

**Public Guide: Reconnecting electricity (Urban Areas) after disconnecting electricity
(Working hours/After Working Hours)**

Service Providers: Provincial Electricity Authority, Ministry of Interior

Rules & Conditions for Application Approval (if any)

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

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

Notes:

Working hours: Monday - Friday from 8:30 am to 4:30 pm.

After working hours: Monday - Friday from 4:30 pm to 8:30 am, 24 hours on Saturdays and Sundays.

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: 24-hour service provision.
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Process, Period, Responsible Authority

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

Required Documents

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

Fee

No.	description	Fee (Thai Baht)
1)	In case the customer makes a payment during working hours on the disconnection date	Fee: 0
2)	In case the customer makes a payment after working hours or after the disconnection date (Notes: 2-line 1-phase meter; not exceeding 30 Amperes)	Fee: 107
3)	In case the customer makes a payment after working hours or after the disconnection date (Notes: 4-line 3-phase meter; not exceeding 30 Amperes)	Fee: 160.5

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