

ADVICE / GUIDELINES & CAUTION TO CONSUMERS

1. Please ensure that the following conditions are satisfied, before applying for new service connection.
 - ❑ There should not be any outstanding electricity dues (arrears) at the premises where new service connection is required and on applicants' name anywhere in APCPDCL jurisdiction.
 - ❑ Electricity house wiring has to be completed in all aspects. The consumers are advised to use good quality wiring material and MCBs (Miniature Circuit Breakers) as main circuit cut-out, instead of ordinary Kit-Kat fuse set for more safety.
 - ❑ Accessories required like meter box (if required), Service Wire, G. I. Wire, 2 Nos. Mini Guy - Insulators etc., should be made available by the consumer to the departmental staff for giving new service connection within time.
 - ❑ Earthing has to be ensured perfectly by providing earth pits by the consumers. This is mandatory condition to be fulfilled in order to prevent electrical accidents.
 - ❑ A Panel Board is required, if the number of service is exceeding four in a premises. The estimated charges of Panel Board fixing, has to be paid by the consumer.
 - ❑ If additional infra- structure like electrical poles, lines etc., are required to release the new service connection, consumer has to pay the required charges to the department as per estimate.
 - ❑ Meter box and board should be fixed outside the house or in veranda at a minimum height of 5 feet from ground level and service wire drawn should be visible. The service connection pipe should run on the walls and should be visible through out the run. The pipe should not be concealed in the roof or walls.
 - ❑ In case of multistoried buildings with 15 meters height and above the applicant has to obtain approval from CEIG of A. P. for releasing power supply.
 - ❑ If any of the conditions, and declarations given by the applicant in the application form are found to be incorrect, APCPDCL reserves the right to forfeit the amount paid towards application registration, development charges and security deposit by concerned applicant.

- ❑ Please do not approach middlemen or broker for new connections and any other services. Necessary assistance will be provided by the staff on duty at this office.
- ❑ Insist for money receipt for all cash, cheque/ draft payment made at the Integrated Customer Service Center. Insist for acknowledgement for all complaints and New Service Connection application registered at this office.
- ❑ Consumers are advised to preserve the bill carefully and present the same at the Bill Collection Center at the time of making payment.
- ❑ Non-receipt of Bill does not exonerate the consumer from payments of CC charges in time. The consumer may ascertain the details from local office.
- ❑ Non-payment of bill or dishonour of cheque after making payment results in direct disconnection of service.
- ❑ Change of occupancy of premises. It is the responsibility of the owner of the connection to get a special reading done by the concerned ADE/ Opn or AE/ Opn. The owner/ tenant may give a consumer request in writing to the ICSC for a special reading at least 15 days in advance.
- ❑ Please use the Suggestion box as well as the Cheque Drop Box provided at the ICSC.
- ❑ Call 155333 for lodging electricity complaints, round the clock.

Kindly heed to above advice, guidelines and caution, to get better customer service in time from APCPDCL.