

3.1 Supply of electricity

1. Upon any request by the owner or occupier of any premises, which is situated within fifty meters 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 or by the DL at the cost of the owner or occupier of the premises, within the Distribution System of a DL, the DL shall connect, supply and maintain the supply of electricity to those premises on the basis of a standard tariff agreement.
2. The owner or occupier of any premises, which is situated within fifty meters 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 or by the DL at the cost of the owner or occupier of the premises, may request for a supply of electricity, and shall inform the DL 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 Demand in kVA which may be required at any time and
 - (e) the minimum period for which the supply is required to be given,
 - (f) 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.
3. 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, the DL shall, give a notice stating:
 - i. the extent to which the proposals specified in the request are acceptable and specify any counter-proposals
 - ii. tariff payable
 - iii. payment required to defray the cost of providing any electric line or electric plant and supply of electricity (cost estimate)
 - iv. details about the required security deposit
 - v. any other terms and conditions which person may be required to accept.
4. Retail Supply
 - a. The owner or occupier of any premises within the Authorized Area of a DL, may make a request at the nearest Electricity Consumer Service Centre (ECSC) by submitting a duly filled standard application form, which shall be issued free of charge by the DL.
 - b. The applicant is required to provide documentary proof to establish the ownership or occupancy of the premises, where the connection is required.

The document titled "Instructions to Fill the Application for an Electricity Supply" and a sample of the standard application form is given in **Annex 3 of the Supply Services Code**.

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, DL may refuse the provision of the new connection.

5. Bulk supply of Electricity

- a. The owner or the occupier of a premises within the Authorized Area of a DL may apply for a supply of electricity from the relevant office of the DL. The cost estimate and the security deposit will be issued by the DL.

All other requirements and procedures applicable to a retail supply of electricity remain the same.

- b. An application for a bulk supply of electricity at 132kV or above is provided by the Transmission Licensee and is not covered under these guidelines. If the applicant requires a bulk supply of electricity at 132kV or above, the application should be referred to the Transmission Licensee.

6. The applicant shall be provided the option by DL, 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, the DL may undertake to carry out same and recover relevant costs or charges from the applicant.
7. DL shall 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). The cost of obtaining the Wayleave shall be recovered from the applicant (for details on obtaining Wayleave, please refer relevant sections of the Supply Services Code).
8. The authorized officers of the DL may visit the premises to take measurements and assess the potential electricity usage in order to prepare the cost estimate.
 - a. The applicant shall allow the authorized officers of the DL to carry out the duties in relation to this clause.
 - b. 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 applicant.
9. The DL shall take necessary steps to issue a notice inclusive of the cost estimate within the respective period stipulated in the DL's Supply Services Code from the date of the application for retail supply, and bulk supply connections. 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 applicant and the DL. A sample format of the said agreement is given in **Annex 4 of the Supply Services Code**.

10. If a cost estimate cannot be given within the time periods mentioned above in clause 9, due to the applicant's inability to provide the requisite information specified under Clause 2, non-availability of a Distribution System or any other reason, the applicant will be informed of such reason within such period.
11. The cost estimate shall be prepared on the basis of the Charges approved by the Commission, and shall be valid for at least 30 days or until such time 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 respective 3rd party. In order to obtain a 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 DL, he may request the DL to recover the cost in reasonable monthly instalments along with the tariff and other charges. If costs increase due to a delay of the DL, after the applicant has paid the cost estimate, such increase shall not be charged from the applicant.
12. However, before making the payment, the applicant is required to complete the internal wiring to the satisfaction of the DL i.e. the internal wiring must comply with the Institution of Engineering and Technology Wiring Regulations (IET 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.
13. Effective from [Effective Date], for a retail supply of electricity, the applicant is required to provide an Installation Test Report on the internal wiring, certified by an Accredited Electrician registered with the CEB. Whereas, for a bulk supply of electricity, the applicant is required to provide an Installation Test Report on the internal wiring, certified by an Accredited Chartered Electrical Engineer registered with the DL. However, the DL reserves the right to test the applicant's electrical installation.
14. In the case of an underground supply of electricity, the applicant may also be required to oblige with such other requirements of the Municipal authorities, Police and such other relevant authorities are also fulfilled before the cost estimate for the supply of electricity is paid.
15. If the applicant has fulfilled all the requirements specified under these guidelines, the DL shall 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.

16. 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 and the DL shall refund the payment made by the applicant within ten (10) working days, after deducting the costs incurred by the DL up to that point.
17. If the supply of electricity cannot be provided due to any circumstances outside the control of the DL, the payment made by the applicant will be refunded after deducting the costs incurred up to that point by the DL.
18. If the DL is unable to provide the connection by the stipulated period due to an inability of the DL and any time thereafter if the applicant withdraws the application and requests for a refund, DL will refund the payment made by the applicant in full. If the period between the date of payment and such date of refund is more than 90 days, the applicant 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.
19. If a supply of electricity cannot be provided for any reason, outside the control of the DL, the DL shall not be held responsible in any manner for any consequences arising from such a situation.

Temporary Supply of Electricity

20. The owner or occupier of any premises may request for a temporary supply of electricity for a short duration, period less than one month, or long duration, period more than one month but less than five years, depending on the need. Such a temporary supply of electricity is not usually extended beyond the period for which it was initially provided.

a. Temporary Supply of Electricity for a Short Duration

- i. A temporary supply of electricity may be requested by the owner or occupier of any premises for domestic functions such as weddings, funerals, religious ceremonies etc., for a duration of up to two weeks. The application for a temporary supply of electricity for a domestic function and short duration may be submitted to the respective area office of the DL, and the supply of electricity shall be provided after paying the estimated cost of providing the temporary supply of electricity.
- ii. Alternatively, a temporary supply of electricity may be provided by an extension from an existing supply of electricity nearby with the consent and at the expense of the owner or occupier (Customer) of the premises from which the extension is sought. However, prior to the provision of such an extension, any outstanding payments in the respective Electricity Bill should be settled. Once all the requirements are fulfilled, the area office of the DL will approve the temporary connection to the proposed premises by extension.
- iii. A temporary supply of electricity may be requested by the owner or occupier of any premises for public functions such as musical shows, exhibitions, political rallies etc., for a duration of up to one month. The application for a temporary supply of electricity for a public function and short duration may be submitted to the area office of the DL, and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity. In such cases, a safe place should be provided for DL's metering and terminal equipment.
- iv. Except for an extension from an existing supply of electricity, execution of an agreement and payment of a security deposit may be required, and, from [Effective Date], an electricity account will be opened. At the end of the period, a statement will be issued indicating units consumed, billed amount, deposit, and amount recovered or refunded, on the basis of General Purpose Tariff. The estimated costs of providing the supply of electricity will be based on the Charges approved by the Commission.
- v. The owner or occupier of the premises requesting the supply of electricity should ensure that the electrical installation is safe for use and does not cause any danger to the public as per the relevant regulations, and effective from [Effective Date] that the temporary wiring installation is certified by an Accredited Electrician or an Accredited Chartered Electrical Engineer registered with the DL, as the case may be. However, the DL reserves the right to test the applicant's electrical installation.

b. Temporary Supply of electricity for a Long Duration

- i. A temporary supply of electricity may be requested by the owner or occupier of any premises for a construction of a house or any other building for a period of up to two

years, which may be converted to a permanent supply of electricity, after the construction work is finished. The application for a temporary supply of electricity for construction purposes for a long duration may be submitted to the area office of the DL 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 a 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 are fulfilled.

- ii. A temporary supply of electricity may also be requested by the owner or occupier of any premises for a construction of a dam, tunnel or bridge etc. for a period of up to five years, which may not be converted to a permanent supply of electricity, after the construction work is finished. Application for a temporary supply of electricity for a construction purposes for a long duration may be submitted to the area office of the DL and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity. Although categorized as a temporary supply of electricity, the customer account will be administered similar to a permanent supply of electricity i.e. an electricity account will be opened and monthly Electricity Bills will be issued on the basis of the 'General Purpose Tariff'. The temporary supply of electricity will be terminated at the end of the period of construction.
- iii. The owner or occupier of the premises, requesting the supply of electricity should ensure that the electrical installation is safe for use and does not cause any danger to the public, as per relevant regulations, and effective from [Effective Date] that the temporary wiring installation shall be certified by an Accredited Electrician or an Accredited Chartered Electrical Engineer registered with the DL, as the case may be. However, the DL reserves the right to test the applicant's electrical installation.
- iv. 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.

