



## FAQs – NEW CONNECTION / EXTENSION OF LOAD

### Q. 1 How to apply for New connection/ Extension of Load?

Ans.

- i). **For Domestic Supply (DS)/ Non-Residential Supply (NRS)/ Bulk Supply(BS)/ Railway Traction/ Solid Waste Management Plants, Water Supply Schemes & Compost Plants Category Connections:**

Applicant shall login at <https://billpayment.pspcl.in/> and then click on the 'NEW CONNECTION / LOAD EXTENSION' button. The detailed procedure to apply is available in the user manuals available at the below mentioned links:

- a) For New Connection /Extension of load Below 100 kVA - [Manual 1](#)
- b) For New Connection /Extension of load Between 100 kVA and 500 kVA - [Manual 2](#)
- c) For New Connection /Extension of load Above 500 kVA - [Manual 3](#)

- ii). **For Industrial Category Connections [Small Power (SP upto 20 kVA)/Medium Supply (MS between 20-100 kVA) /Large Supply (LS-GI/PIU) above 100 kVA]:**

Applicant shall login at <https://pbindustries.gov.in/webportal/login> and then click on Manage Project Applications and Choose Apply New to fill the Common Application Form (CAF). After filling CAF, the option to Apply for New Clearance will become available to the Applicant through which he/she can apply for New Electrical Connection/Extension of Load under suitable category. If the FCI of applicant is less than 25 crores, he/she shall be redirected to the Merged Single window and procedure to apply shall be as listed in Point i above. The [flowchart of the procedure is attached](#).

### Q. 2 Description of certain key terms used in the application

- a) **Connected load** means the sum of the manufacturer's rated capacities of all the energy consuming devices in a consumer's premises which may be connected simultaneously. This shall not include the standby or spare energy consuming apparatus installed through a changeover-switch.
- b) **Contract Demand** means the maximum demand in kVA sanctioned to the consumer. It is to be mentioned in Existing Demand option while filling the application form for Extension in load and can be verified from the electricity bill issued to the consumer.
- c) **Sanctioned Load** means the load in kW (kilo Watt) or BHP which the Licensee has agreed to supply to a consumer from time to time as per the applicable terms and conditions indicated in the agreement signed between the licensee and the consumer. It is to be mentioned in Existing Load option while filling the application form for Extension in load and can be verified from the electricity bill issued to the consumer.
- d) **Contracted Load** means the load in kW (kilo Watt) or BHP which the PSPCL has agreed to supply to a consumer from time to time as per the applicable terms and conditions indicated in the agreement signed between the PSPCL and the consumer.  
The BHP shall be converted to kW by multiplying it by 0.746.
- e) **NOC issued by PSPCL:** In colonies, Multi-Storey Residential Complexes etc where the developer/promoter obtains NOC from PSPCL and provides complete LD system including

service line to each resident/occupant of colony the Service Connection Charges (SCC) are not chargeable for electrical connection to resident/occupant of such colony.

- f) **Low Tension (LT) Consumer** means a consumer who is supplied electricity at a voltage not exceeding 650 volts. Applicants with demand not exceeding 100 kVA are usually given LT connection.
- g) **High Tension (HT) Consumer** means a consumer who is supplied electricity at a voltage higher than 650 volts but not exceeding 33000 volts. Applicants with demand exceeding 100 kVA but not exceeding 5000 kVA are usually given HT connection.
- h) **Extra High Tension (EHT) Consumer** means a consumer who is supplied electricity at a voltage exceeding 33 kV. Applicants with demand exceeding 5000 kVA are usually given EHT connection.
- i) **Schedule of General Charges** are the charges for various services carried by PSPCL as passed by Hon'ble PSERC. It contains charges for services like Shifting of Meter, Meter rental, Processing fee for New connection/Extension of load, Demand Notice extension charges, Security (Consumption) charges, Security (Meter) charges, etc.
- j) **Security(works)/SCC** means the estimated expenditure for providing electric line or electric plant to supply electricity to the applicant worked out on the basis of Standard Cost Data approved by the Commission.
- k) **Demand Notice** is issued to the applicants with load/demand exceeding 150 kW/kVA. It contains the details of works including service line to be undertaken by the PSPCL for providing electricity connection, Security (Works)/Service Connection Charges (SCC), and other terms required to be accepted by the applicant etc. It is valid for 6 months (extendable upto 1 year in blocks of 3 months).
- l) **Extension of Demand Notice** as per Supply Code 2024 is the provision to extend the validity period of demand notice, if such request is submitted by the applicant within the validity/notice period along with the extension fee.
- m) **Feasibility clearance:** where new or total demand including additional demand exceeds 2000 kVA, the applicant shall first obtain feasibility clearance in the prescribed requisition form after payment of Earnest Money Deposit (EMD) @ of 5% of Security (consumption) as specified in the Schedule of General Charges.
- n) **Processing fee** is the fee charged to an applicant for processing his application of New Connection/Extension of load. If applicant applies for cancellation of his application or his application is rejected due to non compliance, this fee is forfeited.
- o) **Security (Consumption)** is also called as Advance Security deposit (ACD). It serves as a financial safeguard for the PSPCL in case a consumer defaults on their payments.
- p) **Security (Meter)** is the security for meter including metering equipment viz Current Transformer, Voltage Transformer etc. which is to be deposited by the applicant at the time of submission of A&A form.

**Q. 3 What are the documents required to apply for new connection/load extension?**

**Ans.** [Click here to view.](#)

**Q. 4 If Invalid account number error is displayed to applicant while applying for extension in load/demand on Single Window System**

**Ans.** The consumer shall send an email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) specifying consumer account number. Further, a copy of latest bill issued may also be attached in order to update the record of such account number on Single window.

**Q. 5 How to resolve the order not created error while applying for New connection or Extension in load/ demand?**

**Ans.** Applicant shall try submitting the application by shortening the address filled by him in the form or try by using some other Proof of Identity. If error persists in case of Extension of load/demand (SAP sub-division) the applicant shall contact the concerned field. Field office shall check whether RSG code is maintained in BP and CA for consumer's account number and shall do the necessary changes in SAP.

**Q. 6 For what Category of loads, Consumers can be given a Single phase connection?**

**Ans.** Single phase connection is usually given to the following categories of loads:

- a) DS/NRS/EV charging loads not exceeding 7 kW (including motive load upto 2 BHP).
- b) Industrial demand including general demand not exceeding 7 kVA at consumer's option.

**Q. 7 For which category shall an applicant apply?**

**Ans.** The applicant shall choose category for connection as per the Tariff Order approved by PSERC from time to time. Detail of Categories as per the latest Schedule of Tariff is mentioned in Appendix-II of the [CC No. 07/2025](#) issued vide instruction Memo No. 296-300 dated 29.03.2025.

**Q. 8 Why is it essential to verify Electricity dues associated with the property before applying for new connection? How an applicant may get it checked from PSPCL?**

**Ans.** Where the applicant has purchased an existing property or intends to purchase an existing property whose supply has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all the dues to the PSPCL and obtained a "no-dues certificate" from the PSPCL. In the absence of "no-dues certificate" the electricity connection to such premises shall be released only after clearance of all outstanding dues against the previous consumer of such premises.

Applicant is required to submit an offline application for obtaining "no-dues certificate" for the existing property in the concerned field office.

**Q. 9 In what conditions another connection in the same premises can be given?**

**Ans.**

- a) An owner of the premises having a domestic connection may get more than one domestic supply connection in a duly partitioned and electrically separated portion of the same premises with separate kitchen or on different floor(s). Provided that in case a tenant/occupier of the duly partitioned and electrically separated portion of the same premises or floor requires a separate connection under DS category in his/her name, the tenant/occupier shall either furnish an undertaking from the owner in the form of an affidavit duly attested by Notary Public that the owner shall clear all the liabilities in case the tenant leaves the premises without paying the PSPCL's dues or deposit Security (consumption) at double the normal rate for relevant category approved by the Commission.
- b) A new industrial connection in an existing premises having a industrial connection or a new NRS connection in an existing premises having a NRS connection may be allowed in the name of independent firm/company/commercial entity/person provided:
  - (i) it is a separate unit in duly partitioned and electrically separated premises or floor(s) owned or taken on lease/rent;
  - (ii) it is registered as a separate entity under the relevant law or it holds a separate GST number and any other valid document to establish independent entity, as may be applicable.

- c) If a portion of residential or industrial premises is regularly used for any activity covered under NRS schedule, the consumer shall be required to obtain a separate connection under NRS category in a duly partitioned & electrically separated portion put to commercial use if permitted under law. In such an event, two connections, one under Schedule DS or Industrial category and the other under Schedule NRS category shall be permitted.
- d) A tenant/occupier of the premises, in which an NRS or industrial or domestic connection already exists, shall have to seek a separate connection through depositing Security (consumption) at twice the normal rate for the relevant category as approved by the Commission to carry out any DS/commercial/ industrial activity permitted under law by duly separating the portion of the premises.
- e) Separate connection, in addition to an existing connection in a premises, shall be permissible for the purpose of Electric Vehicle (EV) charging under relevant Schedule of Tariff.

**Q. 10 What are the charges for new connection/extension of load?**

**Ans.** The applicant shall pay Processing fee, ACD, and Meter security as per the Schedule of General charges and SCC as per the Standard cost data approved by the commission. These charges are taken together after the applicant uploads the documents for demand below 150 kVA. However these charges are to be paid at different stages of application for demand above 150 kVA. Details related to this and their respective amount depending on load/demand and the category of connection is provided in the user manuals (links provided above in How to Apply). Further, for new connection demand upto 2000 kVA tentative charges payable by applicant can be calculated by using [Charges Calculator](#).

**Q. 11 What Security (Consumption) charges are payable by the consumer for extension in load?**

**Ans.** The applicant seeking additional load/demand shall be required to deposit Security (consumption) computed only for the additional load/demand at the slab rate applicable to the total load/demand.

**Q. 12 What Security (Works) charges are payable by the consumer for extension in load? Which portion of line is considered as common portion or service line for evaluation of such charges?**

**Ans.**

**a) For load/demand not exceeding 150 kW/kVA**

The applicant is required to pay only the per kW/kVA charges for additional load/demand only. The slab rate for these charges shall be as applicable for the slab corresponding to total load as per Standard Cost Data approved by the Commission from time to time. Provided that in case there is change in the specified Supply Voltage of the consumer due to additional demand (LT to HT), the consumer shall be liable to pay expenditure as per Regulation 32(1)(i) of Supply Code 2024 treating it as a new connection.

**b) For load/demand exceeding 150 kW/kVA**

Where the total demand including existing demand of above mentioned categories exceeds 150 kVA, the HT/EHT consumer shall pay the cost of augmentation of individual service line, if any, and the proportionate cost of the common portion of distribution main upto the feeding substation including breaker/bay, as the case may be, for only the additional demand, as per the standard cost data approved by the Commission.

Further, detailed clarification along with examples of different scenarios mentioning what portion of line is to be considered as common portion or service line for recovery of Security (Works)/SCC is issued vide [instruction Memo No. 204-208 dated 19.05.2025](#).

**Q. 13 What actions can be taken in the event of a payment error?**

**Ans.**

**a. Consumer unable to make payment and open security/SCC amount error is shown-**

Applicant shall contact concerned subdivision for this open security/SCC amount or may contact at 96461-18345/18339. As per commercial office instruction memo no. 1418/22 dated 31.08.2022, no manual posting of SCC or Security is to be done in SAP, however as the field office has posted SCC in SAP in these cases due to which error is shown. When field office reverses these SCC documents in SAP, this error will be removed. Other than this it may be possible that an old ACD or SCC amount posted in SAP is open, due to which error is shown. In that case the amount posted in SAP needs to be cleared.

**b) Payment done by consumer but same is not reflected in Single Window System**

**i. Payment made through online mode that is through Billdesk:** In this case consumer needs to wait till next working day of PSPCL at around 2.00 pm as all the amount paid through billdesk are tallied by AO/Banking Ludhiana on next working day and if there is some difference then amount is pushed in SWS. If amount is not reflected even on next working day then same is not available with PSPCL and consumer needs to make payment again. Any amount deducted from consumer account will be reversed into their account or they need to take up matter with their respective Bank.

**ii. Payment made through RTGS/NEFT mode:** In this case it needs to be checked that whether consumer has uploaded the UTR No./Transaction No. in online option given. If not then same should be done. If UTR No. is uploaded but some objections have been raised then O/o AO banking Ludhiana on 96460-65740 should be contacted. In this mode of payment it needs to be checked by consumer that exact amount should be deposited as part payment is not approved. If in case fewer amount is deposited due to any error then difference of total amount and amount deposited should be made again and UTR No. of both payment should be uploaded online.

**c) Payment made offline in Sub-division:** As per CE/Commercial office memo No. 93/97 dated 17/01/23, Payment against single window system be accepted online only through RTGS/NEFT or Net Banking or other online modes. In no case offline payment be accepted from the consumer unless prior approval of commercial office is taken and if payment has been done offline then Disciplinary action be initiated against the concerned officer/official who has accepted offline payment from the consumer. For case where payment has been taken offline and payment step needs to be by-passed in SWS then case may be sent to this office in letter form by concerned XEN/DS for bypassing the payment step.

**d) Payment of extra charges/difference of amount charges:** In cases where payment has been made by consumer however at later stage it has been found that some extra charges for same head are required to be paid by consumer, in these type of cases there is no provision at present in SWS for taking such amount and these charges are needed to be deposited offline.

**e) Payment made in RTGS account by mistake:** If payment has been made by consumer in RTGS account No. by mistake instead of making offline payment then same will not be posted in SWS or SAP. However field office can get this amount posted back from AO/Banking Ludhiana by raising IUT bill and posting sundry in SAP.

**Q. 14 If Payment is done by applicant on Single Window System while applying for new connection or extension in load/demand, but it is not reflected on Single Window System?**

**Ans.** The applicant shall check the account number in which payment is transferred, that it is as per the Online Challan generated on Single window. Further, the applicant needs to upload the UTR No. on Online Single window for the approval of payment made. If the account number is

correct and UTR No. is uploaded on Single window by applicant then he may contact O/o AO Banking Ludhiana on 96460-65740.

**Q. 15 If an applicant has mistakenly selected option of his premises falling in NOC area and made payment without SCC on Single window, what options for making payment of SCC charges are available with the applicant now?**

**Ans.** As the payment for the Application has already been made (without SCC) by the applicant in Single Window System, now the SCC payment cannot be taken through SWS online. As such same payment may be deposited offline at concerned field office by the applicant to further proceed with the case.

**Q. 16 What action can be taken by an Applicant, if he has mistakenly applied for new connection/load extension in Sub-Division (S/D) other than the sub-division under whose jurisdiction his/her premises is situated?**

**Ans.** Depending on whether the Sub-divisions are SAP/Non-SAP following action related to transfer of case may be taken:

- a) **From SAP S/D to SAP S/D:** Applicant shall contact the field office where he has applied the connection. The concerned field officer is required to make changes in RSG in BP, CA and order in SAP and shall send a mail (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) to change the Sub-division in Single window system. Application details, RSG codes and Subdivision codes shall be mentioned in such mail.
- b) **From Non-SAP S/D to SAP subdivision:** Non-SAP subdivision cannot be changed to SAP subdivision. Consumer may apply a fresh application in SAP Sub-division and take refund of exiting application from Non-SAP Subdivision offline.
- c) **From Non-SAP S/D to Non-SAP S/D:** Applicant shall contact the field office where he has applied the connection. An email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) is to be sent by the concerned field officer in order to change the Sub-division in Single window. Application details and Subdivision codes shall be mentioned in such mail.
- d) **From SAP S/D to Non-SAP S/D:** Applicant shall contact the field office where he has applied the connection. As the transfer of connection is from SAP S/D to Non-SAP S/D, as such the concerned field officer shall delete the order of the consumer in SAP and reverse all the debit and credits posted in SAP. An email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) is to be sent by concerned field officer in order to change the Sub-division in Single window. Application details and Subdivision codes shall be mentioned in such mail.

Similar steps as detailed above may be taken in cases where an applicant mistaken applies in some other Division or Circle.

**Q. 17 What action can be taken, in case an Applicant has mistakenly filled incorrect name or address while applying for connection on Single Window System?**

**Ans.**

- a) **In case of Non-SAP Sub-division:** Applicant shall contact the concerned field office. An email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) is to be sent by the field office from their official mail id specifying the correct details of applicant.
- b) **In case of SAP Sub-division:** Change of name or address before release of connection is not possible in SAP order created. As such applicant may either apply fresh application or request the field office to change the name/address after release of order in SAP.



**Q. 18 Applicant wants to change his load or demand on Single Window System**

**Ans.**

- a) **In case of SAP Sub-division:** Applicant shall contact the concerned field office as Necessary changes are to be made in SAP by the field office first, then an email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) is to be sent by them from their official mail id specifying the changes required in load or demand on single window portal.
- b) **In case of Non-SAP Sub-division:** Applicant shall contact the concerned field office. An email (at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com)) is to be sent by the concerned field office from their official mail id specifying the changes required in load or demand on single window portal.

**Note 1:** If applicant wants to increase the load/demand from the load/demand already applied on Single window, the difference between the amount already paid and the amount payable for such increased demand is required to be deposited at the field office offline via BA-16. Then concerned field office shall mail such receipt at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com) along with other details mentioned above in order to make necessary changes on Single window.

**Note 2:** If applicant wants to reduce the load/demand from the load/demand already applied on Single window, the request to refund the amount paid in excess may be submitted by the applicant at the concerned field office. As presently, there is no such provision to automatically refund the excess amount on Single window.

**Note 3:** If the applicant wants to increase his sanctioned contract demand/load upto the original sanctioned demand/load within a period of one year from the date of approval for reduction in demand/ load, than a letter from load sanctioning authority certifying that the Consumer falls under Regulation 23 of the Supply Code 2024 and Security was not adjusted/refunded to consumer on reduction of load/demand is required in order to bypass payment of such charges.

**Q. 19 What action can be taken in case the applicant is unable to upload documents after the application is back referred by RA/SDO to upload certain documents again as they are not clear or otherwise?**

**Ans.** Applicant shall check the status of documents which are required to be uploaded again. As the concerned RA/SDO might have mistakenly set the status of these documents as Verified instead of Objections. As such provision to upload these documents is not available with the applicant. For removing this error, consumer can sent the email at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com).

**Q. 20 What needs to be done in case the Application is back referred by RA/SDO to upload certain documents again, but they are not able to proceed further with the case after applicant uploads the required documents?**

**Ans.** This issue arise when an applicant upload document in Document Re-upload form option available at Single window, but forgets to submit his comments and click Continue button. As such the application remains pending with the applicant. Applicant shall submit his comments and click Continue button in Document Re-upload form to submit/transfer window to RA/SDO.

**Q. 21 What action can be taken in case the Application has been automatically cancelled?**

**Ans.** In these cases, it is informed that an application of consumer is automatically cancelled at two steps only:

- a) **At Step of Submission of A&A form:** This step is only for cases having total demand above 2000 kVA. As per Supply code Regulation, both 20% ACD and A&A form are to be paid/uploaded within 30 days (extendable upto 45 days) from the date of issuance of Feasibility. If consumer has not uploaded A&A form or made security payment within 30

days, his case will be cancelled. For opening this case approval of concerned SE/DS as per ESIM Instruction 4.2 is required for extension of time period upto 45 days and on their request application shall be reopened.

For cases where 45 days has elapsed no further extension can be granted.

**b) At Step of compliance of demand notice:** This step is for cases having total demand above 150 kVA. As per Supply code 2024, both demand payment and test report are to be paid/uploaded within 6 months (extendable upto 1 year). If applicant has not uploaded test report or made demand payment within 6 months, his case will be cancelled. For cases where 6 months period has lapsed no extension can be granted.

However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee, as specified in Schedule of General Charges, validity period may be further extended up to a maximum period of one year from the date of issue of demand notice in such cases in blocks of three months at a time by the concerned field office. The applicant can apply for extension by clicking on 'DEMAND NOTICE EXTENSION' button available below document timeline in Single window. The competency to extend demand notice is with the concerned field office as per ESIM instruction 17.7, for opening already cancelled cases written approval in letter form of concerned officer is required to be sent at [sws.pspcl@gmail.com](mailto:sws.pspcl@gmail.com) that "extension of demand notice upto <date> has been granted" and on their written request application shall be reopened.

**Q. 22 How to Apply for Cancellation of Application on Single Window System?**

**Ans.** Applicant can apply for cancellation of their case, for this they need to upload the cancellation request letter which can be downloaded from the 'Document Timeline'. Further, field office has an option to either allow or reject the cancellation.

- i. Upon allowing cancellation the case will be cancelled and no further action can be taken in this case.
- ii. If cancellation is rejected by the field officer then the case will be automatically back referred to applicant for further process.

**Note:** Applicant can apply for Cancellation of his application again even after rejection.

**Q. 23 What proportion of Security (Consumption) is deducted in case an applicant withdraws his application?**

**Ans.** In case the applicant after submitting his application for supply of electricity/extension of load etc. withdraws the same, 10% of the Security (consumption)/additional Security (consumption) shall be deducted and the balance will be refunded to the applicant.

Provided that in case the application is cancelled due to non-compliance by the applicant/consumer, 20% of Security (consumption)/additional Security (consumption) shall be deducted and the balance will be refunded to the applicant.

**Q. 24 What can applicant do in case there is delay in release of electricity?**

**Ans.** The applicant can reach out to the relevant field officer or their supervisor. If not satisfied with their response, applicant can seek redressal in accordance with the provisions of PSERC (Forum and Ombudsman) Regulations, 2016, as amended from time to time.