Measures of Further Optimizing Business  
Environment of Getting Electricity

**SHDRC (2019) No. 15**

To all relevant units:

To continuously optimize business environment and promote standard of power supply service, following the work deployment of state, municipal committee and government for further optimizing business environment, according to ***The Regulation on Optimizing Business Environment (The State Council Decree No. 772), The Management Measures of Commitment-based Administrative Approval System in Shanghai****,* ***The Implementation Scheme of Construction of World-class Doing Business Environment in Shanghai, etc.,*** hereby revise ***The Measures of Further Optimizing Business Environment of Getting Electricity, SHDRC (2019) No. 3*** (hereinafter referred to as ***The Measures****)* and require full compliance.

Attachment: ***Measures of Further Optimizing Business Environment of Getting Electricity***

Shanghai Municipal Development and Reform Commission Shanghai Municipal Commission of Economy and Informatization Shanghai Municipal Public Security Bureau Shanghai Municipal Planning Land and Resources Admission Shanghai Municipal Housing and Urban Rural Construction Management Commission Shanghai Municipal Transportation Commission Shanghai Landscaping and City Appearance Administrative Bureau

31stDecember, 2019

Measures of Further Optimizing Business Environment of  
Getting Electricity

The measures are formulated following the working demand of the state and the municipal government for further optimizing business environment and reform of administrative approval, according to ***The Regulation on Optimizing Business Environment (The State Council Decree No. 772), The Management Measures of Commitment-based Administrative Approval System in Shanghai****,* ***The Implementation Scheme of Construction of World-class Doing Business Environment in Shanghai, etc.,*** in the aim of continuously optimizing business environment of electricity connection, increasing efficiency and promoting service for all electricity users in electricity connection.

1. Guiding Ideas

To further implement the main ideas of Xi Jinping's important address during inspecting Shanghai, according to work deployment of municipal committee and government for further optimizing business environment, aiming at the highest international standards and the best level, adhering problem-oriented and seeking particle results, putting emphasis on government function transition and government service optimization, deepening the reform of "Delegate, Manage and Serve", quickening system reformation, processing re-construction and daring to break out, through reconstructing process, streamlining approval procedures, compressing time, implementing responsibility, improving communication, further promoting service efficiency and standard of getting electricity and provide strong support for Shanghai to optimizing Business Environment.

1. Implementation Objects

The measure is appropriate for low-voltage non-residential customers applying for electricity connection including but not limited to new connection and capacity expansion. If conditional, external construction of 10kV high-voltage projects can also be executed accordingly.

1. Working Goals

When customers apply for electricity connection, SMEPC shall accept application in one window. Number of procedures decreases to 2, “Submit application to SMEPC and electronically sign contract for connection” and “Receive external works and final connection”. The average connection time shall be no more than 10 days which administrative approval shall be no more than 2 days. Customer investment for electricity connection shall decreased into 0. Power supply reliability and service will be further enhanced.

1. **Main Tasks**
2. **Through reform innovation and process re-construction, further increasing efficiency and transparency**. First, according to the “from series to parallels, as simple as possible, clarified processing” principle, planning permission, greening permission and excavation permission can be operated and approve in parallel. Second, combining commitment system with “carrying out services in advance” and “in and after event regulation”，further optimizing process and compressing time, convenient green pass is built for customers to getting electricity connection.
3. **Through implementing responsibility, enhancing coordination, further improving management level.** First, as the executor for customers to getting electricity connection, State Grid company provide one-stop service and is in charge of all related procedures with minimized burden for users and project units. Second, specifying responsible units and coordinate departments of each procedure. responsible units speed up its workflow to make sure to approve procedures in time; coordinate departments shall coordinate and organize timely.
4. **Through optimizing services and intensify support, improving customers' satisfaction and gaining.** First, low-voltage non-residential customer shall not be responsible for construction cost during electricity connection period. Second, means of information and credit management system provide support for establishing open and high efficiency working mechanism, optimizing approval service and regulations in and after events.
5. Connection Procedures (4 days)
6. Application and Design
7. **One-window Reception** State Grid should complete application in 1 day after the submission of application from customer. Firstly, implementing “one-stop service” and “one ID reservation”，promoting online application, door-to-door and business agency service, so that low-voltage customers will get electricity connection with "no counter visit". Second, procedures of "application acceptance" and "contract signing" are combined to further streamlining the electricity connection procedures. Third, shorten application documents into 3:①application report;②valid identification ©property rights certification.**(Responsible unit: State Grid Shanghai Municipal Electric Power Company (SMEPC), Coordinate department: Shanghai Municipal Commission of Economy and Informatization)**
8. **Power supply scheme and external project design** SMEPC shall urge and cooperate with wiring scheme design units to optimizing overall wiring scheme and power supply scheme, carrying out consultation of units which responsible to pipelines included but not limited to water, gas and communication, while finish wiring scheme and engineering design in 3 days. **(Responsible unit: SMEPC, Coordinate department: Shanghai Municipal Planning Land and Resources Admission)**
9. Administrative Approval (2 days)

If external project involve road excavation, customers need to apply administrative permissions like planning permission, digging permission and road-occupied permission. If external project involve greenbelt, customers need temporary occupation permission. If external project don't have road excavation, customers need apply road-occupied permission. The commitment system shall be tried out; each approval apartment should make decision in 2 days for electricity connection project examination. Original method can be used when project may have significant impact on road traffic safety or road facilities.

1. **Advanced Communication Service.** SMEPC should communicate in advance with relevant departments. Approval apartments should coordinate in advance, post notification, format of commitment, negative list, standard specifications, approval conditions, technique requests, expenses standards, material designation, construction method and time limit on “GovPortals” platform and official website. **(Responsible units: Shanghai Municipal Planning Land and Resources Admission, Shanghai Municipal Transportation Commission, Shanghai Landscaping and City Appearance Administrative Bureau, Shanghai Municipal Public Security Bureau, Shanghai Municipal Housing and Urban Rural Construction Management Commission; Coordinate department: Municipal Development and Reform Commission)**
2. **Commitment Approval.** SMEPC submits commitments in parallel which promise that condition, standard and technique informed by approval departments will be satisfied to relevant departments like planning and resources, transportation, road administration, landscaping, public security. Commitments need to be submitted at the same time with materials of planning permission, digging road construction, greening, removal, transportation and so on. Approval departments make administrative licensing decisions after receive and review materials and public commitments according to law. (Administrative licensing decisions that can be decided on the spot, should decide on the spot). Project can use the form “construction first and pay later”. SMEPC promises pay fees within limited time period. Payment should not be the pre-condition of approval. **(Responsible units: Shanghai Municipal Planning Land and Resources Admission, Shanghai Municipal Transportation Commission, Shanghai Landscaping and City Appearance Administrative Bureau, Shanghai Municipal Public Security Bureau, Shanghai Municipal Housing and Urban Rural Construction Management Commission; Coordinate department: Municipal Development and Reform Commission)**
3. **In-and-after event monitoring.** From pre-approval to the in-and-after event regulation. After the approval department decides administrative licensing, the approval department shall check whether the commitments of the power grid enterprises are true within 2 months (the relevant regulatory authorities in the original approval procedures still implement regulation according to the original division of labor). If it does not conform to the promised content, the original administrative license will be revoked, administrative penalties will be imposed in accordance with relevant regulations, and the information of untrustworthy will be simultaneously incorporated into the municipal public credit information service platform. (Responsible unit: **Shanghai Municipal Planning Land and Resources Admission, Shanghai Municipal Transportation Commission, Shanghai Landscaping and City Appearance Administrative Bureau, Shanghai Municipal Public Security Bureau, Shanghai Municipal Housing and Urban Rural Construction Management Commission;** coordinating unit: Shanghai Municipal Development and Reform Commission)
4. External work (time limit: 4 days)

The power grid enterprise shall complete the external construction within 4 days after obtaining the road occupation and excavation permit. The first is the inverted schedule, which clarifies the time node and the responsible person. The second is to compress the time limit for procurement of materials and engineering services, improve the standardization level of material and typical design, unify technical standards and design standards, and achieve universal interchange. The third is to promote new technologies such as uninterrupted operations, improve the flexibility of getting-electricity plans, and prioritize users' getting electricity on time. (Responsible unit: Shanghai Municipal Electric Power Company, coordinating unit: Shanghai Municipal Development and Reform Commission)

1. Guarantee Measures
2. Strengthen the governmental and organizational leadership.

Shanghai Municipal Commission of Economy and Informatization with Shanghai Municipal Development and Reform Commission, the Office of the Leading Group for the Reform of the Administrative Approval System in Shanghai Municipality, Shanghai Municipal Bureau of Public Security Bureau, Shanghai Municipal Planning, Shanghai Land and Resources Administration, Shanghai Municipal Commission of Housing and Urban-Rural Development, Shanghai Municipal Transportation Commission, **Shanghai Landscaping and City Appearance Administrative Bureau** and Shanghai Municipal Electric Power Company together form the Shanghai Optimizing Power Access Working Group, are in charge of the organization of group members to implement the specific work, and the establishment of the mechanism of regularly notification, regular meeting, regulation and assessment. The working group is located at Shanghai Municipal Commission of Economy and takes charge of the general work.

1. Explicit the related supporting policies.

According to the guidance of the Office of the Leading Group for the Reform of the Administrative Approval System in Shanghai Municipality, every administrative approval department shall follow the general requirements and time schedules, implement measure set in accordance with the relative policies and documents promptly enacted on the optimized administrative approval system, further and clearly inform the management procedure of commitment approval, the time limit for applying and the list of application materials, prepare a normative text that informs the commitment and update the corresponding service guide. Meanwhile, every department should strengthen the regulation, assessment and evaluation of relevant departments to ensure that all measures are perfectly and effectively implemented.

1. Improve the supporting information platform

Opening a special service window and fully relying on the “GovPortals” platform to further establish and improve an online application platform for one-stop application, simultaneous acceptance, parallel approval, and time-limited implementation, to realize the centralized release of laws and regulations, service guidelines and standards, and to realize the entire process approval timeline monitoring and early warning, which ensures the smooth implementation of various measures.

1. Improve the credit supporting

Promote the establishment of an industry credit system covering majors such as users, stakeholder units, power grid companies and process such as engineering design, construction, supervision, and approval. Once the user is found untrustworthy or cheated, it shall be recorded in the corporate and personal credit files and included in the urban public credit information service platform to increase the cost of violations and untrustworthiness through joint disciplinary action across departments.

1. Date of implementation

This Document is valid from December 31, 2019 until December 30, 2024. Meanwhile, Implementation Measures for Further Optimizing Electricity Connection for Business Environment in Shanghai (for Trial Implementation) (SHDRC Document No. 3, 2019) shall be abolished simultaneously.

Attachment: Workflow Diagram of External Works for Low-voltage Non-residential Customers (Revised Edition)

