

## AASAAN Meter Below 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: Which services are offered under the new connection?**

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

1. **New Connections:** This is the first meter that energizes a newly completed unit.
2. **Additional Meters:** For a premises with separate portion, KE will allow more than one connection at the same premises subject to the following:
  1. Separate Portions
  2. Separate electric circuits
  3. Separate kitchens
  4. Separate entrance/access
3. **Temporary Line Connections:** A temporary solution provided to premises under construction, rebuilding, or expansion of existing premises where no meter exists.
4. **Load Extension:** In case of increase in power consumption, you may apply for load extension.
5. **Load Regularization:** You will be issued a load regularization notice in case your actual power consumption exceeds the sanctioned load.
6. **Reinforcement:** Consumers should select this option when upgrading to a three-phase meter from a single-phase meter.

**Q: How many types of meters are there?**

A: There are 3 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 greater than 41KW.  
(\*On single point metering only)

**Q: What are the basis documents for applying new connection.**

A: Basis documents required are

Required Documents	New Connection	Additional Meter	Load Reinforcement	Load Extension	Load Regularization
Attested Ownership Documents/ original doc (seen)	✓	<b>No</b> (Proof of ownership or change of name is required if applicant name is not appearing on KE BILL)			
Attested CNIC copy/ original doc (seen)	✓	✓	✓	✓	✓
CNIC copies of 1 witness	✓	✓	✓	✓	✓
Existing Bill	No	✓	✓	✓	✓

NTN Certificate/ATL for Ind/Commercial connection	✓	✓	✓	✓	✓
NC Standard Affidavit on Rs 200 Stamp paper (duly attested by notary public or oath commissioner)	✓	✓	✓	✓	✓

#### 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 will require Sales Agreement along with registrar slip.

\*\* Please bring original documents along with photocopies attested by Government Employee/Notary Public/ Oath Commissioner when applying for a new connection

**Q: If the applicant does not bring original documents what will be the alternate option of original seen?**

A: Applicant may bring photocopies of documents attested by any Government Employee/Notary Public/ Oath Commissioner.

**Q: How should I apply for a new connection if the original property documents are lost?**

A: Applicants may provide certified true copies of the property documents from the concerned authority/agency. Alternatively, a copy of the property documents attested by any Government Employee/Notary Public/Oath commissioner will be considered equivalent to an original copy.

**Q: If a property is mortgaged with a bank, then how will the original document be seen by the Customer Service team as per policy?**

In such cases, the applicant must submit a bank letter listing the documents in the bank's custody at the time of new connection application submission. Please note that the bank letter must be in the name of the applicant and should be less than 45 days old at the time of submission.

**Q: Are ownership documents required for Government owned land?**

A: NOC from concerned authorities / civic agencies i.e., KMC, DC, DMC will be required along with an agreement (such as lease or tenancy between applicant & government), Ownership documents are not required in this case.

**Q: Who are legal heirs of owner which are eligible to apply for new connection on behalf of deceased owner?**

A: Legal heirs are owner's brother / sister / mother / father / son / daughter / spouse who are eligible to apply meter in case of deceased owner.

**Q: How soon will my survey be conducted for my Aasaan meter?**

A: Your survey will be conducted within 3 – 4 working days after your Case ID is generated.

**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.

**Q: What is the Validity of issued estimate in new connection cases & What if Estimate / SD has expired?**

A: Estimate for your new connection is valid for 30 days from the date of Case ID generation. In case the estimate expires, it can be reissued within 7 working days on consumer request and will be valid for next 30 days.

**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: Where can applicant pay NC Estimate and SD amount?**

A: 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	United Bank
	Bank Al Islami
Karachi, Federal B-Area, Liaquatabad, Garden, Orangi – II, Baldia, Surjani – II, Lyari – West Wharf, KIMZ, Bin Qasim)	Albarak Bank
	JS bank
	Standard chartered
	Sindh Bank
	Samba Bank
	Silk Bank
Easy Paisa Retail Shops	Soneri bank
	Summit Bank
HBL Konnect Retail Shops	The First Micro Finance Bank.
	First Women Bank
	Easy Paisa Mobile App

**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: When will my new connection be energized?**

A: Your new connection will be energized within 15 days, while the AMR meter will be energized within 20 days.

\*Provided that all prerequisites are met.

#### **Q: What are the reasons for Application rejection?**

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
- Premises 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
- Non-submission of required documents

#### **Q: What is the qualifying criteria for a Commercial meter in an individual house?**

A commercial meter may only be installed in cases where the individual house is also being used for commercial activities. This would be assessed by the surveyor during the survey process.

(\*Commercial use describes any activity in which you use a product or service for financial gain.)

#### **Q: On an existing meter, can a Commercial tariff be converted to an Industrial tariff?**

A: A commercial tariff cannot be converted to an Industrial tariff. The customer will have to apply for an industrial meter via the new connection process.

**Q: Are National Tax Number (NTN) & Active Taxpayer List (ATL) of blood relative or tenant acceptable for submission of Commercial and Industrial new connection cases?**

A: For submission of Commercial & Industrial new connection:

- NTN & ATL of blood relative is acceptable
- NTN & ATL of tenant will be acceptable based on tenancy agreement

**Q: Is ownership doc required in Load Extension/Load Regularization & Reinforcement cases?**

A: If registered applicant name is appearing on bill, then no ownership documents are required.

**Q: For Load Regularization, is there any validity of notice served by IBC?**

A: Load Regularization notice served by IBC is valid for 3 months.

**Q: How many common meters are permitted in multi-story building?**

A: Two common meters are permitted in a multistory building

- One meter for water pump/lobby/corridor/parking area/ play area □ One meter for lift.

**Q: What does under construction premises mean?**

A: Under construction premises are those properties or buildings where the construction process is ongoing, including activities such as foundation work, framing, and finishing.

**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 nonscheme cases, usually fed by Common Distribution System (CDS).