



CEYLON ELECTRICITY BOARD

(Established by Act of Parliament No. 17 of 1969)



E-CITY CUSTOMER GUIDE FOR

COLOMBO CITY

**INFORMATION ON SERVICES PROVIDED
REQUIREMENTS TO BE FULFILLED BY CUSTOMERS FOR ELECTRICITY
SERVICES**

**Deputy General Manager (Colombo City)
Ceylon Electricity Board
4th Floor
Lakshmans Building
340
RA De Mel Mawatha
Colombo 03**

Our Vision

Enrich Life through Power

Our Mission

To develop and maintain an efficient, coordinated and economical system of electricity supply to the

whole of Sri Lanka

while adhering to our core values:

Quality

Service to the nation

Efficiency and effectiveness

Commitment

Safety

Professionalism

Sustainability



Energy is Life

Start saving now.....! For our future



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Important Contact Details

1. To apply for new connections or upgrading of supplies up to and not exceeding total capacity of 60 A, 3 ϕ to premises or to resolve issues connected with Electricity Bills, Meters, Arrears, Disconnections, Reconnections, Quality of Supply, Service Quality, Reliability, Safety and on Billmen/other staff, please contact respective officers in charge as follows.

- a) Within Colombo Zones 1, 2, 3, 11, and 12

Chief Engineer (Colombo West) 340 RA De Mel Mawatha Colombo 03	Telephone: 0112 574 159 0112 575 768 Fax: 0112 574 159 Email: eecolwest@ceb.lk
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E-City Customer Service Counter and Payment Counters are located at 5th Floor of this building.

- b) Within Colombo Zones 4, 5, 6 and 7

Chief Engineer (Colombo South) 57 2/1 High Level Road Colombo 06	Telephone: 0112 828 427 0112 828 430 Fax: 0112 828 431 Email: eecolouth@ceb.lk
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E-City Customer Service Counter and Payment Counters are located at 1st Floor of this building.

- c) Within Colombo Zones 8, 9 and 10

Chief Engineer (Colombo East) Second Floor YMBA Building Colombo 08	Telephone: 0112 694 296 0112 694 181 Fax: 0112 694 298 Email: eecoleast@ceb.lk
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E-City Customer Service Counter and Payment Counters are located at 2nd Floor of this building.

- d) Within Colombo Zones 13, 14, and 15

Chief Engineer (Colombo North) 531 Prince of Wales Avenue Colombo 14	Telephone: 0112 342 220 0112 337 673 Fax: 0112 342 221 Email: eecolnorth@ceb.lk
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E-City Customer Service Counter and Payment Counters are located at 1st Floor of this building.

2. To apply for new connections of or upgrading of existing supplies to capacities exceeding total capacity of 60 A, 3 ϕ to premises within Colombo City please contact:

Electrical Engineer (Bulk Supplies) 340 RA De Mel Mawatha Colombo 03	Telephone: 0112 575 923 Fax: 0112 573 647 Email: eebulk@ceb.lk
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3. In the event

- illegal use of electricity by someone is noticed
- unsafe use of electricity by someone is noticed
- illegal tapping of electricity to installation is noticed
- willful or accidental damage to electricity installations is noticed
- wasteful use such as lighting street lamps in daylight is noticed

We highly appreciate your response by notifying

Chief Engineer (Energy Management) 340 RA De Mel Mawatha Colombo 03	Telephone: 0112 575 923 Mobile: 0714 150 724 Fax: 0112 573 647 Email: eeemcc@ceb.lk
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4. Customers, prospective customers or general public who feel their matters and issues had not adequately been addressed by the above may complain to

Deputy General Manager (Colombo City) 340 RA De Mel Mawatha Colombo 03	Telephone: 0112 467 583 Fax: 0112 573 647 Email: dgmcc@ceb.lk
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5. For further attention and follow up

Chief Engineer (Commercial & Customer Services) 340 RA De Mel Mawatha Colombo 03	Telephone: 0112 575 902 Fax: 0112 573 647 Email: cecom@ceb.lk
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Whilst assuring the best service, we would not accept responsibility for complaint, request, referred to by or made through any other person or agency.



In the event of power failure, please contact hotline 0112498498 throughout the day for immediate attention. You may also contact any of the above E-city customer service counters from 8.30 - 17.00 hrs on working days and from 08.30 - 12.00 hrs on Saturdays.

Our Effort

The CEB-CC provides this publication to assist all customers in planning for and obtaining prompt and satisfactory electricity service.

This Guide submits to updating of information. Additions and revisions will be made available at service counters or offices for the referral of customers and public.

If you would like future updates and want to be included on the master-mailing list please call CEB-CC at 0112 575 923 or send a completed Request for an E-City Customer Guide to Chief Engineer (Commercial and Customer Services).

Information in this brochure and further services are available at www.metroceb.lk web site.



Disclaimer

This publication is for information purposes only and in no way shall this publication be construed to impose any liability upon the Ceylon Electricity Board (CEB) or its Colombo City Province (CEB-CC). The CEB-CC makes no warranties or representations in this publication expressed or implied, including but not limited to merchantability and fitness for a particular purpose.

Ceylon Electricity Board (CEB) is a corporate body established under the Ceylon Electricity Board Act No. 17 of 1969 as the successor to the Department of Government Electrical Undertakings. The Act has been amended by subsequent Act Nos. 31 of 1969, 29 of 1979, and 32 of 1988 to suit the expected requirements arose from time to time. The recent enactment of Public Utilities Commission Act No. 35 of 2002 and Sri Lanka Electricity Act No. 20 of 2009 will provide greater leverage to its consumers, while making the CEB independent, more viable and committed towards its goal.

Thus the CEB-CC as Licensee required in compliance with the rules and regulations governing the above Acts and safety regulations in practice for the constructions and operations of its facilities.

All information in this document are intended to meet or exceed those requirements.



General Instructions to Customers/Consumers

1. Electricity Supply application and follow up procedures are straight forward and very simple, if you follow the instructions correctly and carefully.
2. Therefore, think twice before assigning someone else (a go between) to deal with CEB to execute your power requirements, which may not be a better option at the cost you intend to spend on him/her.
3. You may consult a competent person* to assess your electricity power requirement, make an application with the respective unit, hand over the connected documents and obtain a reference number after paying in the required application fee .
4. Applicants should give particular attention to capacity/amperage of the service requested by determining not only the present but the future electrical power requirements.
5. Applicants must provide a certificate from a Chartered Electrical Engineer* registered with CEB-CC in completion of the wiring installation.
6. CEB could also check and verify whether any of the customer's installed electrical service equipment complies with CEB's requirements.
7. CEB's representative has authority to inspect a customer's electrical service equipment, wiring system, other equipment, or appliances for compliance with regulations in force.
8. Any inspection and other action by CEB's representatives to determine compliance with service requirements are for CEB's purpose only and will not impose any liability upon CEB.
9. CEB by its action in no way warrants or represents that any element of the customer's electrical system is safe or conforms to any code.
10. Customers are responsible for assuring that their electrical service equipment, wiring system, other equipment, and appliances are installed and maintained safely and in compliance with applicable standards.
11. CEB is responsible for assigning service and meter locations, assisting in planning the installation for connection to the CEB's system and determining if the customer is in compliance with the CEB's requirements for service.
12. E-City representatives are available for questions relating to this publication. For information regarding CEB application procedures and service regulations not covered here please feel free to contact us.
13. All information in respect of applicable Tariff are available in all offices including the CEB Web site www.ceb.lk & Colombo City web site www.metroceb.lk
14. The CEB reserves the right to withhold connection to and disconnect its system from any installation not conforming to the CEB requirements.
15. Customers requesting temporary disconnection of service must contact the CEB at least two business days in advance of the requested disconnection date.

*See our services page



Our Services

	Objective	Service	Available at
1	Verify who the electricity distribution licensee is	Information	E-city
2	Asses the power requirement 15A or 30A 1phase or 3phase, etc.	Contacting a Chartered Electrical Engineer*	E-city
3	Get the internal wiring installation done	Contact a Certified Electrician*	E-city
4	Checking internal installation	Contact a Chartered Electrical Engineer	E-city
5	Assessment of energy efficiency of internal installation	Assessment or energy audit	Chief Engineer (Energy Management)
6	Quality assurance of material used for electrical wiring, switchgear and protection	Guidance	Chief Engineer (Energy Management)
7	Finding relevant tariff for your installation	Information	E- City Electrical Engineer(Bulk Supplies)
8	Approximate cost of connection	Electricity connection charges of Colombo City booklet	E- City
9	Safety distances for electrical equipments	Information	E- city
10	Guide for excavation, digging particular on property	Information and guidance	Chief Engineer (Operations)
11	Any further information	Detailed information	Chief Engineer (Commercial & Customer Services)



New Electricity Service Connections

1. It is prudent to make the request for new electricity service connection prior to the start of construction of the building. This request can be made by completing the application form and handing it over to E-City. You have to bring along your national Identity Card and the registration fee of Rs. 250.00 payable at E-City.
2. The applicant or applicant's representative is responsible for supplying complete and accurate information in respect of the purpose of use of electricity and the equipment to be connected.
3. Subsequent changes in the customer's service or plans must be reported in writing immediately to the respective E-City.
4. Information which are generally required by CEB to process a service connection are
 - a) Address of the installation or premises
 - b) Legal name of the customer who will be responsible for using the service
 - c) A copy of the title deed of the premises, and the legal name of the property owner if different than the customer to be served
 - d) Consent letter, if the applicant is not the landlord
 - e) Certificate by the Grama Niladhari of the area attested by the Divisional Secretary certifying occupation of the premises by the applicant
 - f) Date when applicant will be ready for permanent electricity service
 - g) Preferred service voltage and service point
 - h) Service amperage/capacity - required
 - i) Total connected load or loads intended to be connected; grouped as to lighting, electrical space heating/cooling, process heating or refrigeration, water heating, cooking, motors, and special identified equipment such as:
 - a. size of largest motor, type of motor starter to be used, frequency of motor starting, and rotor amps
 - b. ratings and operating characteristics of special equipment such as welding plants, X-Ray machines, etc.
 - j) Load management equipment- capacitor banks, trip switches
 - k) Plot plan showing location and right-of-way, property lines, and building structures to be served, satellite buildings, driveways and parking areas, existing and proposed underground utilities and facilities, signs and outdoor lighting standards, areas to be graded, and areas of the property most likely to be developed in the future.
 - l) Whether a temporary electricity service connection is required for construction work, the date it is required and its voltage and capacity



Unauthorized Use of Electricity and Damage to Property

1. CEB is the licensee for distribution of electricity within the Colombo Municipal Council limits. There may be some private apartment buildings within which the Public Utilities Commission has granted a distribution license to the management company of the building.
2. All electrical switchgear, wires, meters, cabin, control panels, related communication equipment not in the customer side of any installation within an enclosed building or in the common area of buildings with multiple dwellings, and those in public property belongs to CEB. Some cables and underground equipment belonging to CEB are in common areas of some private property too.
3. Access by persons other than an authorized person from CEB to any such wire, cable, switchgear or equipment itself in a violation of law.
4. Some common wilful violations of such law are removal or relocation of an electricity meter or any of the CEB's equipment without the CEB's permission.
5. Tampering with the CEB's metering equipment, cut outs, making an unmetered connection, or making an unauthorized reconnection to the CEB's system.
6. Damaging CEB's equipment, distribution lines or underground cables.

Therefore it is advisable to contact CEB before carrying out or planning excavations on public property such as roads/paving walkways parking bays internal roads etc. Such act may prevent dangers to lives and possible power outages.



Type of Service Connections

Listed below are the service connections available with CEB-CC.

	<u>Contacts</u>
Category A [Total Capacity not exceeding 60 A, 3-phase]	
<ol style="list-style-type: none"> 1. Single-phase, 15 Ampere, 2-wire, 230 Volts at 50 Hz. 2. Single-phase, 30 Ampere, 2-wire, 230 Volts at 50 Hz. 3. Three-phase, 15 Ampere, 4-wire, 400 Volts at 50 Hz. 4. Three-phase, 30 Ampere, 4-wire, 400 Volts at 50 Hz. 5. Three-phase, 60 Ampere, 4-wire, 400 Volts at 50 Hz. 	E-city
Category B [Total Capacity in between 100 A and 160 A, 3-phase]	
<ol style="list-style-type: none"> 1. Single-phase, 15 Ampere, 2-wire, 230 Volts at 50 Hz. 2. Single-phase, 30 Ampere, 2-wire, 230 Volts at 50 Hz. 3. Three-phase, 15 Ampere, 4-wire, 400 Volts at 50 Hz. 4. Three-phase, 30 Ampere, 4-wire, 400 Volts at 50 Hz. 5. Three-phase, 60 Ampere, 4-wire, 400 Volts at 50 Hz. 6. Three-phase, 100 Ampere, 4-wire, 400 Volts at 50 Hz. 7. Three-phase, 160 Ampere, 4-wire, 400 Volts at 50 Hz. 	E-city EE(BS)
Category C [Total Capacity in between 150 kVA and 1000 kVA]	
<ol style="list-style-type: none"> 1. Single-phase, 15 Ampere, 2-wire, 230 Volts at 50 Hz. 2. Single-phase, 30 Ampere, 2-wire, 230 Volts at 50 Hz. 3. Three-phase, 15 Ampere, 4-wire, 400 Volts at 50 Hz. 4. Three-phase, 30 Ampere, 4-wire, 400 Volts at 50 Hz. 5. Three-phase, 60 Ampere, 4-wire, 400 Volts at 50 Hz. 6. Three-phase, 100 Ampere, 4-wire, 400 Volts at 50 Hz. 7. Three-phase, 160 Ampere, 4-wire, 400 Volts at 50 Hz. 8. Any capacity in between 150 kVA to 1000 kVA, 400 Volts at 50 Hz. 	E-city EE(BS)
Category D [Total Capacity in between 1 MVA and 1.5 MVA]	
<ol style="list-style-type: none"> 1. At any capacity as this is a High Tension Metered Supply at 11 kV at 50 Hz. - EE(BS) 	
Category E [Total Capacity exceeding 1.5 MVA]	
<ol style="list-style-type: none"> 1. At any capacity as this is also a High Tension Metered Supply at 11 kV at 50 Hz. - EE(BS) 	

