Guidelines to Obtain a New Service Connection

1 The owner, the occupant or those who are doing business/ industry in a premises is eligible to apply for a new electricity service connection.

2 In order to verify the applicant's identity, it is mandatory to present the applicant's NIC with a copy.

In case the NIC is not available, Passport / Driving license along with a photocopy is required.

3 To verify the ownership or the residence of the applicant, presenting any one of the following documents is sufficient.

3.1 If the applicant is the lawful owner of the relevant premises, the title deed of the premises.

3.2 If the applicant is a resident (occupier), lessee or living on rent, the lease agreement or the rent agreement.

3.3 The Certificate of Conformity (COC) issued by the relevant local authority.

3.4 Assessment Notice issued by the relevant local Authority.

3.5 The National Identity Card (NIC) which having the address of the premises where the electricity connection is requested.

3.6 A utility bill which indicates the applicant's name and address where the electricity connection is requested. (Not more than 3 months old)

3.7 A certificate indicating the applicant's name & address in the electoral register under the relevant premises.

3.8 Any other document to prove the ownership or the occupancy of premises.

4 Internal wiring should be completed according to the wiring standards and electricity supply will only be given if the wiring is according to standards.

5 If the applicants electricity service line requires to be erected over and above other lands, the applicant must obtain the consent from the owners or occupants of such lands by filling up

the right of way form (Annex 3) from all land owners or occupants. (Use photocopies of Annex 3 if more than one is required)

6 For all three phase connections and for single phase connections informed by CEB due to safety reasons, a compliance test report issued by a Chartered Electrical Engineer who is registered with the CEB for the relevant year, should be submitted along with the application for the safety and security. The list of registered Chartered Electrical Engineers can be obtained from the respective Consumer Service Center or Chief/ Area Electrical Engineer's office.

7 Since meter readings are to be taken on monthly basis, for the convenience of you and the employees of the CEB, it is encouraged to fix the meter on the boundary wall or near the gate as given in Annex 4.

8 Allowed height of the meter location to the ground level should be 1 ½ m and it should be easily accessible and shall not be exposed to rain/sunlight or any other wet conditions.

9 An "L" iron to be installed in order to keep a minimum clearance of 3.7 m above ground level for the service wire (Annex 5). For premises where this arrangement is not possible, an alternative installation method can be followed as prescribed by CEB (Annex 6).

10 Any vegetation disturbing the line path should be cleared by the applicant. Once the connection is provided it is the customer's responsibility to keep the service wire clear of vegetation and in case, any vegetation is cleared by the CEB, the customer will have to bear the relevant costs incurred.

11 The customer will have to pay a security deposit as informed by the CEB. Customers are hereby advised to keep the original PIV in safe position until the supply is terminated. In case of terminating the account or change of account ownership, upon submission of the original PIV, CEB will consider the re-payment of the security deposit after deducting dues if any.

12 The customer will not have to pay any other payment after paying the estimated amount for the service connection and the security deposit. It is brought to your notice that all the materials and labor required to provide this service connection will be borne by the Ceylon Electricity Board.

13 If there is a revised payment after the estimated amount and the security deposit is paid, only the relevant Chief /Area Electrical Engineer will make a written notice to that effect.