

# APPLY ONLINE FOR YOUR NEW CONNECTION

SIMPLIFIED PROCESS FOR  
AASAAN METER CONSUMERS  
BELOW 80 kW



Scan for  
Tutorial



# APPLYING FOR A NEW CONNECTION IS NOW EASIER THAN EVER



Apply online



Get your estimate online



Track your case online



Online documents submission

## 1) FILL THE APPLICATION FORM ONLINE VIA

KE WEBSITE



Scan the QR code to visit our website

<https://www.ke.com.pk/customer-services/new-connections/new-connection-form>



## 2) UPLOAD YOUR REQUIRED DOCUMENTS



Sr. No.	REQUIRED DOCUMENTS	NEW CONNECTION	ADDITIONAL METER	TEMPORARY LINE	LOAD REINFORCEMENT	LOAD EXTENSION	LOAD REGULARIZATION	CHANGE METER POSITION
1	Attested Ownership Documents	✓	✓	✓	(Proof of ownership or change of name is required if owner's name is not appearing on KE bill)			
2	Attested CNIC copy	✓	✓	✓	✓	✓	✓	✓
3	CNIC copy of 1 witness	✓	✓	✓	✓	✓	✓	✓
4	Existing KE Bill		✓		✓	✓	✓	✓
5	National Taxation Number (NTN) Certificate/ Active Tax Payer list (ATL) for Industrial/ Commercial connection	✓	✓	✓	✓	✓	✓	✓
6	New Connection Standard Affidavit on Rs 50 Stamp paper (Duly attested by Notary Public or Oath Commissioner)	✓	✓	✓	✓	✓	✓	✓
7	NOC from Electrical Inspectorate (EIK/EIH)			✓				

Visit KE FAQs to learn more <https://www.ke.com.pk/customer-services/new-connections/new-connection-form>



### 3) TRACK YOUR CASE ONLINE THROUGH YOUR CASE ID

Get your provisional Case ID via SMS from 8119 - KE's official SMS platform and login credentials via SMS and Email. Post document verification, if all prerequisites are met, your Case ID will be registered. Use your login details to track your case via KE website.



Track your case here: <https://new-connections.ke.com.pk>

### 4) GET YOUR ESTIMATE & PAY ONLINE OR VISIT OUR PARTNER BANKS

A site survey will be conducted within 6 days\* to ascertain your load requirements. Based on this an estimate will be issued which you can download from the KE website using your Case ID and Password. You can pay online or at any partner bank branch within 30 days of estimate issuance.



\* Provided all prerequisites met

\*\*For partner bank list: <https://www.ke.com.pk/customer-services/new-connections>

### 5) SUBMIT THE EIK TEST WIRING CERTIFICATE

Test Form, a requirement of NEPRA and issued by Electrical Inspectorate confirms compliance with internal wiring standards. Get your test form from any of the below mentioned offices & submit to your nearest Customer Experience Center.



- EIK Address Region 1: Mechanical & Soil Laboratory, Irrigation Building, Adjacent to City School PAF Chapter, Shaheed-e-Millat Road, Baloch Colony, Karachi.
- EIK Address Region 2: Plot No. ST-02, Block-N, Main Sakhi Hasan Chowrangi, North Nazimabad, Karachi.
- EI Hub, Balochistan: Electric Inspectorate, Irrigation Building, Sakran Road, Hub, District Lasbela, Balochistan.

### GET YOUR NEW CONNECTION IN AS FAST AS 15 DAYS\*

Your new connection will be energised post submission of Test Form.



Welcome to our network. Your first bill will be issued within 45 to 60 days. For your customer account details please visit the KE website. <https://new-connections.ke.com.pk>

\*Provided all prerequisites are met

### PLEASE REMEMBER

Timely installation of your new connection is dependent on:

1. Timely submission of prerequisites.
2. Clearance of any outstanding electricity dues on premises.
3. Surveys are conducted to establish your electricity requirements and are a prerequisite for your new connection. Kindly grant access to the KE teams for a smooth process
4. KE employees are not authorised to collect cash against any services. Concerns may be reported at: [speakup@ke.com.pk](mailto:speakup@ke.com.pk)



## LOAD CATEGORY MATRIX



Sr. No.	Category	Load
1	Individual House	Less than or equals to 80kW
2	Multi-Story	Less than or equals to 80kW
3	Industry	Less than or equals to 40kW
4	Commercial	Less than or equals to 80kW
5	Agriculture	Less than 15kW
6	Temporary Line	Less than or equals to 25kW

## ESTIMATED TIMELINES



Timelines may vary in line with load requirement and are dependant on timely submission of all required documents and approvals.

Sr. No.	Stage	Up to 15 kW	16 - 70 kW	71 - 500 kW	501 upto 5,000 kW	66 kV above
		Days				
1	ID generation to site survey	4	4	5	10	30
2	Estimate issuance	6	6	7	20	15
3	Issuance of material	11	25	36	55	411
4	Installation/Execution	9	9	10	21	40
5	<b>Total (Days)</b>	<b>30</b>	<b>44</b>	<b>58</b>	<b>106</b>	<b>496</b>

\*Per NEPRA guidelines



For New Connection queries, please call 118 or email: [customer.care@ke.com.pk](mailto:customer.care@ke.com.pk)  
For FAQs : <https://www.ke.com.pk/customer-services/new-connections>

