

APPLY ONLINE FOR YOUR NEW CONNECTION

SIMPLIFIED PROCESS FOR
HOUSING & MULTISTORY
(RESIDENTIAL & COMMERCIAL)

ABOVE 80 kW



Scan for
Tutorial



APPLYING FOR A NEW CONNECTION IS NOW EASIER THAN EVER



Get your estimate online



Dedicated Relationship Manager



Load Calculator available on KE website



Track your New Connection online



Self-Finance, Partial Self-Finance & Full payment facility



Online documents submission



Bank guarantee for Self-Finance customers



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.	DOCUMENTS REQUIRED	NEW CONNECTION	LOAD EXTENSION
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 copy of Owner's CNIC	✓	✓
3	CNIC copy of 1 Witness	✓	
4	New Connection Standard Affidavit on Rs 200 Stamp Paper (Duly attested by Notary Public or Oath Commissioner)	✓	✓
5	Completion plan with certificate (SBCA* Area)/Approved Building plan (non SBCA Areas), Approval layout plan (Housing Scheme /Area Planning) & Covering letter or Site plan (Agricultural)	✓	
6	Submission of Design Book for Housing societies/ Multi-story (above 630 kVA Substation Case)	✓	

* Sindh Building Control Authority



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. A dedicated relationship manager will also guide you through the new connection process.



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



4) GET YOUR ESTIMATE WITH DETAILED COST BREAKUP

Design your scheme through KE's prequalified consultants listed on KE website. Our team will assess the design, inspect materials, and supervise the electrification process. For self-finance and partial self-finance schemes, an estimate will be provided without material costs. Full paid schemes include material costs in the estimate.

Easily download your estimate with your case tracking ID and pay online or at partner banks* within 30 days. A Bank Guarantee is applicable to self-finance customers, equal to 25% of the material's capital cost, valid for 12 months.

*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 & connect with your assigned Relationship Manager for further case processing

- 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.



NEW CONNECTION ENERGISATION

Following equipment installation & quality checks, your new connection will be energised*. Welcome to our network, your first electricity bill will be issued in the upcoming billing cycle. For your customer account details please visit the KE website at <https://new-connections.ke.com.pk>

*Provided all prerequisites are met



4. Survey is a prerequisite for getting your new connection. Granting access to the KE team for the survey is essential for a successful application process. Your cooperation is greatly appreciated.
5. Construction of the substation as per the drawing provided by KE.
6. KE employees are not authorised to collect cash against any services. Concerns may be reported at: speakup@ke.com.pk

LOAD MATRIX & ASSOCIATED INFRASTRUCTURE



Sr. No.	Load	Electrical equipment
1	0 kW - 45 kW	50 kVA PMT
2	46 kW - 90 kW	100 kVA PMT
3	91 kW - 225 kW	250 kVA PMT
4	226 kW - 450 kW	500 kVA PMT
5	451 kW - 2500 kW*	HT Bulk Supply (Connection from Common Distribution Feeder)
6	2501 kW - 5000 kW*	Dedicated Feeder from Grid Station

*High Tension Bulk Supply (For loads greater than 450 KW or 11 KV High Tension Bulk Supply Connection)
Required Dimensions of Switch Room: 15' (L) x 15' (W) x 12' (H)

SUBSTATION & SWITCH ROOM REQUIREMENTS

The following are the standard specifications of the Substation & Switch Room.

Sr. No.	Type of Substation	Rooms	Size of Substations
1	HT Bulk Supply	1	15 ft x 15 ft
2	Distribution Substation with Transformer	2	30 ft x 20 ft

Scan for Substation & Switch Room Policy



*For every additional 800 kW, additional transformer room with extended switch room will be required.

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	Total (Days)	30	44	58	106	496

*Per NEPRA guidelines



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

