

**GUIDELINES FOR LV (single phase) & MV (three phase) APPLICATION  
FOR NEW CONNECTION / ADDITIONAL LOAD / SHIFTING OF SUPPLY  
FOR EQUAL TO OR BELOW NOTIFIED VOLTAGE ( i.e. 650 Volts)**

**ALL APPLICATIONS MUST BE SUBMITTED ONLINE ONLY**

**REGISTRATION**

- Go online to CESC website <https://www.cesc.co.in>. Click on “New Conn / Addl. Load / Shifting” from “Quick Links”.
- Click on “New User Register” button.
- Fill in the required details in the simple self-registration form “Registration For New Connection”.
- Once you submit the self-registration form, a Login Password will be sent both to your e-mail ID and Mobile Number. You can use this password or may change this password.
- Your E-mail ID will be your user ID.
- In case you are already registered, you can login using your E-mail ID and Password.

**SUBMISSION OF APPLICATION**

- You can now log in and view the application form “Applicant Information Input Form (Annexure – A)”.
- Fill in the required details in the application form and submit the same online.

IMPORTANT: Before submission, you may view the cost-estimate depending on your load requirements and other parameters by clicking on “Cost Estimate Calculator” in the Login-page.

**COST ESTIMATE CALCULATOR**

- For application below 30 KW load in premises already provided with supply, indicative Security Deposit and Service connection charge can be viewed through the calculator.
- For application above 30 KW load or for premises without having any supply, indicative Security Deposit only can be viewed through the calculator. Service Charge will be ascertained on the basis of site inspection.

**PROVISIONAL DEMAND NOTE**

- If your premises already have a supply and your applied load is below 30 kW, you will receive a provisional demand note of Service Charge and Security Deposit for your information. Only upon inspection, if supply is contemplated to be provided, considering techno commercial feasibility, then the actual Bill for Service Charge and Security Deposit will be issued for payment.

## **INSPECTION**

- On submission of application, you shall receive instant communication intimating the date and time of inspection. However, in some cases instant communication of the date and time of the inspection may not be instantly communicated. For such cases, we may need some further information and carry out the inspection after subsequent intimation.

## **OFFER LETTER AND BILL**

- Subsequent to our inspection, you will receive an Offer Letter and Bill at your address where supply is contemplated to be provided and also to the E-mail ID, provided by you. The payment and compliance requirements at your end will be mentioned in the said Offer Letter.

## **SHIFTING OF SERVICE**

- In case of shifting of service, consent from ALL the existing Consumers, being catered from the said service, will be required.

## **BILL PAYMENT**

### **Where Service Charge is up to Rs. 2 lakhs**

- You may pay Bill for Service Charge and Security Deposit through e-payment gateway in net-banking/debit/credit card mode in CESC Web portal (<https://www.cesc.co.in>)/Mobile APP and may download the payment receipt from our website.
- Alternatively you may deposit such payment at any of the Cash Offices of the Company by cash or Demand Draft / Banker's cheque.

**IMPORTANT: Payment through Money Order or Cheque will not be accepted.**

### **Where Service Charge is above Rs. 2 lakhs**

- In case the Service Charge alone (excluding Security Deposit) is greater than Rs.2 lakh, you need to pay at our Cash Counters through Demand Draft / Banker's Cheque only with self-attested copy of your PAN Card.
- The e- payment channels can also be used for payment of such bills, subject to entry of PAN details.

## **CONNECTION TIMELINE**

- On fulfilment of all compliances, including payment, the connection will be provided, within 7 (seven) working days where Right of Way (RoW\*) is not required and within 15 (fifteen) working days where RoW is required, provided the RoW is received on time.
- The above timeline may vary in case where extension of Mains and/or installation of Transformer and/or erection of Substation etc. is/are required and/or RoW is not received on time.

\*Note: Right of Way (ROW) is involved where any excavation has to be carried out on Municipal thoroughfare for laying the supply lines, for which permission of concerned Municipal Authorities is mandatory.

#### **THE METER BOARD AND SERVICE**

- The Meter Board and Service (including all fittings) will remain the property of the Company, who will maintain the same.
- The Company reserves the right to make reasonable alterations, additions and / or repairs of the same or any part thereof at any point of time.

#### **ASK THE EXPERT**

- In case you need any assistance while submitting the Application, kindly send us an SMS. Type: **CESC OL** and send it to **56070** or **WhatsApp** us at **8585079399** or **8585079400**. Our Support Team will contact you to provide necessary assistance. This service is available between 9 AM to 5 PM from Monday to Friday and between 9 AM to 1 PM on Saturday, excluding Sunday & Public Holidays.