








APPLY ONLINE FOR YOUR NEW CONNECTION

SIMPLIFIED PROCESS FOR
INDUSTRIAL CUSTOMERS
ABOVE 80 kW



Scan for
Tutorial

APPLYING FOR A NEW CONNECTION IS NOW EASIER THAN EVER

-  Get your estimate online
-  Bank Guarantee against security deposit
-  Partial Self-Finance & Full Payment facility
-  Track your case online
-  Separate meter provision on rented premises
-  Dedicated Relationship Manager
-  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.	DOCUMENTS REQUIRED	NEW CONNECTION	LOAD EXTENSION
1	Attested Ownership Document	✓	(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	National Taxation Number (NTN)	✓	✓
5	New Connection Standard Affidavit on Rs 200 Stamp Paper (Duly attested by Notary Public or Oath Commissioner)	✓	✓
6	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)	✓	

*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

Based on your load request our team will conduct a site survey within 3 days* and develop an electrical scheme. An estimate - with a detailed cost breakup - will be issued which you can easily download online from the website using your login credentials. Pay online or visit our partner banks** within 30 days of estimate issuance.

Note: For Loads Higher than 450 kW, security deposit to be paid via a Bank guarantee.

*On provision of complete documents

** 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 Chowranghi, 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



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. Right of Way (ROW) permission from concerned civic agency against the scheme drawing provided by KE.



5. Construction of the switch room as per the drawing and specification provided by KE.
6. Provision of at least 10% load before energization for load extension & 25% load before energization for a new connection case.
7. Installation of Power Factor Improvement Plant (PFIP) of KVAR rating to maintain the Power Factor at 0.9.
8. 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)

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>

