

**ELECTRICITY SUPPLY AND DISTRIBUTION  
(TECHNICAL AND OPERATIONAL) RULES, 2005**

**ARRANGEMENT OF RULES**

*Rule*

*Supply and metering of electricity*

1. Connection of supply
2. Application for new service connection
3. Precaution against atmospheric electricity
4. Precaution in execution of works
5. Illegal connections
6. Metering
7. Life-line customer

*Quality of supply of electricity*

8. Supply voltage
9. Supply frequency
10. Power factor
11. Harmonics control
12. Negative sequence voltage
13. Load balance
14. Voltage fluctuations

*Electricity interruption*

15. Interruption for planned maintenance
16. Emergency interruption of supply or disconnection
17. Load shedding
18. Safety of supply
19. Notice of outbreak of fire

*Electricity payment*

20. Issue and delivery of bills
21. Contents of a bill
22. Estimated bill

*Bill payment*

23. Payment procedure
24. Dishonoured payment
25. Payment by installment

*Review of electricity bill*

26. Disputed bill
27. Undercharging of electricity consumption
28. Overcharging of electricity consumption

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*Rule*

29. Vacation or disposal of premises
30. Advance deposit
31. Refundable advance
32. Disconnection of supply of electricity
33. Complaints and dispute resolution
34. Demand side management
35. Management of assets
36. Tie-in agreement of embedded generators
37. Electricity tariff setting and review
38. Rectification of faults and restoration of electricity supply
39. Restoration of power supply to a disconnected customer
40. Performance with regard to billing meters and the replacement of defective meters
41. Offences and penalties
42. Interpretation
43. Transitional provisions
44. Repeals

