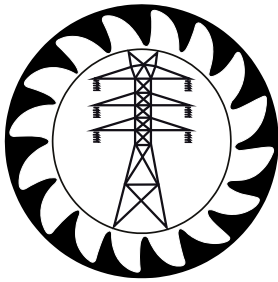


CEYLON ELECTRICITY BOARD

DISTRIBUTION DIVISION 3

LICENCE NO: *EL/D/09-005*

Supply Services Code



July 2014

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	8
3. New Connections, Disconnections and Re-connections	9
4. Security deposits in respect of supply	18
5. Electricity Bill	19
6. Payment of Electricity Bills	21
7. Consumers in default.....	23
8. Provision of services for Customers who are disabled, chronically ill or of pensionable age 24	
9. Consumer complaint handling procedure.....	25
10. Procedure with respect to entering in to Customer's premises	27
11. Efficient use of electricity	28
12. Planned & Unplanned Interruptions to the supply of electricity.....	29
13. Meters	30
14. Information about theft, damage and meter interference.....	32
15. Securing the Grant of Wayleave.....	33
16. Felling or lopping trees, or cutting back roots in close proximity to electric lines or electric plants	33
17. Public safety	34
18. Annexes	35

Definitions and abbreviations

TERM	DEFINITION
Accredited Electrician	A person qualified and experienced in design, installation and testing the electricity distribution system of Retail Customers, accredited by a due process established by the Distribution Licensee. A list of Accredited Electricians shall be available for the information of Customers, upon request and would be published in the Licensee's website.
Accredited Chartered Electrical Engineer	A person qualified and experienced in design, installation and testing the electricity distribution systems of Retail and Bulk Customers, accredited by a due process established by the Distribution Licensee. A list of Accredited Chartered Electrical Engineer shall be available for the information of Customers, upon request and would be published in the Licensee's website.
AEE	Area Electrical Engineer
AGM	Additional General Manager
Charges	Approved charges, Licensee is permitted to levy from Customers, prospective Customers and the general public for carrying out work requested by them.
Apparatus	All equipment in which electrical conductors are used, supported or of which they may form part.
Breakdown	An occurrence relating to equipment of the supply system which prevents its normal functioning
Bulk Customer	A Consumer who under a standard tariff agreement has agreed a contract demand of more than 42kVA. These Consumers may be connected at LV or MV
CEB	Ceylon Electricity Board, established by the Ceylon Electricity Board Act, No. 17 of 1969
CEB Id	Ceylon Electricity Board Identity Card
CEE	Chief Electrical Engineer
Consumer	A Consumer of electricity in Sri Lanka and includes a prospective Consumer.
Contract Demand	Maximum real (kW) or apparent (kVA) power demand agreed to be supplied by the Licensee/Supplier as stated in the declaration made by the Customer.
CT	Current Transformer
Customer	Means a Tariff Customer
Demand	The requirement for active power and reactive power unless otherwise stated
DGM	Deputy General Manager
Disconnect	The act of physically separating User's (or Customer's) equipment from the Distribution Licensee's system.
Disconnection Notice	A demand in writing for the payment of the charges due or a notice by the distribution licensee requiring the tariff customer to cease to use the appliances which interfere with electricity supplied to another customer

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

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

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

Preamble

This is the Supply Services Code (SSC) provided by Distribution Division 3 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/09-005. It represents the code of practice that governs the services provided by us, and is a guide to our processes and procedures. In supplying or offering terms for supply, we will not show undue preference, discrimination and the terms will not be unduly onerous.

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

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

1. The organization of your service provider

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

Customer and Consumer matters are generally attended to at the Area Electrical Engineer's Office. However, certain Consumer matters such as requests for bulk supply of electricity, construction of rural electrification schemes etc. are attended to at the Distribution Provincial office, while matters such as new electricity Customer connection enquiries and Consumer Breakdown complaints are attended to at Electricity Consumer Service Centers (ECSC), which are headed by an Electrical superintendent.

Distribution Provinces coming under Distribution Division 3 of the CEB are identified below.

Distribution Division [03]

- 1 Western Province South II
This province covers the part of Colombo & Kalutara Districts.
- 2 Sabaragamuwa Province
Sabaragamuwa Province covers Ratnapura District and part of Kegalle Districts.
- 3 Uva Province
Uva Province covers Badulla & Monaragala Districts.

2. How to contact your service provider

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

Contact details for Enquiries and Complaints (including breakdowns)

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

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

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

Call Centre at CEB Head Office

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

Hot Line1987

011-248 1 230

011-248 1 231

Provincial CEB Call Centres

Contact details for Customers of Western Province South II

A separate control centre is maintained at Ethulkotte for receiving Breakdown complaints and operational calls in respect of Western Province South II (Covering Sri Jayawardenapura, Homagama, Horana, Avissawella areas). This centre has a computerized system to handle breakdown calls and is operational round-the-clock throughout the year. The telephone number of the centre is given below:

Telephone No. 011-2146464

3. New Connections, Disconnections and Re-connections

3.1 Supply of electricity

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

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

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

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

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

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

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

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

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

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

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

- i. If a cost estimate cannot be given within the time periods identified above due to the applicant's inability to provide the requisite information specified under Section 3.1 above, non-availability of a Distribution System or any other reason, the applicant will be informed of such reason within such period.
- j. The cost estimate will be prepared on the basis of the Charges approved by the Commission, and would be valid for at least 30 days or until such time the Charges are revised by the Commission on or before 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 the supply of electricity, the applicant is required to pay the estimated costs and if requested the security deposit. If the applicant does not have a sufficient means to defray the expenses incurred by the distribution licensee, he can request us to recover the cost in reasonable monthly instalments along with the tariff and other charges.
- k. However, before making the payment, the applicant is required to complete the internal wiring to the satisfaction of Distribution Division 3 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 the CEB. Whereas, for a bulk supply of electricity, the applicant is required to provide an Installation Test Report on the internal wiring, certified by an Accredited Chartered Electrical Engineer registered with the CEB. However, the CEB reserves the right to test the Customer's electrical installation.
- m. If the applicant has fulfilled all the requirements specified under Section 3.1.1, we will provide a retail supply of electricity within ten (10) working days and a bulk supply of electricity within forty (40) working days from the date of payment, unless the supply of electricity requires the procurement of materials or labor and/or involves construction works that are not identified in the Charges, which shall be indicated in the in the notice along with the period of time required for same.
- n. During the process of providing the supply of electricity, if the applicant is unable to fulfill any of the requirements in the notice, he/she can request for a withdrawal or cancelation of the application, we will refund the payment made by the applicant within ten (10) working days, after deducting the costs

incurred up to that point. In the case of an underground supply of electricity in areas like the Colombo City, the applicant may also be required to ensure that the requirements of the Municipal authorities, Police and other relevant authorities are also fulfilled before the cost estimate for the supply of electricity is paid.

- o. If the supply of electricity cannot be provided due to any circumstances outside the control of the Distribution Division 3, the payment made by the applicant will be refunded after deducting the costs incurred up to that point. If the Licensee is unable to provide the connection by the stipulated period due to an inability of the licensee and any time thereafter if the applicant withdraws the application and requests for a refund, Distribution Division 3 will refund the payment made by the applicant after deducting the costs incurred up to that point. If the period between the date of payment and such date of refund is more than 90 days, the Customer will be paid interest on the amount of refund for the period starting from date of payment at an interest rate approved by the Commission.
- p. If a supply of electricity cannot be provided for any of the above reasons, outside the control of the Distribution Division 3, the Distribution Division 3 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 a duration of up to two weeks. The application for a temporary supply of electricity for a domestic function and short duration may be submitted to the respective Area Electrical Engineer, and the supply of electricity will be provided after paying the estimated cost of providing the temporary supply of electricity.

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

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

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

3.1.2.2 Temporary Supply of electricity for a Long Duration

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

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

3.1.3 Street Lamps

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

3.1.4 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 Area Electrical Engineer.

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

3.2 Disconnection of the supply of electricity

3.2.2 The supply of electricity is liable to be disconnected, discontinued or cut-off, as the case may be, upon occurrence of one or more of the following:

- a. On a request made by the Customer(as provided in the standard tariff agreement), where such Customer has settled all dues and provided at least two working days prior notice given to the Distribution Division 3. When all charges are settled, the account will be closed and the deposit will be refunded.
- b. Non-payment of the deposit within seven days of the notice informing the Customer of any revision of the security deposit by the Distribution Division 3.
- c. Has not within the Requisite Period, paid all charges due to the Distribution Division 3 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 Distribution Division 3, requiring the Customer to cease using any appliance, which unduly or improperly interferes with the supply of electricity by the Distribution Division 3 to any other Consumer. A period of not less than 10 days will be provided to rectify the matter before cutting off the supply of electricity.
- e. Use of electricity in a dangerous and unsafe manner which can cause injury to the Customer or the public in general as provided in regulations prescribed under the provisions of the Sri Lanka Electricity Act, No. 20 of 2009;
- f. Intentionally or negligently damages or causes to be damaged any Electric Line or Electric Plant or domestic electricity supply equipment belonging to or operated by the Distribution Division 3, which according to the provisions of the of the Sri Lanka electricity Act, No. 20 of 2009, is recognized as an offence punishable after a summary trial before a Magistrate Court.
- g. Upon conviction in courts for intentionally or negligently preventing the meter from duly registering the quantity of electricity supplied through that meter. According to the provisions of the Sri Lanka Electricity Act No.20 of 2009,this is recognized as an offence and is punishable after a summary trial before a Magistrate Court

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

3.3 Re-Connection of the supply of electricity

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

- a. Where the discontinuation was due to non-payment of the security deposit, the supply of electricity will be restored within two working days after the payment of the security deposit.
- b. Where the cut-off was due to non-payment of the charges due to the Distribution Division 3, supply of electricity will be resumed within 02 working days after the payment of the charges payable including the reconnection fee approved by the Commission.
- c. Where the cut-off was due to failure of a Customer to comply with a notice from the licensee requiring him or her to cease using any appliance which interferes with the supply of electricity to any other consumer, the supply of electricity will be restored within 02 working days after the Customer ceased using such appliance.
- d. Where the disconnection was due to the use of electricity in a dangerous and unsafe manner, as provided in regulations prescribed under the provisions of the Sri Lanka Electricity Act, No. 20 of 2009, the supply will be restored as soon as practicable once the Distribution Division 3 is satisfied that no such danger exists.

4. Security deposits in respect of supply

3.1 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.

3.2 Interest on the security deposit

From 1st January 2015, 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.

3.3 Refund of the deposit

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

5. Electricity Bill

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

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

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

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

6. Payment of Electricity Bills

- 6.1 Retail Customers are provided a grace period of thirty (30) days from the date of issuing of the monthly Electricity Bill to pay the charges for the period indicated therein in order to avoid charging of interest and disconnection of the supply of the electricity.
- a. If the outstanding balance is not settled within thirty (30) days of issuing the Electricity Bill, interest will be charged on the outstanding amount at a rate approved by the Commission for the period starting from the thirty first (31st) day from the date of issuing the bill until the early of the date of disconnection or the date of settlement.
 - b. Also, a Disconnection Notice will be issued if the outstanding amount is not settled within the thirty (30) days of the date of the Electricity Bill. The supply will be cut-off in case the charges are not settled within the Requisite Period of not less than ten (10) days indicated in the Disconnection Notice. (for details please refer Section 3.2)
 - c. If the supply has been cut-off, a reconnection processing charge will be imposed according to the approved Charges.
 - d. The supply of electricity will be resumed within two working days only upon the payment of the outstanding amount, the interest expenses of and reconnecting the supply and the security deposit, if requested (see Section 3.3).
- 6.2 Bulk Customers are provided a grace period of fifteen (15) days from date of issuing monthly the Electricity Bill to pay the charges for the period in order to avoid charging of interest and disconnection of supply of electricity.
- a. If the outstanding balance is not settled within fifteen (15) days of issuing the electricity bill, interest will be charged on the outstanding amount at a rate approved by the Commission for the period starting from the sixteenth (16) day from date of issuing the bill until the early of the date of disconnection or the date of settlement.
 - b. Also, a Disconnection Notice will be issued if the charges are not settled within the thirty (30) days of the date of issuing the Electricity Bill. The supply of electricity will be cut-off in case the charges are not settled within the Requisite Period of not less than ten (10) days indicated in the Disconnection Notice. (for details please refer Section 3.2)
 - c. If the supply has been cut-off, a reconnection processing charge will be imposed according to the approved Charges.
 - d. The supply of electricity will be resumed within two working days, only upon payment of the outstanding amount, the interest , expenses of reconnecting the supply and the security deposit, if requested (see 3.3)
- 6.3 We recommend that Customers pay the charges due in their Electricity Bill at the Distribution Division 3's Point of Sale (POS) counters due to following advantages.
- 6.3.2 Payment details are available online in the CEB POS system
 - 6.3.3 Payment is credited to the Customer's account at the end of the same day.

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

7. Consumers in default

- 7.1 Customers are informed of their electricity consumption, by a way of the Electricity Bill. The duration between two meter readings which constitute the statement period, is usually 30 days. The adjustment required for any variation of the statement period is made by the meter reader when the Electricity Bill is issued. Retail Customers and Bulk Customers are provided a grace period of thirty (30) days and fifteen (15) days, respectively, to pay the charges for the period indicated in the Statement of Account.
- 7.2 If the charge for the period identified in the Electricity Bill is not paid in full within the grace period stipulated therein, interest will be charged monthly on the total outstanding amount at a rate and for the period approved by the Commission.
- 7.3 In addition a Disconnection Notice i. e. intention to cut-off supply may be issued in writing providing a period of not less than ten days i. e. Requisite Period to pay all charges due to the Distribution Division 3 in respect of the supply of electricity to any premises or the provision of any electricity meter, electric line or electric plant for the purpose of the supply.
- 7.4 If all the charges due are not paid within the Requisite Period, we may cut-off the supply of electricity. However, the supply of electricity will not be cut-off after working hours on weekdays or on weekends and holidays.
- 7.5 The supply of electricity shall be resumed within two working days only upon the payment of amount in default, expenses of disconnecting and reconnecting and the security deposit, if requested.
- 7.6 At present, there are no concessionary payment schemes available for Retail Customers who are in default for more than thirty (30) days and for Bulk Customers who are in default for more than fifteen (15) days.

8. Provision of services for Customers who are disabled, chronically ill or of pensionable age

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

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

9. Consumer complaint handling procedure

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

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

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

10.Procedure with respect to entering Customer's premises

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

11. Efficient use of electricity

- 11.1 From time to time, the Distribution Division 3 will distributes informative material on efficient use of electricity and also provide tips on efficient use of electricity printed on the reverse side of the Electricity Bill.
- 11.2 Consumers may make enquiries about the efficient use of electricity from the respective Area Electrical Engineer.
- 11.3 In addition, we will make Consumers aware of any guidance on efficient use of energy notified by the Sri Lanka Sustainable Energy Authority (SLSEA) or the PUCSL.
- 11.4 Consumers may also seek expert opinion on efficient use of electricity from the 'Sustainable Energy Authority' (SEA). (The contact details of SEA could be obtained from the Area Electrical Engineer's Office.)

12.Planned & Unplanned Interruptions to the supply of electricity

- 12.1 Interruption to the supply of electricity may be due to a Breakdown, an unplanned power interruption or a planned power interruption.
- 12.2 In the case of a Breakdown, the Distribution Division 3 has no control over the incident as it is purely accidental. The Consumer is requested to inform the Distribution Division 3 of any Breakdowns as described in Section 2 of this code. This is important as the Distribution Division 3 has no automatic means of identifying Breakdowns, unless it is a large electrical system failure. Also, any person may contact us to obtain information on a breakdown including the cause for such breakdown.
- 12.3 When an electrical system abnormality or any other condition poses a potential threat to the electrical system in particular and to the public in general or when a situation develops which can cause damage to the electrical system, public property or human life, that part of the system may be interrupted either automatically or manually. This kind of situation is referred to as an unplanned interruption and the Distribution Division 3 has no way of informing Consumers about such unplanned interruptions to. Any person may contact us to obtain information on an unplanned interruption including the cause for such interruption.
- 12.4 When operational and maintenance work requires the electrical system to be interrupted, the Distribution Division 3 will carry out planned interruptions. These interruptions will be pre-scheduled and Consumers will be informed about the tentative interruptions either by means of a notice in the print or electronic media, by a public announcement, or by individual notices to affected Customers. The supply will be restored as indicated in such notices.

13. Meters

13.1 Retail Customers

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

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

13.2 Bulk Customers

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

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

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

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

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

14. Information about theft, damage and meter interference

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

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

15. Securing the Grant of Wayleave

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

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

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

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

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

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

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

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

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

17. Public safety

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

18. Annexes

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

Annex 1: Information on how to contact us

Distribution Division - 3

Western Province South II

DGM (WPS II)	Tele. No	Address
	2880651 2868575	CEB, 3rd Floor, R3 H/Q No. 644, Sri Jayawardanapura Mw, Ethulkotte.

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Homagama	2857402	CEB, No. 123, Katuwana Rd, Homagama	Homagama	2855321
	2855307		Pannipitiya	2850219

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Sri Jayawardanapura	2866212	CEB, No. 5/3, Udyana Mw, Jayanthipura, Battaramulla.	Thalangama	2862515
	2864085		Malabe	2561057
			Welivita	2571367

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Avissawella	036-2232297	Ratnapura Rd, Avissawella	Avissawella	036-2222846
	036-2222464		Hanwella	036-2255030
			Padukka	2859194

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Horana	034-2261442	Padukka Rd, Horana	Horana	034-2261285
	034-2261286		Ingiriya	034-2269206
			Bulathsinhala	034-2283906

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Bandaragama	038-2290881	No. 34, Kalutara Rd, Bandaragama	Bandaragama	034-2290285
	038-2289308		Millaniya	034-2252560

Sabaragamuwa Province

DGM (Sabaragamuwa)	Tele. No	Address
	045-2226888	CEB, No.09, New Town, Ratnapura

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Ratnapura	045-2222701	No. 171/1, Weralupa Junction, Colombo Rd, Ratnapura	Ratnapura Town	045-2222285
	045-2222137		Ratnapura East	045-2222300
			Nivithigala	045-2279291
			Kalawana	045-2255997

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Eheliyagada	036-2259978 036-2259980	P.O.Box, No.03, Eheliyagada	Kuruwita	045-2263591
			Kiriella	045-2265632
			Eheliyagoda	036-2258296

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Kahawatta	045-2271381 045-2271382	No. 114, Ratnapura Rd, Pelmadulla	Balangoda	045-2287263
			Kahawatta	045-2270285
			Opanayake	045-2271395

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Ruwanwella	036-2266918	No. E184/1, Atulugama, Dehioweta	Karawanella	036-2266285
			Kotiyakumbura	035-2289183
			Deraniyagala	036-2249487
			Bulathkohupitiya	035-2247138

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Embilipitiya	047-2261554 047-2261555	Udagama, Embilipitiya	Godakawela	045-2241475
			Embilipitiya	047-2230285
			Kolonna	045-2260276

LRDD Project	Tele. No	Address
	045-2228081 045-2228082	No.451, Colombo Rd, New Town, Hidellana, Ratnapura

Uva Province

DGM (Uva)	Tele. No	Address
	055-2222474 055-2222675	No.04, Spring Vally Rd, Hindagoda, Badulla

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Monaragala	055-2277351 055-2277350	Wellawaya Rd, Hulandawa Junction, Monaragala.	Monaragala	055-2276085
			Wellawaya	055-2274953
			Bibila	055-2265435

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Badulla	055-2222023 055-2222315	No.23, Lower Kings Street, Badulla	Badulla	055-2222285
			Mahiyangana	055-2257201
			Passara	055-2288286
			Haliela	055-2294930

Area Enginner	Tele. No	Address	E.C.S.C.	Tele. No
Diyathalawa	057-2229084 057-2229142	CEB, Colombo Rd, Diyathalawa	Diyathalawa	057-2229085
			Bandarawela	057-2222285
			Welimada	057-2245162
			Uva Paranagama	057-2244112

Annex 2: Standard contractual Demands available to CEB Customers

Single Phase Customers

- 30 A

Three Phase Customers (Retail Tariff Customers)

- 30 A
- 60 A

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

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

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

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

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

U8. විදුලි සැපයුමේ අවශ්‍යතාවය . (අලාල කොටුවේ "x" සඳහන්ක.)
Category of supply (Mark "x" in the relevant cage)

දේශීය නිවෙස් / Domestic	කේටිංග් / Hotel	ආගමික ස්ථානයක් සලකා Religious Place
බහු මහලු / Multi-storey building	වෙළඳ මහලු / Commercial Establishment	ඊ මේලුක් Rice Mill
ගල් බිඳීමක් Metal crusher	ලී බාලන මේලුක් Saw Mill	විදුලි ආරක්ෂිත සන්නාම වාඩි සැලක් Work shop using electric welding plant.
වැඩුම් ව්‍යවස්ථාපිත වන ගස් වැඩුම් ව්‍යවස්ථාපිත Wood work industry	කාර්යාලය / Office	රජයේ කාර්යාලයක් හෝ වෙනත් ව්‍යවස්ථාපිත Government Office or Other Work shop

09. **දුර්වලීකර: කමිත් (ලා.වි.ම. පෙතින් විදුලික ලබා ගෙන ඇති ස්වකවිලි විස්තර පසරා දෙන්න කරන්න.** Please forward the details of the other connection that you have already taken from CEB.

கணக்கு எண் / Account No : _____	பெயர் மற்றும் முகவரி / Name and Address _____

The account number of the Electricity bill of immediate Neighbor of the premises where supplies is requested

අභ්‍යන්තර තැන්පෑම් සම්පූර්ණයෙන් සකස් : ඉවත / නැත :
 Whether internal wiring is completed : Yes / No :

අංක	විදුලි පිටුපිළි පිළිබඳ විස්තර , Details of Installation	එකතුව Total
1.	විදුලි පිටුපිළි සංඛ්‍යාව - (No of lamp points)	
2.	විදුලි සංඛ්‍යා සංඛ්‍යාව - (No of Fans)	
3.	විදුලි කෙළින් පිටතේ සංඛ්‍යාව ඇම් 5 (No of Socket outlets – 5 Amp)	
4.	විදුලි කෙළින් පිටතේ සංඛ්‍යාව ඇම් 15 (Nu of Socket outlets – 15 Amp)	
5.	මෝටර් විදුලි ධාරිතාව (Capacity of motors)	
6.	1. අංක 1 මෝටරය අ.ම. 2. අංක 2 මෝටරය අ.ම. 3. අංක 3 මෝටරය අ.ම. 4. අංක 4 මෝටරය අ.ම. 5. අංක 5 මෝටරය අ.ම.	
6.	විදුලි සැකසුම් පැත්ත (Electric Wiring plants Amps) ධාරිතාව/ Capacity	
7.	විදුලි සැකසුම් ධාරිතාව BTU.	
8.	විදුලි පොම්ප H.P	
9.	අනෙක් පැහැදිලි කිරීම් (Other's)	

-

14. සේවාව ඉදිකිරීමට යෝජිත ඒවුලි මාර්ගය අත්කර ඉඩම් කරනා ඉඳී කිසිමට සිදුවේද? : ඔව් / නැත

- State whether proposed Electricity line to be erected through a third party? . Yes/No
If yes, give the details of Names and Address below.

1.
2.
3.
4.
5.

- නවතම ඉංග්‍රීසි මාධ්‍යයේ ලබා දීම් කැපකළ ප්‍රවේශයක් හොඳක්වන බවත් ආර්ථිකයේ වැඩි වැඩසටහන්වන බවත් සඳහන් කරන ලදී.

01. ඉඩම් හිමිකරු/පදිංචිකරුගේ නම් සහ ලිපිනය
02. නිමිකරුවාගේ නම සහ ලිපිනය
03. ඉඩමේ පිහිටීම පිළිබඳව විස්තරයක් (විවිධම ආකාරයෙන්, ලිපිනය, මාර්ග සටහන, භූමියේ පිහිටීම සහ ස්ථානය)

- තවද ඉහත අංක 12 අර්ථය සඳහන් ලකරුවාලට අමතරව සිංහල ලකරුවාගේ පිළිබඳ මතභේදයේ ලියා ඇතිවන්නේ තෙවැනි මෙම සරාසයේ සිට සිව්වැනි වන තෙවැනි සිංහල ලකරුවා මගින්, එසේ වුවහොත් මෙම සරාසට පවා, ඇති පිළිබඳ සායයේ විෂයට සඳහන් කර ඇති මගින් ද මෙය දකිමි.

I certify that the details given above are true and correct according to my knowledge and agree to pay any cost involved in shifting the line if found erected across any third party properties where no land clearance is obtained and also agreed to disconnect the power supply until such time that dispute is settled and cleared. I also agreed not to extend the circuit with out the permission of the CEB.

தேதி/Date : 20..../... /

.....
പ്രാർത്ഥിക്കാൻ തയ്യാർ / Applicant Signature

16. විදුලිය ඉල්ලුම් කරන ස්ථානයට පැමිණීමේ පහසුම කැණ, ප්‍රධාන මාර්ගය / ප්‍රධාන වීදු / පහරු මාර්ගයක් / වායාග්‍ර වැනි ප්‍රසිද්ධ ස්ථානයක් කැණක් කරමින් ආරෝග වීදු හඳුනා ගැනීම සහ සහිත පහසුකම් ක්‍රියාත්මක කරන්න. Please draw a route map to the place where Electricity supply is neededs showing popular places and features along the rout.

ඉඩම් හිමියාගේ ඉඩම් හිමියන්ගේ කැමැත්ත ප්‍රකාශය

එක් එක් හිමිකරුවෙකු/පාරිශරකරුවකු සඳහා ගිවිසුම් ප්‍රකාශන වෙන් වෙන්ව ඉදිරිපත් කරන්න.
(ඒ සඳහා අවශ්‍ය අමතර පෝරම මෙම පිටුව පාඨා පිටපත් කර ලබා ගන්න.)

ඉඩම් හිමිකරුවා/පාරිශරකරුගේ නම සහ ලිපිනය:

ප්‍රාදේශීය විදුලි ඉංජිනේරු,
ලංකා විදුලිබල මණ්ඩලය.

විදුලි රැහැන් ඇඳීමට කැමැත්ත ප්‍රකාශ කිරීම.

.....සඳීම්
(ලිපිනය) (විදුලි ඉල්ලුම්කරුගේ සම්පූර්ණ නම)

..... මහතාගේ/මහත්මියගේ නිවසට/වෙළඳසලාට/ස්ථානයට/විදුලිය ලබා ගැනීම
සඳහා මගේ විකලය /ඉඩම/දේපළ උඩින් විදුලි රැහැන් ඇඳීම පිළිබඳව මාගේ කැමැත්ත වෙනස් ප්‍රකාශ කරමි.

.....
ඉඩම් හිමියාගේ අත්සන
දිනය :

.....
අයදුම්කරුගේ නම හා ලිපිනය :

මා විසින් ඉහත දක්වන ලද තොරතුරු සත්‍ය හා නිවැරදි බවට සහතික කරමි.

මා විසින් ඉහත සඳහන් කළ ඉඩම් හිමියාට/හිමියන්ට අමතරව වෙනත් පැයිරිකරුවන් හෝ වෙනත් පාරිශරකරුවන් නොමැති බවත් යම් කෙසෙත් කැමැත්ත සඳහන් නොකළ වෙනත් ඉඩම් හිමියෙකු මෙම යෝජිත විදුලි මග/කේවල ඉදිකිරීමට සම්බන්ධව විරෝධතාවය ප්‍රකාශ කළහොත් හෝ වෙනත් හේතුවක් නිසා විදුලිමග වෙනස් කිරීමට සිදුවුවහොත්, ඒ සඳහා වග වියදම් ගෙවීමට මා පොරොන්දු වෙමි.

දිනය : 20...../...../..... විදුලි අයදුම්කරුගේ අත්සන

ඉඩම් හිමියන් හා විදුලිය ඉල්ලුම් කරුවන් සම්බන්ධයෙන් සපයා ඇති තොරතුරු හා අත්සන් නිවැරදි බවට සහතික කරමි.

.....
ශ්‍රාම නිලධාරී සහතික කිරීම ප්‍රාදේශීය ලේකම්ගේ අනුමැතිය
ඉඩම් හිමියාගේ විදුලිය ඉල්ලුම්කරුගේ අත්සන සහතික කිරීම

.....
[නිල මුද්‍රාව තබා සහතික කරන්න.] [නිල මුද්‍රාව තබා සහතික කරන්න.]
දිනය :- 20...../...../..... දිනය :- 20...../...../.....

විදුලිය ලබා ගැනීම සඳහා සනාථ කිරීමේ සහතිකය
(ග්‍රාම නිලධාරී විසින් හා ප්‍රාදේශීය ලේකම් විසින් සම්පූර්ණ කළ යුතුය)

01. අයදුම්කරුගේ නම හා ලිපිනය : _____

02. විදුලිය ලබා ගැනීම සඳහා සේවය ලිපිනය : _____

03. විදුලිය අයදුම්කරු ඇති සේවයේ වර්ගය : _____
04. අයදුම්කරුගේ ජාතික හැඳුනුම්පත් අංකය : _____
05. අයදුම්කරු එම සේවයේ පදිංචි කාලය : _____
06. විදුලිය ලබා ගැනීම සඳහා පදිංචි සේවයේ පිළිබඳව තහවුරු කිරීම : _____
 (මෙහි ස්වකීය අයිතිය/බදු/කුලී/රජයේ නිලතලය යන දෑ අතුරින් නිවැරදි විස්තරය ඉහත සටහන් කරන්න.)
- 06.1. කුලී/බදු/නිලතලයන් වේ නම් එහි අයිතිකරුගේ නම සහ ලිපිනය

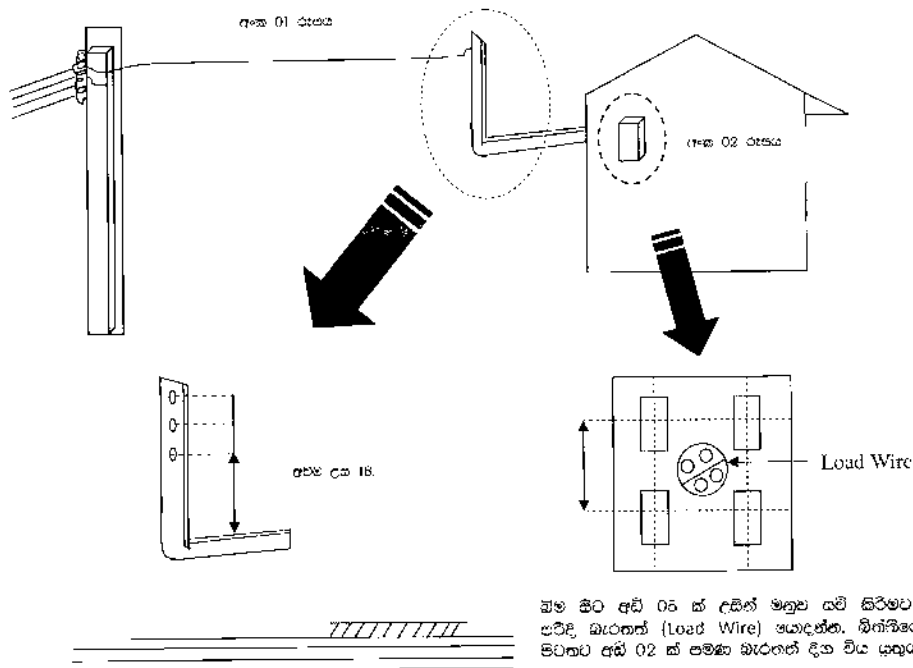
07. පදිංචිය සනාථ කිරීම පිණිස ප්‍රදාය කරනු ලබන ලේඛනය : _____
08. ඡන්ද කිමේ නාමලේඛනයේ අංකය : _____
- අයදුම්කරු ඉහත සඳහන් ලිපිනයේ ස්ථිර පදිංචිකරුවෙකු බවත් ඔහු/ඇයට විදුලිය සැපයීම වෙනුවෙන් ස්ථිර පදිංචිය සනාථ කිරීම සඳහා ඉදිරිපත් කරනු ලබන ඉහත සඳහන් විස්තර සත්‍ය හා නිවැරදි බවට සහතික කරමි.
- ග්‍රාම නිලධාරීගේ අත්සන : _____ ප්‍රාදේශීය ලේකම්ගේ අත්සන : _____
- එකම හා අංකය : _____
- නිල මුද්‍රාව : _____ නිල මුද්‍රාව : _____
- දිනය : 20 / / දිනය : 20 / /

විදුලි සැපයුම ලබාගැනීම සඳහා උපදෙස්

01. විදුලිය සැපයීමේදී ස්ථිර පදිංචිය සනාථ කර ගැනීම පිළිබඳව ඇතිවන ගැටළු මග හරවා ගැනීම සඳහා යම් ස්ථානයක අයිතිකරුවෙකු හෝ ඔහු/ඇයගේ වසරේ විදුලිය සැපයුමක් ඉල්ලා සිටි විට එම පදිංචිය තහවුරු කර ගැනීම පිණිස පහත සඳහන් ලියවිලි අතුරින් එකක් හෝ වැඩි ප්‍රමාණයක් ලංකා විදුලිබල මණ්ඩලය වෙත ලබාදිය යුතු බව සලකන්න.
 - 1.1. අදාළ ස්ථානයේ නිමිතම් ඔප්පුව හෝ බැංකු ඔප්පුව.
 - 1.2. පළාත් පාලන ආයතනයකින් නිකුත් කළ අනුකූලතා සහතිකයක්.
 - 1.3. එකී ස්ථානයේ නිත්‍යානුකූල පදිංචිකරු/අයිතිකරු බවට හෝ/එහි තත්ත්වය අංකය අදාළ කොට්ඨාශයේ පත්ද නාම ලේඛණයේ සඳහන් බවට අදාළ ප්‍රදේශයේ ග්‍රාම සේවක විසින් නිකුත් කරන ලද ප්‍රාදේශීය ලේකම් විසින් සනාථ කරන ලද ලිපියක්.
 - 1.4. රජය විසින් නිවස/ඉඩම ප්‍රදානය කර ඇති විට අදාළ ඔප්පුව නොමැතිවීමේ ලියකියවිලි/සහතික.
02. අත්කර ඇයගේ ඉඩම් උඩින් ගෝලීය සේවාව ලබා ගැනීමට ඇත්නම් ඉඩමේ අයිතිකරුවන්ගේ මාර්ග අවධාරණ පත මේ සමඟ අමුණා ඇති ආකෘති පත්‍රය එක් එක් නිමිතකරුවන් විසින් වෙන වෙනම සම්පූර්ණ කර අයදුම්පත සමඟ ඉදිරිපත් කළ යුතුය. (මෙම ආකෘතියෙහි වැඩිදුර පිටපත් අවශ්‍ය නම් පාසා පිටපතක් අරගෙන සම්පූර්ණ කර ඉදිරිපත් කරන්න.)

යම් හෙයකින් හෝ පහළ ඉදිරිපත් කරන විද්‍යාලීනවයකින් හිමිගත් සේවා රැකගත් මාර්ගය වෙනස් කිරීමට කිසිවෙකුගේ, ඒ සඳහා වැයවන සම්පූර්ණ මුදල හිමි විසින් දැරීමට එකඟ විය යුතුය. අත්කර ඉඩමක් උඩින් විදුලි රැහැන් ඇදීම පිළිබඳව සම්පූර්ණ වගකීම හිමි විසින් භාරගත යුතුය. ව්‍යාප්ත ඇත්තේ ලිපි හෝ අසහන තොරතුරු සැපයුවහොත් හිමිට සලකනු ලබන විදුලි සැපයුම විසන්ධි කිරීමට කටයුතු කරන අතර, එයින් කිසිවක් හැකි අලාභය පිළිබඳව ලංකා විදුලිබල මණ්ඩලය වන සියලු නොලැබේ.
03. විදුලිය ලබා දීමට පෙර අභ්‍යන්තර තහැළුම් සම්මත ඉංජිනේරු නිති වලට අනුකූලව (IEE) නිම කළ යුතුය. කෙටුන් පිටමන් (Plug) සඳහා තහැළුම් කර ඇත්නම්, ඒ සෑම එකක්ම මිනිතරයට සම්බන්ධ කර රූප මිනියැවුණු සැල වලින් මිනිතර කළ යුතුය.
04. ගැල්වනයිස් කළ මිනියැවුම් නළු විශේෂිතය අනුරූ 02 ක් යන දිග අඩි 06 ක් විය යුතුය. (Earth Pipe)
05. කෙටුන් පිටමන් (Plug) සඳහා තහැළුම් කර ඇත්නම් මිනි කාන්දු මිදවක් (Trip Switch) සවි කර ගිබිය යුතුය.
06. පොළව මට්ටමේ සිට අඩි 05 ක් පමණ ඉහලින් පහසුවෙන් (මතු කියවිය හැකි වන සේ) බාහිර බිත්තියක මතුපිට සවි කිරීමට අවශ්‍ය ලී කට්ටි කැබලි සවිකර ඔරු තන අඩි 02 ක් දිග පිටතට වන සේ තැබීමට කටයුතු කරන්න. අවශ්‍ය උපදෙස් සඳහා 02 රූප සටහන බලන්න.

07. යේවා රැහැන පොළව මට්ටමේ සිට අඩි 10 කට වඩා උසින් සිටින සේ සවි කිරීමට අවශ්‍ය 2"x2"x1/4 ප්‍රමාණයේ කෝණ යකඩය (අංක 01 රූපය බලන්න) සවිකර තැබීමට කටයුතු කරන්න.
08. විදුලිබල මණ්ඩලයේ විදුලි අධිකාරී විසින් තහැරුම් පිළිබඳ, පරිපූරණයක් පවත්වා ගිණු අනුමත කරන්නේ නම්, පමණක් විදුලිය සපයනු ලැබේ.
09. පදාල ස්ථානයට සේවාව සැපයීමට අවශ්‍ය ඇස්තමේන්තු කිරීමට අවශ්‍ය අනු මිනුම් කිරීමට ලා.වි.ම. නිලධාරියෙකු පැමිණි පසු සතියේ දිනක උදෑසන වරුවේ අදාල පාරිභෝගික සේවා මධ්‍යස්ථානයකට ගොස් ඔබගේ ඇස්තමේන්තුවට අදාල ගෙවීම් වවුචරය ලබාගත හැක. එය ඡෙප්පත බැංකුව මගින් ගෙවා සිටින ආපසු ඉදිරිපත් කළ යුතුය. නමුත් ඇස්තමේන්තුව සකස් කිරීමට හා අනුමැතිය ලබා ගැනීමට අවම වශයෙන් දින 07 ක් ගත වේ.
10. විදුලි රැහැන් ඇඳීමට යොවිත මාර්ගයේ ගස් පතු කපා හෙළිපෙහෙලි කිරීම හිඬ සතු කාර්යයකි. ඒ සඳහා ඇස්තමේන්තු නොකරන බව කටයුතුවෙන් සලකන්න.
11. මෙම අයදුම්පතට අදාල ඇස්තමේන්තුව නිකුත් කළ දින සිට දින 30 ක කාලයක් සඳහා පමණක් වලංගු වන අතර, එම කාලය ඉකුත් වීමට පෙර මුදල් බැඳීමට ඔබ අපොහොසත් වුවහොත්, ඔබ විසින් මෙම අයදුම්පතට ගෙවන අයදුම්පත් ගාස්තුව අවලංගු වේ.
12. තෙකලා විදුලි බලය ලබාගෙන විනාශාට කටයුත්තක් හෝ කර්මාන්තයක් / වැඩි පොළක් පාරමිත කිරීමට ඔබ බලාපොරොත්තු වන්නේ නම් මෙම අයදුම්පත ලංකා විදුලිබල මණ්ඩලය වෙත ඉදිරිපත් කළ පසු, ඔබට අවශ්‍ය විදුලි බලය ලබාදීමේ කැඩියාව පිළිබඳව පරීක්ෂා කරනු ලබන බැවින්, එසේ පරීක්ෂා කිරීමෙන් අනතුරුව ඔබට විදුලිය ලබාදිය හැකි බව දැනුම් දීමෙන් පසුව පමණක් අදාල විදුලි උපකරණ යන්ත්‍රෝපකරණ ඇතුළත් කිරීම සවි කිරීම හෝ මිළදි ගැනීමට කටයුතු කළ යුතුය.
13. මෙම අයදුම්පත තිබි පරිදි සම්පූර්ණ කර අදාල අනෙකුත් ලියකියවිලි සමඟ ඔබගේ බල ප්‍රදේශයට ඇත් විදුලි පාරිභෝගික සේවා මධ්‍යස්ථානයට ලබාදිය යුතු වේ. ඒ සමගම ඇස්තමේන්තු කිරීමේ ගාස්තුව සඳහා පාරිභෝගික සේවා මධ්‍යස්ථානයෙන් ගෙවීම් වවුචරයක් ලබාගෙන මහජන බැංකුව මගින් රු. 250.00 ක මුදල් ගෙවා ලදුපත් පිටපත් ආපසු භාර දෙන්න.
14. මෙම අයදුම්පත විදුලිය ලබා ගන්නා අයදුම්කරු විසින්ම අත්සන් කිරීම අනිවාර්ය වේ.



- 1) නිවස තුළට ප්‍රධාන කාන්දුවේ වැළැක්වීමට 2"x2x1/4" ප්‍රමාණයේ කෝණ යකඩයක් වහලයෙන් සිටිනට සිටින සේ රූපයේ දැක්වෙන පරිදි සවි කරන්න.
- 2) බි කුරුව සවි කිරීමට අනුල් 5/8" විශ්කම්භය සහිත සිදුරක් වීදු තබන්න.
- 3) තෙතලා සැපයුමක් සඳහා නම් කෝණ යකඩයේ සිදුරු තුනක් අවශ්‍ය වන අතර, තව අතර සටහන්ය අනුල් 6" ක් වන සේ සිදුරු වීදු තබන්න.
- 4) නොපෙනෙන ස්ථානයක මනු පෙට්ටිය නාතිර බිත්තියට සවි කිරීම සඳහා ලී කට්ට කැබලි (D.T. Plug) 4 ක් රූප සටහනේ දැක්වෙන ලෙස බිත්තියට සවි කරන්න.
- 5) මනු පෙට්ටිය සවි කිරීම. (තෙතලා සැපයුමක් නම්) පාරිභෝගික සේවා මධ්‍යස්ථාන භාර වීදුලි අධිකාරී භික්ෂූන් උපදෙස් ලබා ගෙන ඒ අනුව කටයුතු කරන්න.
- 6) බිත්ති කපුරුරු කර නොගැහි නම් අවම වශයෙන් මනු පෙට්ටිය සවි කරන කොටස පමණක් වත් නිසි පරිදි කපුරුරු කර තැබීමට කටයුතු කරන්න.
- 7) සේවා තන සේවා කරුවෙි පිටතින් පෙනෙන ආකාරයට මනු ව දක්වා සවිකල යුතු වේ. මනු ව බිත්තිය තුළට ගිල්වා සවි කිරීමට හා බිත්තිය ඇතුළතින් සේවා තන යෙදීම සඳහා බට යොදා තිබීම නොකළ යුතුය.

ඔබ දැනගත යුතු කරුණු :

ඔබගේ යෝජා සැපයුම් සඳහා ලං.වි.ම. වෙත ලිදැල් ගෙවූ පසු ඊළඟ කාර්යය නිම කරදීම සඳහා ලං.වි.ම. විසින් පත් කර ඇති කොන්ත්‍රාත්කරුවන්/ලං.වි.ම කාර්ය මණ්ඩලය වෙත කාර්යයේ ලබන අතර ඔබ විසින් ඔවුන්ට කිසිම හේතුවක් මත මුදල් දීම කාන්ඩයක් සැපයීම, කණු භාණ්ඩ ප්‍රවාහනය කරදීම, කුණු ඇද දීම, වළවල් කපාදීම හෝ වෙනත් කිසිම ආකාරයක ක්‍රියාවක් කිරීමට අවශ්‍ය නොවේ.

විදුලි සේවාව සැපයීම සඳහා පැමිණෙන කොන්ත්‍රාත්කරුවන්ගේ හෝ ලං.වි.ම. කිසිම සේවකයෙකු වෙත මුදල් /මාතෘකා ආකාරයෙන් ලබාදීම ඔවුන් විසින් ඉල්ලා තිබේ නම් විරෝධී වේ. ඔබගේ යෝජාව සැපයීම සම්බන්ධයෙන් ඔබ සැකිලිකට පත් නොවන අතරයේ කටයුතු ලං.වි.ම. සේවකයකු හෝ කොන්ත්‍රාත්කරුවෙකු අතින් සිදුවී තිබේ නම්, ඒ සම්බන්ධයෙන් විදුලි ඉංජිනේරු වැලිගම (041-2250344) වෙත දුරකථනයෙන් හෝ පහත සඳහන් ලිපිනයට දැනුම් දෙන්න. කාර්යාලයට පැමිණෙන්නේ නම් සතියේ වැඩ කරන භූමිමත දිනයක උදෑසන 8.00 ට පැමිණ කමුණු කරන්න.

ප්‍රාදේශීය ඉංජිනේරු,

ප්‍රාදේශීය විදුලි ඉංජිනේරු කාර්යාලය,

ලංකා විදුලිබල මණ්ඩලය,

මහවිලිය,

වැලිගම.

Annex 4

உரையும பிழிவெ னொன்றேயி
மின்வழுங்கலுக்கான நிபந்தனைகள்
CONDITIONS OF SUPPLY

විදුලිබල සහගත විදුලිබල මණ්ඩල සහගත විදිවිධානනයන්ට සහ කලින් කලට වලංගු පවත්නා රෙගුරායි සහ නියෝගවලට අනුකූලව විදුලිබලය සපයනු ඇත.

ඉහත සඳහන් පතක්වල දේශවාසී සහ නියෝගවල අත්කරගත කොන්දෙසි වලින් සමහරක් පැහැදිලි කිරීමට පහත සඳහන් සටහන් වලින් අදහස් කෙරේ. එහෙත් ඒවා සම්පූර්ණමය නොවන අතර පාරිභෝගිකයින්ගේ මත පෙන්වීම් සඳහා පමණක් වේ.

அவ்வப்பொழுது நடைமுறையிலிருக்கும் மின்சாரச் சட்ட நிபந்தனைகள், மின்சாரச் சபைச் சட்டம் பிரமாணங்கள், சட்டளைகள் ஆகியவற்றிற்கு ஏற்ப மின்சாரம் வழங்கப்படும்.

பின்வரும் குறிப்புகள் மேலே குறிப்பிடப்பட்டுள்ள சட்டங்கள், பிரமாணங்கள், கட்டளைகள் ஆகியவற்றில் தெரிவிக்கப்பட்டுள்ள நிபந்தனைகளில் சிலவற்றை விபரிக்கின்றன. ஆனால் இவை பூரணமானவை அல்ல, பாலனையாளருக்கு வழிகாட்டவே இவை தரப்பட்டுள்ளன.

Electricity will be supplied in accordance with the provisions of the Electricity Act, Electricity Board Act, Regulations and Orders being in force from time to time.

The following notes are intended to explain some of the conditions contained in the above mentioned Act, Regulations and Orders but they are not exhaustive and are intended only for the guidance of consumers.

L. རྒྱུ་མཆོག་

පාර්ලිමේන්තුවෙන් ගොඩනැගිල්ල ඇතුළත පැවැත්වූ රාමාදෙන ස්ථානය තෙක්දී උපකරණ, එනම් රැකුණ ආධාරකයන් / බිත්ති / පුද්ගල / පැවිදි / මුතු උපකරණ සහාදිය මිණිවලට සතු දේවල වශයෙන් පවතින අතර, මිණිවලයේ සේවකයින් හැර, වෙනත් කිසිම අයෙකු වීදින් කුමන හේතුවක් නිසා හෝ එම උපකරණ එතා මෙතා කිවීම හෝ ඒවාට අනතුරුවීම හෝ නොකළ යුතුය.

1. உபகரணங்கள்

பாலவனையாளரின் இருப்பிட வளைவுக்குள் இருக்கும் உபகரணத்திலிருந்து மின்சாரம் வழங்கப்படும் இடம் வரையிலான அதாவது, மின் கம்பி தாங்கிகள்/வடங்கள்/உருக்கிகள் தடுப்புப் பொறியமைப்பு/மானியிடல்/உபகரணம் வரை சபையின் சொத்தாகும். எந்தக் காரணம் கொண்டும் சபையின் ஊழியர்கள் அல்லாத எவரும் அதனை இடமாற்றம் செய்யவோ அல்லது கையாளவோ கூடாது.

1. Apparatus :

The equipment within the consumer's premises upto the point of supply i.e. line supports / cables / fuses / circuit breakers / metering equipment etc. remain the property of the Board and on no account should they be moved or handled by anyone other than the Board's employees.

- (d) பார்வையிடக்கூடிய இதுபற்றிய விடயம் குறித்து எந்தவிதமான நடவடிக்கையும் மேற்கொள்ளப்படாது. அத்துடன் சபையின் அலுவலர்கள் அவ்வாறு உத்தரவுகள் பிறப்பிக்கும் அதிகாரம் இல்லை.
- (e) The consumer shall not interfere or permit any person not being an officer or servant of the Board to interfere in any way with the metering equipment.
- (f) ஒரு வருஷம் காலமாக இருந்துள்ளால் அல்லது மீட்டர் செயல்படவில்லை என்றால் அதை மாற்றுவதற்கான செலவுகள் தனியாகவே ஏற்படுத்தப்படும். அல்லது இப்பகுதியில் உள்ள மற்றவர்களுக்கு மாற்றுவதற்கான செலவுகள் ஏற்படுத்தப்படும்.
- (g) If the above items shall be lost, destroyed or damaged whether by fire or otherwise, the consumer shall inform the Board and shall pay to the Board, the cost of repairing or replacing the same and otherwise make good the damage except in instances where the damage is due to lightning, floods, or defective manufacture.
- (h) மீட்டர் செயல்படவில்லை என்று தெரிந்தால் அதை மாற்றுவதற்கான செலவுகள் தனியாகவே ஏற்படுத்தப்படும். அல்லது இப்பகுதியில் உள்ள மற்றவர்களுக்கு மாற்றுவதற்கான செலவுகள் ஏற்படுத்தப்படும்.
- (i) எந்தெந்தவாறு சந்தர்ப்பங்களிலாவது மாண்புமிகு பொதுசேவைத் துறை அமைச்சர் அவர்களின் உத்தரவுகளைப் பின்பற்ற வேண்டும் என்பதைப் பற்றி ஆய்வு செய்து, அதன் விளைவுகளை அரசாங்கத்திற்குத் தெரிவிப்பதில் உறுதியளிப்பதற்காக இவ்வாறு செய்யப்பட்டிருக்கிறது.
- (j) If at any time a Meter fails to register correctly or the Board's representative cannot gain access for recording the registration, the amount of electricity consumed during the period concerned will be estimated by reference to previous or subsequent registrations or by other suitable means such as production, readings of meters that are in working order etc.

පාරිභෝගිකයාගේ ගොඩැගිල්ලට පිළිසිම :

පුතු සෑම වේලාවකම සැපයුම් හා සම්බන්ධ කාර්යයන් සඳහා විශ්වවිද්‍යාල බලයලත් නිලධාරීන්ට හොඳතැනිල්ලට ඇතුළුවීම හිමිනම් දැන.

பாவனையாளரினது இடத்திற்குள் நுழைவு

அங்கீகாரம் பெற்ற சபை ஊழியர் விநியோகம் தொடர்பான அலுவலகங்களுக்குப் பொருத்தமான நேரங்களில் பாலணையாளர் இடத்திற்குள் நுழைய உரித்தூடையவராவர்.

Access to Consumer's Premises :

Authorised officers of the Board are entitled at all reasonable times to enter the premises for purposes connected with the supply.

විදුලිබලය පරිභෝජනය වෙනුවෙන් සැත්පන් මිලිය :

විදලිබලය සැපයීමේ හාප්‍රති ආවරණය කිරීමේදී සියලුම තැන්පත් මුදලක් ගෙවන ලෙස මණ්ඩලය, විසින් පාරිභෝගිකයින්ට කියම කරනු ඇත. යම්කිසි අනිවාර්‍ය තැන්පත් මුදලක් ලබාගැනීම අවශ්‍ය සැදි සලකනු ලබන විට, එසේ අනිවාර්‍ය තැන්පත් මුදලක් කැඳවීමේ අයිතියද මන්ඩලය සතුව සිටී, එබඳු තැන්පත් මුදලක් ගෙනු පොලොවුඩනොත් සැපයුම් තනර කිරීමට හෝ අත්හිටුවීමට මණ්ඩලයට හැකියාව, එබඳු තැන්පත් මුදලක් සපුරා තිබුණද, දෙලා සිටි විට සැපයුම සඳහා ගෙවීම් කළ යුතුය.

மின் பாலனைத்தான வைப்புப் பணம்

மின்சார விநியோகச் செலவுகளின் நிமித்தம் வைப்புப் பணமாக தொகையொன்றைச் செலுத்தும்படி சபை மின் பாலனையாளாளரைக் கொடும் சபையின் சட்டளைப்படி தேவையான பொழுது மேலதிக வைப்புப் பணத்தைக் கொடும் உத்தரவு சபைக்கு உண்டு. இப்படியான வைப்புப் பணம் செலுத்தப்படவில்லையாயின், சபை விநியோகத்தை இடைநிறுத்தம் செய்யவோ அல்லது நிறுத்தவோ முடியும். வைப்புப் பணம் செலுத்தப்பட்டிருந்தும் விநியோகத்திற்காக மேலதிகச் சட்டணம் கொள்பவரும் பொழுது தேவையாக இருந்தும் செலுத்தப்படவில்லை.

Deposit against Electricity Consumption :

The Board will require the consumers to furnish a deposit to cover the cost of electricity supplied. The Board also reserves the right to call for any additional deposits as and when deemed necessary by the Board. If such deposit is not given, the Board may withhold or suspend the supply. Notwithstanding any such deposit, payments for supply are due on demand.

දැනට පැවැත්වෙන සැමරුම්වලට බාධා ඇතිවීම :

2. ජනිත කිසියම් පාරිභෝගිකයෙකුට කාඩ්පත්ම වල පිළිබඳව සැලැස්මට බාධාලිත අයුරු අතිරි නොව අයෝග්‍ය අන්දමින් යම්කිසි පාරිභෝගිකයකු විසින් පිළිබඳව හානිකා පොරොත්තු නම් හෝ පාලනය කෙරුණු නම්, නැතහොත් එවිනත් පාරිභෝගිකයන්ට දැනපෙන විදිහට හානිකාපත් හානිකා කරු අන්දමින් බලපෑමට ඉඩ ඇති හෝ අනිකුත් පාරිභෝගිකයින්ට අනතුරක් විය හැකි ප්‍රමාණයක විදිහට කාන්දුවීමක් වැනි පාරිභෝගිකයෙකුගේ පාරිභෝගිකයෙකුගේ පවතින බව විශ්වාස කිරීමට මඟපෙන්වන කිසියම් අවස්ථාවක හේතු කිහිපයක් හෝ ප්‍රශ්නකාරී ගොඩනැගිල්ලක් පිළිබඳව සැලැස්මට විකෘති වීමට මඟපෙන්වන හැකියාව. එදාදී අවස්ථාවකදී අවිධිමත් හෝ විදිහට කාන්දුවීමක් සිදුවීමට හේතු කරන ආරු හැරුණු විදිහට සහය හොඳමය. එදාදී කවර හෝ අවස්ථාවකදී සැලැස්ම හැඩය ලබාදීමට නම්, විදිහට පිහිටුවීම සිදුවීමට දෙන යළි ඇල්ලීම සඳහා ගාස්තුවක් කලින් ගෙවිය යුතුය.

ஏனைய பாவனையாளரது விநியோகத்தில் இடையூறு ஏற்படுத்தல்

பாவனையாளரொருவர் முறையற்ற, தவறான வழியில் மற்றொரு பாவனையாளரது ஒழுங்கான விறியோகத்திற்கு குத்தகம் ஏற்படுத்தும் வகையில் மின்சாரத்தைப் பயன்படுத்தினால் அல்லது பாவனையாளரின் இரூபிடத்தில் இதுக்கும் ஏற்பட்ட பிறபாவனையாளரின் விறியோகத்திற்கு பாதுகா வகையில் விளைவிக்குமெனச் சபை நம்பினால் அல்லது அது ஆபத்தான விளைவிக்குமெனச் சுகுத்தினால், அவிடத்திற்கு வழங்கப்படும் மின் விறியோகத்தை உடனடியாகத் துண்டித்து ஒழுக்கு நிலாத்தியாக்கப்படும் வரை விறியோகத்தை வழங்காமலிருக்க சபை உரிய நடவடிக்கைகளை எடுக்கும். இப்படியான சந்தர்ப்பங்களில் ஒழுக்கு நிலாத்தி செய்யப்படாததும், மீளணும் மின் விறியோகத்தை வழங்கப் பரிட்சையொன்று மேற்கொள்ளப்படும். இதற்கான கூட்சைத் தொகை முன்பணமாக அறவிடப்படும்.

Interference with supply to other consumers :

In the case of electrical energy being used or dealt with by any consumer in such a manner as unduly or improperly to interfere with the efficient supply of energy to any other consumer, or if at any time the Board has reason to believe that a leakage exists in the premises of a consumer likely to effect injuriously the use of energy supplied to other consumers or of such an extent as to be a source of danger, the Board may forthwith disconnect the supply of energy to the premises in question and will not reconnect it until the cause of interference or leakage has been removed. In any such case, if the installation is to be reconnected thereafter a fee for testing and reconnecting will be payable in advance.

සාවකාලිකව වැළඹලය අත්හිටුවීම :

මණ්ඩලයේ විදුලිබලය හෙළි කළේම පරිසරයේ තිබූ ප්‍රශාසනීයත්වයට සම්බන්ධ පරීක්ෂා කිරීමක් හෝ වෙනත් කිසිඳු දෘෂ්ටිකෝණයෙන් සඳහා විදුලිබලය ආපසුම නැවතවාදිකර ගන්නා ක්‍රියාවක් මණ්ඩලයට නැතිවේ.

පාරිභෝගිකයින්ට කාර්‍යයක්ෂම හා අමතක වීදිබිලය සැපයුමක් ලබාදීම සඳහා මණ්ඩලය සෑම ප්‍රයත්නයක්ම දරණු ඇත. එහෙත් නිව්
දාකාර්යය දායකවීමකට මණ්ඩලය වගකීම භාර නොගන්නා අතර, සැපයුම මුළුමනින්ම හෝ අර්ධ වශයෙන් හෝ ඇණිතිව ගැන හෝ
නැතහොත් සැපයුමේ වෙනස්වීම්ත් හේතුවෙන් හිමට වශයෙන් හෝ අන්‍යම වශයෙන් සිදුවන නිසියම පාඩුවක් හෝ අලාභනාශික් ගැන
මන්විලය පාරිභෝගිකයාට වගකීමක් භාර නොගනී.

தற்காலிகத் தடை

பர்டீஸைத் தேவைகளுக்காகவும், சபையின் விறியோகத் திட்டத்தை சிறப்பாக மேற்கொள்வதற்காகவும், அல்லது வேறு ஏதாவது காரணங்களுக்காகவும் சபை விறியோகத் துண்டிப்பை மேற்கொள்ளலாம்.

சபை தன்னால் டியலக்சுடிய அளவுக்குச் சிறப்பான தொடர்ச்சியான மின்சார விநியோகத்தை பாவனையாளருக்கு வழங்க சகல முயற்சிகளையும் மேற்கொள்ளும். ஆனால் விநியோகத்தில் ஏற்படக்கூடிய தடைகளுக்கு சபை பொறுப்பாகாது. அதே போல முழுமையாகவோ அல்லது ஓரளவிலோ ஏற்படக்கூடிய மின் விநியோகத் தடைகளினால் பாவனையாளருக்கு நேரிடையாகவோ அல்லது மறைமுகமாகவோ ஏற்படும் இழப்பிற்கு அல்லது பாதிப்பிற்கு சபை பொறுப்பாகாது.

Temporary Interruption :

The Board may temporarily discontinue the supply for purposes of testing or for any other purpose whatsoever connected with the proper working of the Board's Electricity Distribution System.

The Board will take every means and precaution to ensure an efficient and continuous supply of energy to consumers but the Board will not be responsible for any interruptions nor shall the Board be held liable to the consumer for any loss or damage occasioned directly or indirectly by the total or partial interruption of supply or variation in the supply.

9. එක් අයකිරීමේ කாலයක් යටතේ සපයනු ලබන බලශක්තිය භාවිතය :

එක් අයකිරීමේ කාලයක් යටතේ නොදැනුවත්ව ඇති විදුලි බලය වැඩි අය කිරීමේ කාලයක් යටතේ පවත්නා කවර හෝ කාර්යයක් සඳහා පාරිභෝගිකයා විසින් භාවිතා නොකළ යුතුය.

නිසියම් පාරිභෝගිකයෙකු තම විදුලිබලය භාවිතය වැඩි අය කාලයක් යටතේ පරිදිගෙන යනස් කලේ නම් මණ්ඩලය විසින් තීරණය කරනු ලබන පරිදි එබඳු වැඩි අය කාලයක් යටතේ පිට වැඩි අය කාලයක් යටතේ විදුලි තාපය යෙදීමට එම පාරිභෝගිකයා බැඳී සිටිනු ඇත.

9. ஒரு குறிப்பிட்ட கட்டணத்தின் கீழ் வழங்கப்படும் மின்சாரப் பாவனை

ஒரு குறிப்பிட்ட கட்டணத்தின் கீழ் தமக்கு விறியோசிக்கப்பட்ட மின்வலுவை பாவனையாளர் அமுலிலிருக்கும் கூடிய கட்டணத்திற்குரிய விதத்தில் பூர்த்திசெய்யக்கூடாது.

பாவனையாளரொருவர் தனது பாவிப்பு முறையை கூடிய கட்டண விகிதத்தில் அறிவிக்கக்கூடிய முறைக்கு மாற்றுவாரேயானால் நிர்ணயிக்கப்பட்டபடி பின்னைய இறுப்பளவைப் பாவிக்க ஆரம்பித்த நாளிலிருந்து, பின்னர் இறுப்பளவிற்கான கட்டணத்தைச் செலுத்த வேண்டியவராவார்.

9. Use of Energy Supplied under one method of Charging :

The consumer shall not use the energy supplied to him under one method of charging for any other purpose for which a higher method of charging is in force.

If a consumer alters his energy usage in such a way as to become liable for a higher tariff, he will be required to pay on the latter tariff from the date he becomes liable to pay such tariff as determined by the Board.

10. ගිණුම් ගෙවීම :

සපයනු ලබන විදුලිබලය සඳහා ගාස්තු පිළිබඳ අයකම පාරිභෝගිකයාගේ පිහිටියට නැපැයුමක් යැවී විට සාමාන්‍ය අන්දමට නැපැයුමක් එය යටිතල වැඩිවීමට ලැබෙන්නට ඇති දිනට පසු දින එම පිහිටියට ලැබුනායේ සලකනු ඇත.

ගිණුම් ඉදිරිපත් කළ විට ගෙවීම් කළයුතුය. ගිණුම් ඉදිරිපත් කරනු ලැබූ දින හතක් ඇතුළතදී ගෙවීම් නොකළහොත් පාරිභෝගිකයාට දින හතකට කලින් දැනුම්දෙනු ලැබීමෙන් පසුව, වැඩිදුර කිසිම දැනුම්දීමකින් තොරව හා හිඟ මුදල් පියවීමට අයකර ගැනීමට මණ්ඩලයට ඇති අයිතියට පිළිගත හැකිය. පාරිභෝගිකයෙකුගේ ගිණුම වෙනුවෙන් අයකළ වශයෙන් පාරිභෝගිකයාගෙන් තැන්පත් මුදලක් මණ්ඩලය සතුව තිබීම එම පාරිභෝගිකයාගේ යැපුමට පිළිගත මණ්ඩලයට ඇති මෙම අයිතිය කෙරෙහි බල නොපානු ඇත.

ගිණුම්වල යම් සාධාරණතාවයක් ඇතිවුවහොත් ඒ පිළිබඳ පැමිණිලි ගිණුම් නිකුත් කරනු ලැබූ දින සිට සතියක් ඇතුළතදී මණ්ඩලයේ කාර්යාලයට ඉදිරිපත් කළ යුතුය. ගිණුම් ඇතුළත් ගනනක නිරවද්‍යතාවය පිළිබඳව කිසියම් මතභේදයක් වී නම් පාරිභෝගිකයා විසින් (මිනු වෙත) ගිණුම තාරයෙනු ලැබූ දින සිට හතක් ඇතුළතදී ගිණුමෙහි මතභේදයක් නොමැති කෙටියේ මුදලට සමාන මුදලක් හා එවැනි මතභේදයට හාස්තයවී පවත්නා කෙටියේ මුදලින් පියයව 75 ක මුදලක් ද සම මණ්ඩලයට ගෙවිය යුතුය. එම මතභේදයට තුඩුදුන් කෙටිය පිළිබඳ මුදල නිෂේධ කරනු ලැබීමෙන් පසු වැඩිදුර මුදලක් අයකරනු ලැබ තිබුණහොත්, මණ්ඩලය විසින් ඒ මුදල පාරිභෝගිකයාට වහාම ආපසු ගෙවන අතර, අඩුවෙන් මුදලක් අයකරනු ලැබ තිබුණහොත් පාරිභෝගිකයා විසින් එම අඩුවෙන් අයකරණ ලද මුදල මණ්ඩලයට වහාම ගෙවිය යුතුය.

10. கணக்குக்குப் பணம் செலுத்தல்

விறியோசிக்கப்பட்ட மின்சாரத்திற்குரிய கட்டணப்பட்டியல் பாவனையாளரது முகவரிக்குத் தபாலில் அனுப்பப்படும் பொழுது சாதாரணமாக அது தபால் முறைப்படி அடுத்த நாள் அந்த முகவரிக்குக் கிடைத்ததாகக் கருத்தில் கொள்ளப்படும்.

கணக்குப் பட்டியலுக்கு ஏற்ப பணம் செலுத்தப்பட வேண்டும். அத்தகைய கணக்குச் சமர்ப்பிக்கப்பட்ட ஏழு நாட்களுக்குள் உரிய கட்டணம் செலுத்தப்படாவிட்டால், பாவனையாளருக்குச் சபை ஏழு நாள் முன்னறிவித்தல் கொடுத்து அதன்பின் எவ்வித அறிவித்தலுமின்றியும், பாக்கிகளை மீட்டுக்கொள்ளும் உரிமைக்குப் பங்கமின்றியும் விறியோசத்தைத் துண்டிக்குவாம். சபையிடம் பாவனையாளரின் பிணைப்பணமான வைப்புத் தொகை இருப்பதால், பாவனையாளரது மின்னணைப்பைத் துண்டிப்பதற்குரிய உரிமையை இது பாதிக்காது.

கணக்குப் பட்டியல்கள் அனுப்பப்பட்ட ஒருவார காலத்திற்குள் கணக்குகளின் சரி பிழை பற்றிய குறை சபையின் அலுவலகத்தில் கிடைக்கப்பெறுமாறு அனுப்பப்பட்டல் வேண்டும். கணக்கில் ஏதேனும் ஒரு பகுதியைப் பற்றிய செம்மையில் கருத்து வேறுபாடு ஏற்படின், கணக்கு அனுப்பப்பட்ட திகதியிலிருந்து ஏழு நாட்களுக்குள் பாவனையாளர் சரியானக் கருதப்படும் பகுதித் தொகையோடு, பிழையானக் கருதப்படுகின்ற பகுதியின் 75 சதவிகிதத் தொகையையும் செலுத்த வேண்டும். கருத்து வேறுபாட்டுக்குரிய தொகையின் சரி, பிழை சீராக்கப்பட்ட பின், பாவனையாளர் பாக்கிப் பணம் செலுத்த வேண்டுமாயின் அவர் அவ்வாறு அத்தொகையைச் செலுத்த வேண்டும் அல்லது சபை பாவனையாளருக்குச் செலுத்த வேண்டுமாயின், சபை அத்தொகையைப் பாவனையாளருக்கு மீண்டும் செலுத்தும்.

10. Payment of Account :

A bill of charges for energy supplied shall, when sent by post to the address of the consumer, be deemed to have been received at that address on the day succeeding that on which it would have been received in the ordinary course by post.

Payments are due on presentation of accounts. If such accounts are not paid within seven days of rendering, the Board may after giving seven days notice to consumer, disconnect such consumer without further notice, and without prejudice to its rights to recover all arrears. This right to disconnect consumer shall not be affected by the Board holding a deposit from the consumer as security against such consumer's account.

Complaints regarding accuracy of account must be made to the office of the Board within week from the date of issue. If the accuracy of any item in the amount is disputed, the consumer shall, within seven days from the date on which the account was delivered, pay to the Board a sum on account, equal to the undisputed portion of the account together with 75% of the amount of any such disputed item. The Board shall repay, or the consumer shall pay any sum found to be due from either of them in respect of any item which has been disputed forthwith after such sum has been determined.

Annex 5: Standard Electricity Bill

Methodology for Estimation of Energy Supplied

TABLE OF CONTENTS

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

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 Sri Lanka Electricity Act, No 20 of 2009, 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 Electricity Act, No. 20 of 2009, 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 Electricity Act, No. 20 of 2009 , a Distribution License 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 Sri Lanka Electricity Act, No. 20 of 2009, 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 14 of the Sri Lanka Electricity (Amendment) Act, No 31 of 2013, 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 Sri Lanka Electricity Act, No.20 of 2009 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 Sri Lanka Electricity Act, No. 20 of 2009, 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, and item 1(a) & 1 (b) of the Section 49 and 50 of the Sri Lanka Electricity Act, No 31 of 2013.

5. DEFINITIONS

TERM	Definition
Act	Sri Lanka Electricity Act, No 31 of 2013
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

TERM	Definition
	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 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

TERM	Definition
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) the Act, No 31 of 2013 as amended, 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) the Act, No 31 of 2013 as amended, 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, No 31 of 2013 as amended, 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, No 20 of 2009 as amended, 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 ¹ (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 provisions of the Sri Lanka Electricity Act, No. 20 of 2009.

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

Contact details of PUCSL

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

Telephone: (011)2392607/8

Fax: (011)2392641

E-mail: info@pucsl.gov.lk

Website: www.pucsl.gov.lk

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

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