

**GUIDELINES FOR LV (single phase) & MV (three phase) APPLICATION  
FOR NEW CONNECTION / ADDITIONAL LOAD / SHIFTING OF SUPPLY  
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”.
- In case you are already registered, you can login using your E-mail ID and Password. Else, click on “New User Register” button.
- Fill in the required details in the simple self-registration form of “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.

**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.

Note:

1. For load less than 6 KW, the mode of supply will be ‘Single Phase’.  
For load 6 KW or more, the mode of supply will be ‘Three Phase’.
2. 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 line, 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 has 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 of 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 and also to the E-mail ID provided. 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, we will require the consent from ALL the existing Consumers, being catered from the said service, for such shifting.

## **BILL PAYMENT**

### **Where Bill amount is below Rs. 2 lakhs**

- You may pay bills for Service Charge and Security Deposit through e-payment modes, i.e. NEFT/RTGS/Net Banking/Debit/Credit Card from the 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 by cash or Demand Draft / Banker's cheque.

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

### **Where Bill Amount is Rs. 2 lakhs or more**

- The e- payment channels can be used for payment of such Bills, subject to entry of PAN details.
- In case you intend to make payment at our Cash Counters, payment has to be made through Demand Draft or Banker's Cheque. In that event, a self-attested copy of your PAN Card has to be submitted.

## **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 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.