

Public Guide: Reconnecting electricity (Large Scale Customer) after disconnecting electricity

Service Providers: Provincial Electricity Authority, Ministry of Interior

Rules & Conditions for Application Approval (if any)

Reconnecting the electricity (large scale customer) after disconnecting electricity (on the day after the customer make payment and comply with terms and condition)

1. Large Scale Customer (exceeding 30 Amperes).
2. Service Standard: within 2 working days.
3. Only customer who have been disconnected electricity not more than 90 days.

Notes:

PEA cannot disconnect electricity in the following cases:

1. Saturdays and Sundays
2. Customer who have dependents or patients under their care who need to use electricity for running medical instruments or for medical treatment, otherwise, may cause harmful to life. Customer must register and comply with PEA terms and condition
3. According to PEA service standards, the reconnection proceed on the day after the customer make payment and comply with terms and conditions.

Service

Place of Service: Provincial Electricity Authority/Contact the Agency in Person (Note: other service channels not included)	Office Hours: Open from Monday to Friday (except national holidays) during 08:30 - 16:30 hrs.
---	--

Process, Period, Responsible Authority

Total Processing Time: 2 working days.			
No.	Process	Period	Responsible Authority
1)	Consideration • Checking pending bills and guarantee, required Document • Accepting payment/Issue invoice • Reconnecting electricity	2 working days	Provincial Electricity Authority

Required Documents

No.	Title, Quantity and Description (if any)	Issuing Authority
1)	Power bill or receipt of payment Original: 1 Copy: 1 (Notes: either original or copied documents can be used)	Provincial Electricity Authority

Fee

No.	Fee Description	Fee (Thai baht)
1)	Reconnecting and assembling a low-voltage (LV) current transformer	Fee: 535
2)	Reconnecting and assembling a high-voltage (HV) current transformer	Fee: 2,140

Comment/complaint

No.	Comment/complaint
1)	1129 PEA Contact Center
2)	http://www.pea.co.th
3)	PEA Smart Plus Application
4)	E-MAIL 1129@pea.co.th
5)	P.O. Box 150, PPO Laksi, BKK
6)	Thailand Post: 200 Ngam Wong Wan, Ladyao, Jatujak, Bangkok 10900 Tel: 02-589-0100-1
7)	Damrongdhama Centre, Ministry of Interior
8)	Public Service Center, Office of the Permanent Secretary, Prime Minister Office (Notes: 1 Phitsanulok Rd., Dusit, BKK 10300 / Hotline 1111 / www.1111.go.th / P.O. Box 1111, 1 Phitsanulok Rd., Dusit, BKK 10300)
9)	Public Sector Anti-Corruption Complaint Center (Notes: Office of Public Sector Anti-Corruption Commission (PACC Office) - 99 Moo 4 Software Park Building, 2nd Floor, Chaeng Wattana Rd., Klong Klua, Pakkret, Nonthaburi 11120 - Hotline: 1206 / Telephone: 02-502-6670-80 ext. 1900, 1904-7 / Facsimile: 02-502-6132 - www.pacc.go.th / www.facebook.com/PACC.GO.TH The Anti-Corruption Operation Center Tel: +66 92 668 0777 / Line: Fad.pacc / Facebook: The Anti-Corruption Operation Center / Email: Fad.pacc@gmail.com)

Forms, Samples and Filling Guide

No.	Form Name
	No forms, samples or filling guide