

Housing/Multistory/Govt. (Above 80 KILOWATT) – FAQs

Q: Where can I get information for my new connection? OR What is the fastest way to apply for my new connection?

A: Get all information at your fingertips & apply from the comfort of your home for your new connection application via:

- KE Website (<https://www.ke.com.pk/customer-services/new-connections/>)
- KE Live App (<http://onelink.to/kelive>).

Alternatively, you may also visit your nearest Customer Care Centre.

Q: What other services are offered under new connection?

A: You can avail below facilities by filling out the same New Connection Form and submitting the required documents:

- **New Connections:** This is the first meter that energised a newly completed unit.
- **Additional Meters:** Additional meter is provided in case some part of the premises has been rented & the new entity must have a new registered NTN along with different nature of business.
- **Temporary Line Connections:** A temporary solution provided to industries under construction, rebuilding, or expansion of existing premises where no meter exists.
- **Load Extension:** In case of increase in power consumption, you may apply for load extension.
- **Load Regularisation:** You will be issued a load regularization notice in case your actual power consumption exceeds the sanctioned load.
- **Reinforcement:** Consumers should select this option when upgrading to a three-phase meter from a single-phase meter.
- **Change of meter position (CMP):** To relocate your existing meter you may apply for a CMP.

Q: What are the documentation requirements when applying for a new connection?

A: Basic documents required are

Documents	New Connection
New Connection Form	✓
Ownership Documents	✓
CNIC of Owner	✓
NTN	✓
Site Plan or Approved Layout Plan with covering letter.	✓
SBCA's approved building plan & SBCA's completion certificate	✓

List of ownership documents

A: You may share **any one** of the ownership documents to proof ownership.

1. *Lease*
2. *Sub-Lease*
3. *Mutation*
4. *Goth Abad Scheme Documents - Sanad (Form VII or Form II) in non-KDA scheme or unplanned areas*
5. *Allotment*
6. *Transfer*
7. *Relinquishment Deed*
8. *Gift Deed*
9. *Conveyance / Sale Deed*
10. *Waqf Deed*
11. *Rectification Deed*
12. *Form II and Form VII / Khatoni in non-KDA Scheme or unplanned areas*
13. *General power of attorney*
14. *Sale Agreement along with Registrar receipt*

*In case of transfer of ownership (name transfer), new connection application could be applied with sales agreement along with registrar slip

** you are advised to bring original documents along with photocopies attested by Government Employee/Notary Public/ Oath Commissioner when applying for a new connection

Q: How many types of meters are there?

A: following are the types of meters

- **Single phase Meter:** this type of meter is for domestic and small commercial enterprises with a load requirement of up to 4 kW.
- **Three Phase Meter:** this type of meter is for residential, commercial, and small industrial premises with a load requirement of up to 40 kW.
- **CTO Meter:** this type of meter is for large commercial and industrial units with a load requirement of up to 450 KW.
- **HT Bulk supply:** this type of meter is given via installation of bulk supply panels /switch gears to very large industrial and commercial units with a load requirement exceeding 450 KW.

Q: How soon can I get my new connection & what solutions do I have till my new connection is installed?

A: New connection shall be provided within 30 days from case registration to energization.

Temporary Line (TL) connection can be provided for the purpose of construction and rebuilding of existing premises.

Scheme cases Load wise TAT is as below.

Load Wise	TAT days
Less Than 15 KW	30
Up to 70 KW	44
Up to 500 KW	58
Up to 5000 KW	106
Over 5000 KW	496

*Provided all prerequisites are met.

Q: What is New Connection Estimate & Security Deposit?

A: Estimate is a detailed cost breakup of material being used at customer premises whereas, Security deposit is refundable amount charged against total assessed load found at premises.

Q: How soon will my estimate generate?

A: Your estimate with a detailed cost breakup will be generated in as fast as 5 days which you can conveniently pay online within 30 days. A one-time extension* of an additional 30 days can be granted on request, upon submission of request letter to your dedicated relationship manager.

Q: When can applicant visit bank for submission of Estimate / SD after issuance?

A: You may visit our partner banks after 24 hrs. of issuance of Estimate & SD.

Q: What financing solutions are available to me for my new connection payment?

A: 1) Bank Guarantee option is applicable for self-finance Housing Scheme/Society/Colony/Commercial Plaza/High Rise Building/Multistorey building. Bank Guarantee amount is equivalent to 25% of capital cost of scheme, with a validity of 12 months.

- Self-finance applicants are required to complete their work within a maximum time of (12) months (from the date of intimation of Bank Guarantee Amount) before expiry of Bank Guarantee.
- On successful completion of scheme in absence of claims/dues, K Electric will return the amount and no markup (interest charges) shall be paid by K Electric to consumer.

2) Pay Online at your convenience or visit our partner banks

Bank branches	Online Banking
Habib Metro Bank Branches in KHI/HUB	Askari Bank
	Allied Bank
	Bank Al Habib
	Bank Alfalah
	Dubai Islamic
Faysal Bank Branches in KHI/HUB	Faysal Bank
	Habib Bank
	Habib Metro Bank
Askari Bank Branches in KHI/HUB	Muslim Commercial Bank
	Meezan Bank
	National Bank
Konnect (By HBL) Bank Booth at KE CCC (Nazimabad, North Karachi, Federal B-Area, Liaquatabad, Garden, Orangi – II, Baldia, Surjani – II, Lyari – West Wharf, KIMZ, Bin Qasim)	United Bank
	Bank Al Islami
	Albarak Bank
	JS bank
	Standard chartered
	Sindh Bank
	Samba Bank
Easy Paisa Retail Shops	Sonari bank
	Summit Bank
HBL Konnect Retail Shops	The First Micro Finance Bank.
	First Women Bank
	Easy Paisa Mobile App

*For Housing colonies, it is mandatory to make a payment through banking instrument (i.e., via Bank Guarantee Document or Pay Order).

Q: How can I get the electrical scheme developed for my society?

A: Electrical schemes for housing scheme & multistorey building consumers may be developed through KE prequalified vendors (available on KE Website). <https://www.ke.com.pk/customer-services/new-connections/>

Q: How do I track my new connection progress?

A: You may use your registration ID to track your case online on the KE website (<https://www.ke.com.pk/customer-services/new-connections/>) or connect with your dedicated relationship manager.

Q: What is the EIK Test form & how can I get it?

A: Test Form is an electrical wiring certificate, and it is issued by EIK (Electrical Inspector Karachi) and approved by authorized contractors from the EIK, to confirm that the internal wiring of premises conforms to the required standards. To obtain your test form you must visit any of the below mentioned EIK offices.

- EIK Address Region 1: Mechanical & Soil Lab Irrigation Building, Shaheed-e-Millat Road, Baloch Colony
- EIK Address Region 2: Plot No 2, Black-N, Nazimabad Town, Karachi.
- EIK Address Region 3: Suit 503, 5th Floor, Al-Ameera Center, Near Passport Office Saddar

Q: What documents are required for Test Form?

A:

	Documents required	Res.	Comm.	Ind.	Agri
i	Test Form	√	√	√	√
ii	WCR	√	√	√	√
iii	Power Contract Affidavit on Rs 50 Stamp paper	√	√	√	√
iv	Fitness Certificate			√	
v	Challan		√		

Q: What can cause delay in my new connection process?

A: Please note your New Connection can be delayed under following circumstances:

- Outstanding electricity dues on premises
- If Power Factor Improvement Plant (PFIP) of mentioned KVAR rating isn't installed before energization
- Delay in submission of Right of Way (ROW) against the scheme drawing provided by KE.

Q: Under what circumstance will my new connection application get rejected?

A: your new connection request will get rejected under following circumstances

- Ensure that there are no outstanding dues on existing meter & all previous bills are cleared with the concerned Customer Care Centre
- Industries under construction phase may not be provided with utility connection under NEPRA regulation.
- In case of merging of two separate plots, meter will not be installed until a clear bifurcation is provided.
- Survey is a prerequisite for getting your new connection. If KE team isn't allowed to conduct the survey at the premises, then this would result in rejection of your application.
- Nonpayment of Estimate and Security Deposit will result in rejection of your application.
- Non-submission of required documents will result in rejection of your application.
- Non provision of space for substation, meter and PMT installation can also result in case ID rejection.

Q: What is Right of Way (ROW) & why is it needed?

A: Right of Way (ROW) is a road cutting permission required from your concerned Civic Agency to install KE infrastructure. Scheme drawing provided by KE team must be submitted to the concerned Civic agency.

Q: Difference between Scheme and Non-Scheme cases?

A: If there is a requirement of dedicated distribution system (DDS) i.e., PMT, Feeder or Grid, then it is qualified as a scheme case. If there is no requirement of DDS, then it is qualified as a non-scheme case, usually fed by Common Distribution System (CDS).