

## **GUIDELINE ON SHIFTING OF ELECTRICITY METERS IN CONSUMER'S PREMISES**

### **Background**

"Shifting of the Meter" is the shifting of the installed meter from installed location to another location by the Distribution Licensee (DL), on the request of a tariff customer of the premises<sup>1</sup> (hereinafter referred to as "the applicant") or on the neediness of the DL for fulfilling requirements of Sri Lanka Electricity Act, No.20 of 2009 (as amended by Electricity Act, No. 31 of 2013) (hereinafter referred to as the "Act"). In terms of paragraph (3) of Section 1, Schedule III of the Act the meter shall be installed on the consumer's premises in a position determined by the DL, unless in all the circumstances it is more reasonable to place it outside those premises or in some other position for the purpose of the Act.

The applicant is entitled to get the electricity meter shifted at a request duly made to the DL as per the procedure hereinafter described; unless the request is rejected by the DL for pursuant to secure the compliance of the Act, if the existing location or route of the meter found unsafe or disturbing to the reasonable activities or constructions. Instances where the meter shifting can be occurred as follows:

- A. Shifting of the meter from installed location to another location within the same premises (Building)
- B. Shifting of the meter from the premises (Building) to an external structure such as parapet wall/boundary wall or temporary constructed structure etc. within the premises or outside of the premises<sup>2</sup>.

### **Procedure for Shifting of the Meter**

1. A request to the DL in writing or with a standard application form available at the DL's area offices/branches and/or customer service centers to shift the meter shall be made by the applicant.
2. Upon request for shifting of the meter, the DL shall inspect the premises within seven working days of the receipt of the request;
  - I. to examine a suitable location (such as easy access to the revenue officer of the DL and safety requirements etc.) to where the meter is to be shifted .
  - II. to estimate the cost for shifting the meter
3. The applicant shall carry out appropriate wiring and construction of the structure for shifting of the meter at applicant's own expense, only after determining a suitable location and structure for the meter by the DL.
- 4.1 In the event that a written request is made under above "A" for shifting of the meter within the same premises (Building);

<sup>1</sup> Premises includes any land, building or structure.

<sup>2</sup> "Outside of the premises" means any land, building or structure beyond the internal premises.



- I. for shifting of meter of retail supply of electricity, the licensee may request the applicant to submit an Installation Test Report on internal electrical wiring certified by an Accredited/Licensed Electrician registered with the DL
- II. whereas, for shifting of meter of bulk supply of electricity, the applicant is required to provide an Installation Test Report on internal electrical wiring certified by an Accredited Chartered Electrical Engineer registered with the DL.

4.2 In the event that a written request is made under above "B" for shifting of the meter from the premises (Building) to an external structure such as parapet wall/boundary wall etc. within the premises or outside of the premises,

- I. for shifting of meter of retail supply of electricity, the DL may request the applicant to submit an Installation Test Report on the electrical wiring from the building to the location where the meter to be shifted, certified by an Accredited/Licensed Electrician registered with the DLs. However, the applicant is required to provide an Installation Test Report certified by an Accredited Chartered Electrical Engineer registered with the Licensees, if the electrical cables are laid underground from the premises (Building) to an external structure.
- II. Whereas, for shifting of meter of bulk supply of electricity, the applicant is required to provide an Installation Test Report on the external wiring from the building to location where the meter to be shifted, certified by an Accredited Chartered Electrical Engineer registered with the DLs.

4.3 In all events referred to in clauses 4.1 and 4.2 the DL reserve the right to test the applicant's electrical installation.

5.1 In the event that the meter is to be shifted from building to an external structure such as parapet wall/boundary wall, the electrical cables can be laid either underground or overhead as per the safety requirements and the wiring of the location where the meter to be fixed shall be complied with Sri Lankan standard requirement for electrical installations specified by the Sri Lanka Standard Institute or "British Standard Requirements for electrical installations" (BS 7671:2008) and such other requirement relating to safety as prescribed under the provisions of the Act in order to ensure the safety requirements. Technical and safety related specifications (requirements) with a drawing for meter fixing of the said location on boundary wall or parapet wall shall be prepared by the DL in line with Electricity (Safety, Quality and Continuity) Regulations, BS 7671:2008 or latest and other safety requirements prescribed in the Act.

5.2 In case the electricity meter is to be shifted to a temporary constructed structure (external location from the building) due to new construction work/renovations etc. in the building where the meter exists, a suitable structure determined by the DL shall be constructed at



a suitable location in the premises or outside the premises to fix the meter temporarily. Electrical installations of the structure shall be complied with Sri Lankan standard requirement for electrical installations specified by the Sri Lanka Standard Institute or "British Standard Requirements for electrical installations" (BS 7671:2008) and such other requirements relating to safety as prescribed under the provisions of the Act in order to ensure the safety requirements.

6. The shifting meter shall be installed on the consumer's premises in a position determined by the DL, unless in all the circumstances it is more reasonable to place it outside those premises or in some other position for the purpose of the Act. If the meter is planned to install outside of the consumer's premises, shifting of the meter will be taken place only after obtaining necessary approvals or consents from the other parties, in line with Section 3 of Schedule 01 of the Act or mutual agreement with relevant parties.
7. Once the requirements in the above have been fulfilled and notified to the DL, the detailed cost estimation (breakdown of the total cost) shall be issued within seven (07) working days. Such cost estimate shall be prepared based on Allowed Charges approved by the Public Utilities Commission of Sri Lanka (the Commission).
8. The cost of shifting of the meter shall be borne by the applicant. The applicant shall pay the estimated cost of shifting in advance in full. Only after the date of deposit of the said estimated costs/charges and completing the requirements to be fulfilled by the applicant, the meter shifting work of retail supply of electricity and bulk supply of electricity will be carried out respectively within seven working days and within one month by the DL.

### **Dispute Resolution**

9. Any dispute arising on shifting of the meter can be referred to the respective Deputy General Manager of the Ceylon Electricity Board or Head of Operations of the Lanka Electricity Company (Private) Limited as a Dispute Resolution Officer under PART I of the Electricity (Dispute Resolution Procedure) Rules Published in Gazette Extraordinary No. 1951/1 dated 25th January 2016.

Where the parties to a dispute referred fail to reach a settlement which is acceptable to both parties, either party to the dispute may inform the Commission and call upon to resolve the same through mediation under Part-II of the above Rules.