customer
Demand	The requirement for active power and reactive power unless otherwise stated
Distribution Licensee	A person who has been granted a distribution licence by the Commission under section 13(1)(c)(i)(c) of the Electricity Act, No. 20 of 2009;
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
Error	percentage Error calculated according to below formula $e = \frac{(\text{Recorded Energy consumption of the reported incorrectly registering Meter} - \text{Recorded Energy consumption of the series Test Meter}) \times 100\%}{\text{Recorded Energy consumption of the series Test Meter}}$
Load Factor	Ratio of total amount of Energy delivered during a given period to the total amount of Energy that could have been delivered, had the Maximum Demand been maintained throughout the same period. It is usually expressed as a percentage.
Maximum Demand	The greatest of all Demands of the load that has occurred within a specified period of time
Meter	Equipment used to measure electricity consumption and Maximum Demand during a particular period, including the current transformers, voltage transformers, power transformer, connection wires and Meter mounting
Meter Malfunctioning	Meter has stopped registering the Energy consumption
Over-Registering	The Meter registering the Customer's Energy consumption more than the correct value
Power Factor	Ratio of active power (kW) to apparent power (kVA)
Retail Customers	A Customer whose Contract Demand is less than 42 kVA
Service Connection Amperage	Maximum current (A) agreed to be supplied by the Licensee/Supplier as stated in the standard tariff agreement
Tariff	Tariffs approved by the Commission under Section 30 of the Act, No. 20 of 2009.
Test Meter	A Test Meter or instrument connected in series and is calibrated to measure the electricity supplied through the Meter/ equipment
Under-Registering	The Meter registering the Customers Energy consumption less than the correct value
Utilization Factor	Ratio of the Customers Maximum Demand to the Contract Demand

6. GENERAL INTERPRETATION

- 6.1. When a word or a phrase that is defined in the “Definitions and Abbreviations” is more particularly defined in another Code of the Distribution Code and if there is any inconsistency between the two definitions, the latter or that particular definition shall prevail.
- 6.2. Any reference to a gender shall include all genders.
- 6.3. Any reference to a person or entity shall include an individual, partnership, company, corporation, association, organization, institution, or other similar groups.
- 6.4. Unless otherwise specified, singular shall include the plural and vice-versa.
- 6.5. The word including or a grammatical variation thereof means “including but not limited to”
- 6.6. A reference to a standard shall include any revision, update or a replacement of that standard.

7. APPLICATION OF THE METHODOLOGY

Where a Consumer of electricity supplied by a Distribution Licensee is to be charged for supply, wholly or partly by reference to the quantity of electricity supplied, then, unless otherwise agreed between the Consumer and the Distribution Licensee, the supply shall be given through, and the quantity of electricity shall be ascertained by an appropriate Meter or Meters as the case may be.

7.1. Electricity supply with the absence of a Meter

7.1.1. Estimation of Energy consumption

In the event, a Consumer and a Distribution Licensee has agreed that the supply of electricity shall be given with the absence of a Meter or Meters, as the case may be, the Distribution Licensee shall in the normal course of business estimate the amount of electricity consumed by the Consumer on the basis of the average Energy consumption of Customers belong to the same Tariff category, and where applicable the Maximum Demand, identified in Appendix 1, and recover charges in accordance with the Tariffs and Charges applicable for the relevant period. Where Time of Use is applicable, the distribution of Energy consumption among the time intervals shall be based in accordance to Appendix II.

The Distribution Licensee shall determine the charges accordingly until the estimates are confirmed by a Meter reading within a reasonable period of time. However, the said reasonable period of time shall not be more than six (6) Billing Periods.

7.1.2. Correction of estimated Energy consumption

Once the Meter or Meters, as the case may be, are fixed, the Customer’s Energy consumption measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation. Where applicable the Maximum Demand shall be the average of the three Billing Periods.

7.1.3. Adjustment of charges

The correct charges for the period of estimation shall be determined in accordance with the Tariffs and Charges applicable for the relevant period as indicated below

7.1.3.1. Adjustment of charges, where the period of estimation is less than six Billing Periods

Where the period of estimation is less than six Billing Periods the charges shall be determined in accordance with the approved Tariffs and Charges applicable for the relevant period.

7.1.3.2. Adjustment of charges, where the period of estimation exceeds six Billing Periods

Where the period of estimation exceeds six Billing Periods, the charges in respect of the first six (6) Billing Periods shall be determined in accordance with the approved Tariffs and Charges applicable during such period, and the charges in respect of the period in excess of the six (6) Billing Periods shall be determined in accordance with the approved fixed charge applicable during such period (considering as zero energy consumption and where applicable, zero Maximum Demand) i. e. The Tariff in respect of the Energy consumed and Maximum Demand during the period in excess of the first six (6) Billing Periods shall not be charged.

The Customer's account shall be adjusted accordingly, and where the Customer has been over charged, the adjusted amount shall be credited to the Customer's account within three (3) Billing Periods.

Where the Customer has been undercharged, the Customer shall be given a minimum of 06 Billing Periods for settlement of the correct charges from the appearance of the adjustment in the bill, without any penalty being imposed.

7.2. A Meter is proved to registering incorrectly

7.2.1. Calculation of the Error

Where a Meter is suspected to be registering incorrectly, the Error, if any, will be ascertained by an instrument or a Meter calibrated for this purpose (referred to herein as a Test Meter), connected in series. The Error (e) will be calculated according to the formula below:

$$e = \frac{(\text{Recorded Energy consumption of the reported incorrectly registering Meter} - \text{Recorded Energy consumption of the series Test Meter}) \times 100\%}{\text{Recorded Energy consumption of the series Test Meter}}$$

7.2.2. Consumer's acknowledgement

Prior to ascertaining the Energy, if any, the Licensee shall explain to the Consumer the procedure to be followed and the formula to be used in doing so. In addition, the Licensee shall display the readings of both the series Test Meter and the reported incorrectly registering Meter and obtain the Consumer's acknowledgement of same. Further, the Licensee shall also explain to the Consumer his or her right to lodge a complaint if he or she is not satisfied that the Licensee followed the procedure as acknowledged by the Consumer and/ or the conclusion arrived through the procedure.

7.2.3. Estimation of Energy consumption

If the magnitude of the Error so determined is greater than 2.5% ($|e| > 2.5\%$), except under allowed creeping condition (under no load condition i.e. the current though the current coil of an analog Meter is zero, the disc of the Meter may rotate slowly up to one rotation, before getting stopped), the Meter will be proved to be registering incorrectly. The Error shall then be used to correct the recorded Energy consumption of the Customer for the relevant Billing Period according to the formula given below:

$$\text{Estimated Energy consumption for the relevant Billing Period} = \frac{\text{Recorded Energy consumption for the relevant Billing Period} \times 100}{100 + e}$$

7.2.4. Under-Registering Energy consumption

7.2.4.1. Correction of Energy consumption where Consumer has reported the Error

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been under-registering the Energy consumption, the recorded Energy consumption shall be corrected only in respect of the current Billing Period and recorded Energy consumption of the Customer in respect of previous Billing Periods shall not be corrected.

7.2.4.2. Correction of Energy consumption where Licensee has detected the Error

Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Under-Registering the Energy consumption, the recorded Energy consumption shall be corrected in respect of the period commencing the date of the detection, which shall not exceed three (3) Billing Periods.

A summary of the correction periods identified in 7.2.4.1 and 7.2.4.2 is given in Appendix III (A).

7.2.4.3. Adjustment of charges

The correct charges for the period of incorrect Meter registering shall be determined in accordance with the Tariffs and Charges applicable for the relevant period.

Where the Customer has been undercharged, he/she shall be given a period commencing from the appearance of the adjustment in the bill and equal to that in respect of which his/her recorded Energy consumption was corrected, for settlement of related charges, without any penalty being imposed.

7.2.5. Over-Registering Energy consumption

7.2.5.1. Correction of Energy consumption where Consumer has reported and period can be ascertained

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been over-registering the Energy consumption, and the period of such incorrect Meter registering can be ascertained, the recorded Energy consumption of the Customer shall be corrected in respect of the corresponding Billing Period(s).

7.2.5.2. Correction of Energy consumption where Consumer reported and period cannot be ascertained

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been Over- Registering the Energy consumption, but the period of such incorrect Meter registering cannot be ascertained, the recorded Energy consumption of the Customer shall be corrected from the date of reporting. Notwithstanding the date of reporting, the correction shall not be less than 12 Billing Periods.

7.2.5.3. Correction of Energy consumption where Licensee has detected

Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Over-Registering the Energy consumption, the recorded Energy consumption of the Customer shall be corrected in respect of corresponding Billing Period(s), which shall not be less than three (3) Billing Periods.

A summary of then correction periods identified in 7.2.5.1, 7.2.5.2 and 7.2.5.3, is given in Appendix III (B).

7.2.5.4. Adjustment of charges

The correct charges for the period of incorrect Meter registering shall be determined in accordance with the Tariffs and Charges applicable for the relevant period, and the Customer's account shall be adjusted accordingly within three (03) Billing Periods.

7.2.6. Estimation of Maximum Demand

Where applicable, the Maximum Demand of the Customer shall be estimated by the Licensee on a case by case basis and determine the charges in accordance with the Tariff and Charges applicable for the relevant period.

7.2.7. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

7.3. The malfunctioning of any Meter (Meter stopped registering)

7.3.1. Correction of Energy consumption where the period of malfunctioning can be ascertained

Where any Meter is reported by the Consumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, and where the period of such malfunctioning can be ascertained by inspection of the Meter reading record(s) or by other means, such period shall be used to determine the Energy consumption of the Consumer and related charges shall be corrected in respect of such period.

7.3.2. Correction of Energy consumption where the period cannot be ascertained

Where any Meter is reported by the Consumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, but where the period of such malfunctioning of the Meter cannot be ascertained by inspection of the Meter reading record(s) or by other means, the Energy consumption of the Consumer and related charges shall be corrected in respect of the period commencing the date of reporting or the date of detection, as the case maybe. Notwithstanding the date of reporting or the date of detection, the correction period shall not exceed 12 billing periods.

7.3.3. Estimation of Energy consumption where past Energy consumption data is available

The Energy consumption shall be estimated based on the average Energy consumption of the immediately preceding consecutive three (03) Billing Periods (or such other 3 Billing Periods as mutually agreed by the Customer and the Distribution Licensee) prorated for the period of such malfunctioning. Where applicable, the Maximum Demand shall be estimated based on the average of the recorded Maximum Demand of the immediately preceding 03 Billing Periods (or such other 3 Billing Periods as mutually agreed by the Customer & the Licensee).

7.3.4. Estimation of Energy consumption where past Energy consumption data is not available

Where past Energy consumption data is not available or the past Energy consumption is nil, once the Meter or Meters, as the case may be, are replaced, the Customer's Energy consumption measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation. Where applicable the Maximum Demand shall be the average of the three Billing Periods.

7.3.5. Adjustment of charges

The correct charges for the period of Meter Malfunctioning shall be determined in accordance with the Tariffs and Charges applicable for the relevant period, and the Customer account shall be adjusted accordingly.

Where the Customer has been undercharged, the Customer shall be given not less than a corresponding period as the period of Malfunctioning Meter for settlement of related charges from the appearance of the adjustment in the bill, without any penalty being imposed.

7.3.6. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

7.4. Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter

7.4.1. Correction of Energy consumption where the period can be ascertained

Where any person is convicted of an offence under Section 50 (1) (c) of the Act, and the period of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter can be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy consumption shall be corrected in respect of such period. However, the correction period shall not exceed 12 Billing Periods.

7.4.2. Determination of period for estimating in case of period cannot be ascertained

Where any person is convicted of an offence under Section 50 (1) (c) of the Act, but the period of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter cannot be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy consumption shall be corrected in respect of the preceding three (3) Billing Periods.

7.4.3. Estimation of Energy consumption

In respect of Retail Customers, the Contract Demand in kVA shall be determined based on the Declared Voltage, Service Connection Amperage and number of phases. In respect of the Bulk Customers, the Contract Demand shall be the same as that identified in the Bulk Customer's Standard tariff Agreement. Where the Contract Demand is given in kW, the Contract Demand in kVA shall be calculated using the applicable Power Factor of the respective Tariff category given in Appendix IV of this Methodology.

The corrected Energy consumption of the Consumer, for each day of the period of alteration of the Meter(s) shall be estimated according to the formula below:

Estimated daily Energy consumption (kWh) =
Contract Demand (kVA) x (Utilization Factor) x (Load factor) x (Power Factor) x (24 hours)

The Utilization Factor, Load Factor and the Power Factor applicable to each Tariff category are given in the said Appendix IV. In respect of Bulk Customers whose Contract Demand is higher than 160 kVA, the Utilization Factor shall be decided by the Licensee on case by case basis.

Where applicable, the Maximum Demand shall be estimated according to the formula below:

Maximum Demand (kVA) = Contract Demand in (kVA) x (Utilization Factor)

Where Time of use is applicable, the distribution of Energy consumption among the time intervals is given in the Appendix II.

However, where the recorded energy consumption of the Customer for any Billing Period identified according to either 7.4.1 or 7.4.2 above is higher than the estimated Energy consumption for the same billing period, the Energy consumption for such period shall not be corrected,

7.4.4. Adjustment of charges

The correct charges for the period of altering the register of the Meter or preventing it from duly registering the quantity of electricity supplied shall be determined in accordance with the Tariffs and Charges applicable for the relevant period.

7.4.5. Disposing of Meters

Where any person is convicted of an offence under Section 50 (1) (c) the Act, and the Meter(s) in respect of which the offence was committed is removed, the Distribution Licensee shall keep the Meter(s) in safe custody until the Commission authorizes the Distribution Licensee to destroy or otherwise dispose of it.

8. ESTIMATION OF ENERGY CONSUMPTION IN THE ABSENCE OF AN AGREEMENT

Where any person is convicted under Sections 49(1) or 50(1) of the Act, a certificate issued by the Distribution Licensee shall be received as proof of the value of the loss or damage caused to the Distribution Licensee as a result of the act or default constituting such offence, in the absence of evidence to the contrary. In the absence of any Agreement, a Distribution Licensee may estimate and charge for the Energy and where applicable Maximum Demand on case by case basis.

APPENDICES

Appendix I: Estimated daily Energy consumption where the Consumer has been given a supply of electricity in the absence of a Meter

Customer Type		Contract Demand (A)	Average Consumption ¹ (kWh per day of billing)		Maximum Demand (kVA)
			Single phase	Three phase	
Domestic (D-1)		15	1	N/A	N/A
		30	2	6	N/A
		60	N/A	12	N/A
		100	7	21	N/A
Religious (R-1)		15	3	9	N/A
		30	5	15	N/A
		60	10	30	N/A
		100	17	51	N/A
General Purpose- 1 (GP-1)		15	3	9	N/A
		30	6	18	N/A
		60	12	36	N/A
Government- 1 (GV-1)		15	3	9	N/A
		30	6	18	N/A
		60	12	36	N/A
Hotel-1 (H-1)		15	7	21	N/A
		30	13	39	N/A
		60	26	78	N/A
Industrial-1 (I-1)		15	9	27	N/A
		30	17	51	N/A
		60	34	102	N/A
General Purpose- 2 (GP-2)	≤160 kVA	All	565		45
	>160kVA	All	To be decided on case by case basis by the Distribution Licensee		
Government- 2 (GV-2)	≤160 kVA	All	565		45
	>160kVA	All	To be decided on case by case basis by the Distribution Licensee		
Hotel-2 (H-2)	≤160 kVA	All	1670		120
	>160kVA	All	To be decided on case by case basis by the Distribution Licensee		
Industrial-2 (I-2)	≤160 kVA	All	1100		90
	>160kVA	All	To be decided on case by case basis by the Distribution Licensee		

¹Calculated on the basis of monthly average electricity sales data indicated in the Statistical Digest 2011, published by Ceylon Electricity Board

Customer Type	Contract Demand (A)	Average Consumption (kWh per day of billing)		Maximum Demand (kVA)
		Single phase		
General Purpose- 3 (GP-3)	All	To be decided on case by case basis by the Distribution Licensee		
Government- 3 (GV-3)	All	To be decided on case by case basis by the Distribution Licensee		
Hotel-3 (H-3)	All	To be decided on case by case basis by the Distribution Licensee		
Industrial-3 (I-3)	All	To be decided on case by case basis by the Distribution		

Appendix II: Distribution of Energy consumption among the time intervals where the Customer is charged under the time of use Tariff

Interval	Percentage Consumption
Day	50%
Peak	15%
Off Peak	35%

Appendix III (A): Determination of correction period of Under-registering

Customer Reported	Licensee detected
No back- charge	Back- charge up to date of detection but not more than 3 billing periods

Appendix III (B): Determination of correction period of Over-registering

		Customer Reported	Licensee detected
Exact period of incorrect registering can be ascertained	Yes	Refund for the ascertained period of incorrect registering	Back- charge up to date of detection but not less than 3 billing periods
	No	Back- charge up to date of reporting but not less than 12 billing periods	

Appendix IV: Applicable Power Factors, Utilization Factors and Load Factors for estimation of Energy where any person is convicted of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter

Customer Category		Utilization Factor	Load Factor	Power Factor
Domestic (D-1)		0.3	0.25	0.95
Religious (R-1)				
Industrial-1 (I-1)		0.5	0.4	0.85
Hotel-1 (H-1),General Purpose-1 (GP-1), Government (GV-1)		0.5	0.4	0.95
Industrial-2(I-2), Hotel-2(H-2)	≤160 kVA	0.5	0.5	0.85
	>160kVA	case by case basis		
General Purpose-2 (GP-2), Government (GV-2)	≤160 kVA	0.5	0.5	0.90
	>160kVA	case by case basis		
Industrial- 3(I-3), Hotel- 3(H-3)		case by case basis	0.5	0.85
General Purpose-3 (GP-3), Government (GV-3)			0.5	0.9

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 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

Website: www.pucsl.gov.lk

Annex 8: Wayleave Guidelines

GUIDELINES ON WAYLEAVE AND FELLING OR LOPPING OF TREES

ISSUED BY:

PUBLIC UTILITIES COMMISSION OF SRI LANKA

Version 3.0

Reference: PUC/E/RA/GUI/01

Date: 17th October 2013

These guidelines are prepared in terms of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended) and approved by the Commission on 17th October 2013. The licensees and the Divisional Secretaries are expected to follow these guidelines in discharging their respective powers and duties under the said Act. All the previous guidelines issued by the Commission in this regard are hereby repealed.

TABLE OF CONTENTS

DEFINITIONS	1
PART 1 – INTRODUCTION.....	3
PART 2 – GUIDELINES ON WAYLEAVE	5
PART 3 – GUIDELINES ON FELLING OR LOPPING TREES	8
PART 4 – ENTERING INTO PREMISES.....	9
PART 5 – INFORMATION FOR THE GENERAL PUBLIC	11
PART 6 – GENERAL.....	13
APPENDIX I – NOTICE REQUIRING WAYLEAVE.....	15
APPENDIX II – WAYLEAVE AGREEMENT	17
APPENDIX III – APPLICATION REQUIRING AUTHORITY TO INSTALL/KEEP INSTALLED AN ELECTRIC LINE	19
APPENDIX IV – RECOMMENDATION TO ACQUIRE WAYLEAVE.....	21
APPENDIX V – NOTICE REQUIRING TO FELL OR LOP A TREE.....	23
APPENDIX VI – REFERRAL OF A MATTER RELATING TO FELLING OR LOPPING A TREE(S).....	25
APPENDIX VII – NOTICE OF INTENDED ENTRY TO A LAND OR PREMISES	27

Definitions

‘dwelling’ means a building or part of a building occupied or (if not occupied) last occupied or intended to be occupied, by a private dwelling.

‘distribute’ means distribute by means of a system which consists (wholly or mainly) of low voltage lines and electrical plant and is used for conveying electricity to any premises or to any other distribution system

‘electric line’ means any line whether underground or over ground which is used for carrying electricity 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.

‘electrical plant’ means any plant, equipment, apparatus or appliance used for or for purposes connected with, the generation, transmission, distribution or supply of electricity, other than –

- (a) an electric line;
- (b) a meter used for ascertaining the quantity of electricity supplied to any premises; or
- (c) an electrical appliance under the control of a consumer

‘Electricity Act’ means the Sri Lanka Electricity Act, No. 20 of 2009 (as amended by the Act, No. 31 of 2013).

‘licensee’ means a person who has been granted a license to generate, transmit or distribute electricity.

‘premises’ includes any land, building or structure.

‘supply’ means supply of electricity to any premises (other than the premises occupied by a licensee for the purpose of carrying on the activities which it is authorized by its license to carry on) but shall exclude bulk sales of electricity.

‘transmit’ means the transportation of electricity by means of a system, which consists (wholly or mainly) of high voltage lines and electrical plant and is used for conveying electricity from a generating station to a sub-station, from one generating station to another or from one sub-station to another.

‘wayleave’ means 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 a land and to have access to that land for the purpose of inspecting, maintaining, adjusting, repairing, altering, removing or replacing such electric line.

Part 1 – Introduction

- 1.1 The Public Utilities Commission of Sri Lanka (hereinafter referred to as the ‘Commission’), established under the Act, No. 35 of 2002, is the economic, safety and technical regulator of the electricity industry in Sri Lanka. In terms of the Sri Lanka Electricity Act, No. 20 of 2009 and (Amendment) Act, No.31 of 2013(hereinafter referred to as ‘Electricity Act’), the Commission is required to ensure an efficient and economical system of electricity supply is provided for and maintained throughout Sri Lanka, at all times.
- 1.2 For any purpose connected with the carrying on of the activities authorized by its license, a requirement may arise for a licensee to install and keep installed an electric line on, under or over any land. Upon installing an electric line, licensee would need to have access to that land for the purpose of inspecting, maintaining, adjusting, repairing, altering, removing or replacing such electric line. Licensee requires the consent of the owner or occupier of a land to install and keep installed an electric line and to have access to the land for the said purposes. The items 3 and 5 of Schedule I of the Electricity Act specify the procedure to be adopted by the licensees: in obtaining such consent from the owner or occupier of the land; and (upon failing to obtain consent) in applying for/obtaining authority for same.
- 1.3 The item 4 of Schedule I of the Electricity Act contains the provisions relating to the payment of compensation: to the owner of a land in respect of a grant of wayleave and to any person in respect of damages or disturbances caused in the exercise of any right by a licensee conferred by a wayleave.
- 1.4 A requirement might arise to fell or lop or cut back its roots when a tree is or will be in such close proximity to an electric line or electrical plant, which has been installed or is being installed or is to be installed by a licensee, as to:
 - (a) obstruct or interfere with the installation, maintenance or working of the line of plant; or
 - (b) constitute an unacceptable source of danger to public.

The item 6 of Schedule I of the Electricity Act specifies the procedure to be adopted by the licensees in ensuring that such a tree is felled or lopped or its roots are cut back.
- 1.5 As per Section 2A(1)(b) of the Electricity Act, the Commission is authorized to delegate any power conferred on it by items 3, 4, 5 and 6 of Schedule I of the Electricity Act to any Divisional Secretary and as such it has delegated the powers conferred on it under items 4 and 6 of that Schedule to the Divisional Secretaries.
- 1.6 This document intends to:
 - (a) guide the licensees, who will be the applicants to the Divisional Secretaries requesting authority:
 - (i) to install or keep installed an electric line on, under or over any land;
 - (ii) to fell or lop a tree or cut back its roots that obstruct or interfere with the installation, maintenance or working of an electric line or plant, or constitute an unacceptable cause of danger;

- (b) guide the Divisional Secretaries, who are empowered under the Electricity Act to:
 - (i) authorize the licensees or prohibit the licensees from carrying on activities specified under (a)(i) above;
 - (ii) make recommendations on acquisition of wayleave to the Commission;
- (c) guide the Divisional Secretaries, who are delegated powers by the Commission conferred on it by items 4 of Schedule I of the Electricity Act:
 - (i) to determine the amount of compensation that a landowner may recover from the licensee in respect of grant of wayleave
 - (ii) to determine the amount of compensation that a person may recover from the licensee for any disturbance caused to his or her enjoyment of any land or movables in consequence of the exercise of any right conferred by a wayleave
 - (iii) to conduct inquiries, on its own motion or on the application of a person affected, to determine whether a licensee is liable to pay any person any compensation under (i) and (ii) above;
- (d) guide the Divisional Secretaries, who are delegated powers by the Commission conferred on it by item 6 of Schedule I of the Electricity Act to make orders allowing the licensee to cause a tree to be felled or lopped or its roots to be cut back and to determine any question as to what expenses (if any) are to be paid to the licensee by the owner or occupier of the land (on which such tree is growing), after giving the parties an opportunity of being heard; and
- (e) provide information to the owners and occupiers of lands and the general public on granting or not granting of wayleave (including related procedures) and felling or lopping of trees by licensees.

Part 2 – Guidelines on wayleave

There are two (2) possible scenarios under which a requirement might arise for a licensee to secure the grant of a wayleave:

- (a) for the installation of a new electric line; or
- (b) when there is a request by a landowner or occupier to remove an existing electric line

2.1 Installation of a new electric line

- (a) The licensee shall give the occupier a minimum of twenty one (21) days' notice (as per specimen format given in appendix I) requiring him or her to give the necessary wayleave
- (b) Where the occupier is not also the owner of the land, a copy of any notice under paragraph (a) above shall also be served on the landowner. The licensee shall ensure that the notice is acknowledged by the occupier (and if the occupier is not also the owner of the land, by the landowner).
- (c) Upon giving a notice under paragraph (a), the licensee shall make take all reasonable efforts to secure the grant of wayleave. If the owner or occupier of the land agrees to grant the wayleave, subject to terms and conditions acceptable to the licensee, the parties shall enter into an agreement (appendix II). In any case, it is reasonable for the licensee at least to obtain the response of the owner or occupier on the notice issued.
- (d) In the event that all reasonable efforts made to secure the grant of wayleave have been unsuccessful, the licensee shall make an application (appendix III) to the respective Divisional Secretary requiring authority to install the electric line. The licensee shall specify the efforts it has made to secure the grant of wayleave, in its application.
- (e) Within six (6) weeks of the application, upon holding an inquiry after giving an opportunity to the owner or occupier of the land concerned, the Divisional Secretary:
 - a. may authorize the licensee, either unconditionally or subject to terms, conditions and stipulations as he or she considers appropriate, to install the electric line;
 - b. may prohibit the licensee from installing the electric line; or
 - c. upon being satisfied that the acquisition of the wayleave has become necessary for the purpose of carrying on the activities authorized by the license of the licensee, shall make his or her recommendation (in the format specified in appendix IV) pertaining to the same, to the Commission.
- (f) However, the Divisional Secretary shall not recommend the acquisition of a wayleave, where the line is to be installed on or over a land that is covered by an authorized dwelling, or planning permission has been granted under the relevant laws for construction of a dwelling.

- (g) Upon receipt of a recommendation from a Divisional Secretary and upon being satisfied that it is necessary or expedient to install the electric line on, under or over the land concerned in order to carry on the activities which the licensee is authorized to carry on under the license, the Commission shall recommend to the Minister the acquisition of the wayleave. Thereupon the Minister shall approve the acquisition by Order published in the Gazette and the wayleave shall thereupon be deemed to be required for a public purpose and be acquired under the Land Acquisition Act and transferred to the licensee. Any amount payable for such acquisition shall be paid for by the licensee.

2.2 When there is a request by a landowner or occupier to remove an existing electric line

- (a) The owner or occupier of the land may give a notice to the licensee requiring to remove the electric line from the land, where a wayleave (whether granted under item 3 of Schedule I of the Electricity Act or by agreement between the parties):
 - (i) is determined by the expiration of the period specified in the wayleave;
 - (ii) is terminated in accordance with a term contained in the wayleave; or
 - (iii) ceases to be binding on the owner or occupier of the land by reason of a change in the ownership or occupation of the land after giving the wayleave
- (b) On receipt of such notice, all efforts should be made to secure the grant of wayleave, if the licensee requires to keep the line installed.
- (c) In the event the licensee fails to secure the grant of wayleave, an application (appendix III) shall be made to the respective Divisional Secretary requiring authority to keep installed the electric line. The licensee shall specify the efforts it has made to secure the grant of wayleave, in its application.
- (d) Within six (6) weeks of the application, upon holding an inquiry after giving an opportunity to the owner or occupier of the land concerned, the Divisional Secretary:
 - (i) may authorize the licensee, either unconditionally or subject to terms, conditions and stipulations as he or she considers appropriate, to keep installed the electric line;
 - (ii) may prohibit the licensee from keeping installed the electric line; or
 - (iii) upon being satisfied that the acquisition of the wayleave has become necessary for the purpose of carrying on the activities authorized by the licensees, shall make his or her recommendations (appendix IV) pertaining to the same, to the Commission.
- (e) The Commission shall recommend to the Minister the acquisition of the same. Thereupon the Minister shall approve the acquisition by Order published in the Gazette and the wayleave shall thereupon be deemed to be required for a public purpose and be acquired under the Land Acquisition Act and transferred to the licensee. Any amount payable for such acquisition shall be paid for by the licensee.
- (f) Where within the period of three (3) months beginning from the date of the notice under paragraph (a), the licensee:
 - (i) fails to make an application under paragraph (c);
 - (ii) makes an application under paragraph (c) and that application is refused by the Divisional Secretary; or

(iii) fails to obtain an order authorizing the compulsory purchase of the land under item 7 of Schedule I of the Electricity Act,

the licensee shall comply with the notice at the end of that period, or in the case of subparagraph (ii) above at the end of the period of one (1) month beginning from the date of the Divisional Secretary's decision or such longer period as the Divisional Secretary may specify.

2.3 Compensation with respect to grant of a wayleave

- (a) Where a wayleave is granted to a licensee under item 3 of Schedule I of the Electricity Act (by way of authority granted by the Divisional Secretary or acquisition under the Land Acquisition Act), the owner of the land may recover from the licensee reasonable compensation in respect of the grant as may be determined by the Divisional Secretary. Hence, the Divisional Secretary shall give due consideration for the amount of compensation claimed by the owner of the land (as part of the terms and conditions subject to which he or she is prepared to grant the wayleave) at any inquiry being held in response to an application made by a licensee requesting authority (under 2.1(e) and 2.2(d) above).
- (b) If any damage is caused to land or to movables in the exercise of any right conferred by a wayleave, any person interested in such land or movables may recover reasonable compensation in respect of that damage from the licensee.
- (c) If a person is disturbed in his or her enjoyment of any land or movables in consequence of the exercise of a right conferred by a wayleave, he or she may recover compensation in respect of that disturbance, of such amount as may be determined by the Divisional Secretary, from the licensee.
- (d) The Divisional Secretary may on its own motion or on the application of a person affected, conduct such inquiries as may be necessary to determine whether a licensee is liable to pay any person any compensation under paragraphs (a), (b) and (c) above.
- (e) Upon deciding whether any compensation is payable and, if so, the amount of compensation payable by the licensee, at the conclusion of any inquiry conducted under paragraph (d) above, the Divisional Secretary will communicate such decision in writing to the licensee and to any person who has applied for, or was awarded, compensation. The Divisional Secretary in that communication will clearly indicate the basis for his or her decision on compensation.
- (f) If a person is aggrieved by the decision of the Divisional Secretary that no compensation is payable or is dissatisfied with the amount of compensation determined by the Divisional Secretary, he or she may institute an action against the licensee (in a court of competent jurisdiction) for the recovery of the compensation claimed or the difference between the amount of the compensation claimed by that person or the difference between the amount of the compensation claimed and the amount of compensation determined by the Divisional Secretary. (Please refer paragraphs 5, 6 and 7 of item 4 of Schedule I of the Electricity Act, for further details in this regard.)

Part 3 – Guidelines on felling or lopping trees

(In this section: ‘tree’ includes any shrub, and references to ‘felling’ and ‘lopping’ shall be construed accordingly; ‘land’ means the land on which the tree is growing)

- 3.1 When a tree is or will be in close proximity to an electric line or electrical plant which has been installed or is being or to be installed as to obstruct or interfere with the installation, maintenance or working of an electric line/plant or is a source of danger to public, a notice (appendix V) is required to be issued by the licensee to the occupier of the land requiring him/her to fell or lop the tree or cut back its roots.
- 3.2 Where the occupier is not also the owner of the land, a copy of any notice under 3.1 above shall also be served on the landowner. The licensee shall ensure that the notice is acknowledged by the occupier (and if the occupier is not also the owner of the land, by the landowner).
- 3.3 If within seven (7) working days of the notice:
 - (a) the requirements of the notice are complied with by the owner or occupier, licensee shall pay the reasonable expenses incurred by the owner or occupier
 - (b) the requirements of the notice are not complied with and neither the owner nor occupier of the land gives a counter-notice, the licensee shall cause the tree to be felled or lopped or its roots to be cut back so as to prevent it from having the effect mentioned in 3.1 above
 - (c) the requirements of the notice are not complied with and the owner or occupier of the land gives a counter-notice, the matter shall be referred (appendix VI) to the respective Divisional Secretary.
- 3.4 On a reference to him/her under paragraph 3.3(c) above the Divisional Secretary, after giving the parties an opportunity of being heard, may make such order as he/she thinks just, in the circumstances and any such order –
 - (a) allowing the licensee to cause the tree to be felled or lopped or its roots to be cut back, after notifying any person by whom a counter notice was given; and
 - (b) determining any question as to what expenses (if any) are to be paid to the licensee by the owner or occupier of the land
- 3.5 Where the licensee acts in pursuance of paragraph 3.3(b) or an order made under subsection 3.4, the licensee shall:
 - (a) cause the tree to be felled or lopped or their roots to be cut back in accordance with good arboricultural practices and so as to do as little damages as possible to trees, fences, hedges and growing crops;
 - (b) cause the felled trees, lopped boughs or root cuttings to be removed in accordance with the directions of the owner or occupier; and
 - (c) make good any damage caused to the land

Part 4 – Entering into land or premises

- 4.1 Any authorized officer of a licensee may enter any land or premises for the purpose of:
- (a) placing a new electric line or new electrical plant in place of, or in addition to, any existing line or plant which has already been lawfully placed; or
 - (b) repairing or altering any such existing electric line or electric plant
- 4.2 However, any authorized officer of a licensee shall not demand to enter any land or premises, for the purposes specified in paragraph 4.1, unless:
- (a) three (3) days' notice (appendix VII) of the intended entry has been given stating as fully and accurately as possible the nature and extent of the acts intended to be done;
 - (b) if required to do so, he or she has produced evidence of his or her authority;
 - (c) reasonable compensation is paid to the owner of the land or premises for any disturbance, disability or damage that may be caused pursuant to the entry.
- 4.3 Any notice referred to in subparagraph 4.2(a) shall:
- (a) where the land is occupied, be given to the occupier;
 - (b) where the land is not occupied, be given to the owner if his or her name and address are known or can with reasonable diligence be ascertained;
 - (c) where the land is not occupied and the name and address of the owner cannot with reasonable diligence be ascertained, be exhibited in some conspicuous position in the land; and
 - (d) where the land is used or reserved for any public purpose, be given to the officer or other person in charge of the execution of that purpose.
- 4.4 Any person authorized by the licensee, shall be entitled to enter the land, for the purpose of giving a notice referred to in subparagraph 4.2(a)
- 4.5 No person shall enter into any land or premises, for the purposes specified in paragraph 4.1, unless he or she is authorized in writing by a licensee.
- 4.6 Where any person exercises any right to enter into any land or premises, the licensee, by whom he or she was authorized in writing, shall make good any damage done to the land as a result of such entry.
- 4.7 Where in the exercise of a right to enter into any land or premises, any damage is caused to any land or to any movable property, any person interested in the land or movable property may recover compensation in respect of that damage from the licensee on whose behalf the right is exercised.
- 4.8 Where in consequence of the exercise of such a right, a person is disturbed in his or her enjoyment of any land or movable property, he or she may recover from that licensee reasonable compensation in respect of that disturbance as determined by the Commission.

- 4.9 If, in an attempt to exercise any right of entry, a licensee has made all reasonable efforts, otherwise than by the use of force, to obtain entry to the premises; and those efforts have been unsuccessful, it may apply, *ex parte*, to the Magistrate Court having jurisdiction over the place where the premises is situated for an order authorizing an officer authorized by the licensee to enter the premises by force (please refer item 9 of Schedule II of the Electricity Act for further details of such order).
- 4.10 Where in pursuance of any right or power, entry is made on any premises by an officer authorized by a licensee:
- (a) the officer shall ensure that the premises is left no less secured by reason of the entry; and
 - (b) the licensee shall make good, or pay compensation for, any damage caused by the officer, or by any person accompanying him or her in entering the premises, or in taking any authorized action.

Part 5 – Information for the general public

5.1 Wayleave

- (a) As per the Electricity Act, the licensees are granted powers to install any electric line or electrical plant under, over, in, on, along or across any street with the consent of the local authority or other relevant authority. Hence, the licensees are not required to obtain wayleave from any landowner in such instances.
- (b) But, the licensees require wayleave to install or keep install an electric line on, over or under a land. The licensees can obtain wayleave:
 - (i) by agreement between the parties (i.e. licensee and owner or occupier of the land)
 - (ii) by way of an authority granted by the Divisional Secretary; or
 - (iii) by way of an acquisition of the wayleave
- (c) Initially, the licensee will issue a notice to the owner or occupier of the land requiring the wayleave. It will make all reasonable efforts to secure the grant of wayleave (by agreement between parties) prior to making an application to the Divisional Secretary requiring authority to install the electric line.
- (d) Upon receipt of a notice requiring wayleave to install a new electric line, from a licensee, an owner or occupier of the land may:
 - (i) grant wayleave without any terms & conditions - licensee will install the line
 - (ii) remain silent - licensee may consider that the owner of the land is not willing to grant wayleave and hence, may apply for authority to install the electric line from the Divisional Secretary
 - (iii) grant wayleave subject to terms & conditions - licensee may either accept the grant subject to landowner's terms & conditions, or apply for authority to install the electric line from the Divisional Secretary subject to the terms & conditions acceptable to
 - (iv) if he or she is not willing to grant the wayleave, inform the same to licensee in writing - licensee may consider alternatives (if any) or apply for authority to install the electric line from the Divisional Secretary
- (e) However, it is advisable for the owners and occupiers of lands to be proactive and duly respond to any such notices or communications (verbal or written) received from licensees, requesting wayleave. Owners and occupiers of lands are advised to propose terms & conditions (subject to which he or she may be willing to grant wayleave) including the compensation in respect of the grant of the wayleave. Such terms & conditions may be accepted by the licensees or may be considered by the Divisional Secretaries at any relevant inquiries. Please refer paragraph 2.3 above for particulars relating to granting of compensation with respect to wayleave.
- (f) When an owner or occupier of a land requires to get an electric line which is already installed on, under or over a land removed, he or she may issue a notice to the licensee requiring the removal of such line - please refer item 2.2 (a) for details. Upon receipt of such notice the licensee, upon making all reasonable efforts to secure the grant of wayleave (by agreement between parties), may apply for authority to keep installed the electric line from the Divisional Secretary.

- (g) It is in the best interest of an owner or occupier of any land to participate at any inquiry conducted by a Divisional Secretary, at which he or she will be given an opportunity of being heard. Also the provision of all relevant information at any such hearing would assist the Divisional Secretary in making an informed decision which is fair by all the parties.

5.2 Felling or lopping of trees

- (a) If any tree is or will be in close proximity to an electric line or electrical plant which has been installed or is being or to be installed as to obstruct or interfere with the installation, maintenance or working of an electric line/plant or is a source of danger to public, such tree has to be felled or lopped or its roots be cut back so as to prevent it from having such effect.
- (b) As per the Electricity Act, the licensee is required to give a notice to occupier of the land on which the tree is growing, requiring him or her to fell or lop or cut back roots of a tree, referred to in (a) above.
- (c) If the occupier of the land fails to comply with the requirements of a notice (issued by the licensee to fell or lop the tree or cut back roots of a tree) and has not given a counter-notice, within seven (7) working days of the notice, the licensee is empowered to fell or lop or cut back roots of such tree.
- (d) Therefore, if an occupier of a land has any objection for felling or lopping or cutting back roots of a tree (as required by the licensee), he or she shall give a counter-notice to the licensee within seven (7) working days of a notice by the licensee to that effect. Upon receipt of a counter-notice, the licensee may refer the matter to the Divisional Secretary who will give an opportunity of being heard to the parties before making an order.
- (e) If the occupier of the land complies with the requirements of the notice, the licensee will pay to him or her any expenses reasonably incurred in complying with the requirements of the notice. However, no compensation is payable by the licensee for the economic losses incurred by the owner or occupier of the land as a result of felling or lopping or cutting back roots of a tree.
- (f) The Divisional Secretary upon conducting an inquiry may make such order as he or she thinks just in the circumstances allowing the licensee to cause the tree to be felled or lopped or its roots to be cut back to prevent it from having any effect referred to in (a) above.
- (g) If a licensee is empowered to fell or lop the tree or cut back roots of a tree, under (c) or (f) above, it shall comply with the requirement specified under paragraph 3.5 above.

Part 6 – General

6.1 For the licensees

- (a) The licensees shall keep a copy of these guidelines in all three languages (Sinhala, Tamil and English) at its area offices, branches and consumer service centers (as applicable) for reference by general public during normal working hours.
- (b) The notices referred to in paragraphs 2.1(a) and 3.1 above would not be considered as delivered/received, unless acknowledged by the intended recipient. The periods specified in such notices would be counted with effect from the date of acknowledging the receipt of the same.
- (c) It is advisable to deploy the staff with best inter-personal and communication skills in attempting to secure the grant of wayleave from the owner or occupier of any land. It has been noted that, in many instances, the wayleave could have been obtained from the owners or occupiers of land itself, by using appropriate communication skills and by providing information to avoid any misunderstandings.
- (d) The installation of electric lines and electric plants shall be planned in a manner in which the economic usage of land is optimized and the disturbance to the general public is minimized. Any planned expansions in the distribution and transmission networks shall also be considered in determining the path of an electric line.

6.2 For the Divisional Secretaries

Adhering to the general guidelines specified below would ensure the legitimacy and dependability of the decisions made by the Divisional Secretaries with respect to the Parts 2 and 3 above:

- (a) It shall be ensured that all inquiries, hearings, meetings, etc. held and decisions made by the Divisional Secretaries are arrived at by following a due process and based on the principles of natural justice.
- (b) All the relevant parties, specially the relevant owner or occupier of the land, shall be duly informed of any inquiry, hearing or meeting to be conducted. It is advisable to obtain an acknowledgment of receipt of any notice of such inspection, hearing or meeting.
- (c) All the relevant parties, specially the relevant owner or occupier of the land, shall be given an opportunity to express his or her views at such inspection, hearing or meeting.
- (d) If it is revealed that the owner or occupier of the land has not received the notice or has not been present due to unavoidable circumstances, it is prudent to re-conduct any planned inspection, hearing or meeting with the participation of the owner or occupier of the land.

- (e) The minutes/records of all inquiries, hearings, meetings, etc. held under the paragraphs 2.1(e), 2.2(d), 2.3(d) and 3.4 shall be maintained and submitted to the Commission when requested to do so.
- (f) All efforts shall be made to optimize the usage of land which is a limited natural resource.
- (g) Even if the inquiries, hearings, meetings, etc. were conducted by an officer other than the Divisional Secretary, the final decision on the matter shall be taken by the Divisional Secretary him/herself.
- (h) Any decision made by a Divisional Secretary, including the basis on which it has been made, shall be duly informed to all parties concerned

Appendix I – NOTICE REQUIRING WAYLEAVE (NOTICE – ‘W’)

To:
(name of the occupier of the land, if the occupier is not also the owner, name of the owner)

In terms of Item 3 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), a notice is hereby given requiring the grant of wayleave¹ at the land located at:

.....
.....
(address of the land)

A description of the required wayleave is given below:

.....
.....
.....
.....
.....
.....
.....
.....

If you are willing to grant the required wayleave, please communicate it to the undersigned within twenty one (21) days from the date of this notice, in the form attached herewith. However, if no response is received by us within the said period, it would be considered that you are not willing to grant the wayleave.

.....
Signature of authorized officer of the licensee

Name of authorized officer:

Contact number:

Address:

Date: dd/mm/yyyy (date of notice)

¹ 'wayleave' means such interest in the land as consists 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, maintaining, adjusting, repairing, altering, removing or replacing such electric line.

(Annexure to Appendix I - form to be used by a landowner in granting wayleave)

GRANT OF WAYLEAVE

To: (licensee)

I
(full name) being the **owner / occupier*** of the land located at
.....
..... (address of the land),
hereby grant the wayleave requested by the notice dated

The wayleave is granted subject to the terms & conditions given below:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

.....
Signature

NIC Number:

Date:

(*please strike off the inappropriate words)

Appendix II – WAYLEAVE AGREEMENT

Parties:

(1) Name: (“**Owner / Occupier***”)

Address:
.....
.....

(2) Name: (“**Licensee**”)

Address:
.....
.....

Terms and conditions of the **owner / occupier*** of the land:

.....
.....
.....
.....
.....

Terms and conditions of the Licensee:

.....
.....
.....
.....
.....

We, the **owner / occupier*** of the land and the Licensee, agree to the above terms and conditions.

.....
Owner / Occupier* of the land

.....
Licensee

Date:

Date:

(*please strike off the inappropriate words)

Appendix III – APPLICATION REQUIRING AUTHORITY TO INSTALL/KEEP INSTALLED AN ELECTRIC LINE

To:
(The Divisional Secretary of the administrative district in which the land in which the wayleave is required)

1. Purpose of the application is to require authority to: (please mark '✓' where appropriate)

1.1 Install an electric line ☐

In terms of paragraph (1) of item 3 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), a **notice / notices* was / were*** issued to the **landowner / landowners***, requesting wayleave for the purpose of installing an electric line (details are given under item 2 below). However, the said **landowner has / landowners have***: (mark '✓' where appropriate)

☐ failed to give the wayleave before the end of the period specified in the notice

☐ given the wayleave subject to terms and conditions which are not acceptable to us

1.2 Keep installed an electric line ☐

In terms of paragraph (2) of item 5 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), the owner or occupier of the land has given notice to remove an electric line (details are given under item 2 below) from the land.

2. Details of the electric line:

.....
.....
.....

3. A **copy/copies* of notice/notices* issued by us/received by us***, containing the details of **landowner/landowners or occupier/occupiers*** are attached herewith. All efforts were made to secure the grant of wayleave subject to terms and conditions acceptable to us, but such efforts have been unsuccessful (evidences relating to efforts made to secure the grant of wayleave are attached herewith).
4. We hereby request the authority to **install / keep installed*** the electric line(s) in accordance with item 3 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended).

.....
Signature of authorized officer of the licensee

Name of authorized officer:

Contact number:

Address:

Date: (date of application)

(*please strike off the inappropriate words)

Appendix IV – RECOMMENDATION TO ACQUIRE WAYLEAVE

Date:

To: Chairman, Public Utilities Commission of Sri Lanka

We refer to the application made by (authorized officer of the licensee) dated

Given below is a summary of findings of the inquiry held with respect to the above application by the licensee:

.....
.....
.....
.....
.....

Based on the inquiry and above findings, I recommend the acquisition of the wayleave requested by the licensee referred to in the above application.

The required information/documents² (as per annexure) are attached herewith.

.....
Signature

Divisional Secretary - (*administrative district*)

² The completed annexure should be forwarded along with the recommendation. The relevant item numbers (as per annexure) should be indicated on top right hand corner of the documents forwarded. No recommendation will be considered successful/complete unless all the information/documents specified in the annexure are submitted to the commission.

(Annexure to Appendix IV - list of information/documents to be forwarded)

1. Application by the licensee to install/keep installed an electric line ☐
2. Copy of the notice requiring wayleave ☐
3. Proof of acknowledgement of receipt of the notice by landowner ☐
4. Terms and conditions not acceptable to the licensee (if any), subject to which the landowner has granted the wayleave ☐
5. Copy of the notice received from the owner or occupier of the land requiring the licensee to remove the electricity line ☐
6. Confirmation that the land is not covered by an authorized dwelling ☐
7. Confirmation that planning permission has not been granted under the relevant laws for construction of a dwelling ☐
8. Confirmation that the licensee has made all reasonable efforts to secure the grant of wayleave ☐
9. Confirmation that the acquisition of the wayleave is necessary for the carrying on of the activities authorized by the license of the licensee ☐
10. Evidence to prove that the landowner was given an opportunity of being heard ☐
11. Details of the land and landowner:
 - (a) Full name and copy of NIC of the landowner ☐
 - (b) Proof of legal ownership of the land ☐
 - (c) Assessment number of the land ☐
 - (d) Address of the land ☐
 - (e) GN Division in which the land is located ☐
 - (f) Confirmation that there is no dispute on the ownership of the land and that there is no legal impediment in acquiring the land ☐
12. Details of the required wayleave:
 - (a) Map showing the proposed installation, extent of wayleave required, boundaries of the land, existing electric line(s)/plant(s) installed over, under or on the land, and buildings/structures constructed or being constructed on the land ☐
 - (b) System map of the area showing the proposed electricity line and other existing electric lines installed around the locality ☐
 - (c) Brief description of the work to be carried out on the land ☐

**Appendix V – NOTICE REQUIRING TO FELL OR LOP A
TREE
(NOTICE – ‘T’)**

To:
(name of the occupier of the land, if the occupier is not also the owner, name of the owner)

In terms of Item 6 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), a notice is hereby given requiring to fell or to lop tree(s) or to cut back its roots at the land located at:

.....
.....
(address of the land)

The tree(s) (described below) growing on the above land has to be felled, lopped or its roots need to be cut back as it **is / will be*** in such close proximity to an **electric line / electrical plant / both*** which **has been installed / is being installed / is to be installed*** by us, as to:

(*strike off the inappropriate words)

☐ obstruct or interfere with the installation, maintenance or working of the line or plant

☐ constitute an unacceptable source of danger to public

(mark ‘✓’ where appropriate)

A description of the tree(s) to be felled or lopped or roots to be cut back is given below:

.....
.....
.....

Any expenses reasonably incurred by you in complying with the requirements of this notice would be paid by us. If you have any objections on the requirements contained in this notice, please communicate it to the undersigned within seven (7) working days from the date of this notice. However, if no response is received by us within the said period, we are authorized to cause the tree(s) described above to be felled or lopped or its roots to be cut back so as to prevent it from having the effect mentioned above.

.....
Signature of authorized officer of the licensee

Name of authorized officer:

Contact number:

Address:

Date: dd/mm/yyyy (date of notice)

Appendix VI – REFERRAL OF A MATTER RELATING TO FELLING OR LOPPING A TREE(S) TO A DIVISIONAL SECRETARY

To:
(The Divisional Secretary of the administrative district in which the land on which the tree is growing)

In terms of Item 6 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), a notice(s) was issued to the following landowner(s)/occupier(s) requesting to fell or to lop tree(s) or to cut back its roots at the land located at:

.....
.....

Name(s) and address(es) of the owner(s)/occupier(s) of the land(s):

- (1)
- (2)
- (3)
- (4)

The counter notice(s) issued, objecting the requirements of the notice(s) issued by us, by the owner(s)/occupier(s) is attached herewith.

We hereby request the authority to fell or to lop tree(s) or to cut back its roots in accordance with the item 6 of Schedule I of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended).

.....
Signature of authorized officer of the licensee

Name of authorized officer:

Contact number:

Address:

Date: dd/mm/yyyy (*date of application*)

**Appendix VII – NOTICE OF INTENDED ENTRY TO A LAND
OR PREMISES
(NOTICE – ‘E’)**

To:.....
(name of the occupier)

In terms of Item 8 of Schedule II of the Sri Lanka Electricity Act, No. 20 of 2009 (as amended), a notice is hereby given on the intended entry by our authorized persons to the land/premises located at:

.....
.....
(address of the land/premises)

Intended date of entry: dd/mm/yyyy

Intended time of entry: ... : ... a.m./p.m.

Nature and extent of the acts intended to be done:

.....
.....
.....
.....
.....
.....
(state as fully as accurately as possible the nature and extent of the acts intended to be done)

Duration of stay:
(insert intended time taken)

No. of persons:

If any clarifications are required on the above or there is any inconvenience relating to the date and/or time proposed, please contact the undersigned.

.....
Signature of authorized officer of the licensee

Name of authorized officer:

Contact number:

Address:

Date: dd/mm/yyyy

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

(i). 11kV

Vertical distance	2.7 m
Horizontal distance	1.5 m

(ii). 33kV

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