Beijing Municipal Commission of City Management

The Opinions on Further Optimizing the Business Environment of Power, Water, Gas and Heat Access in Beijing (Trial)

To relevant institutions,

These Opinions are formulated in combination with the actual conditions of Beijing Municipality to optimize the business environment, increase the efficiency of power, water, gas and heat access of users, reduce the access cost and optimize public services.

I. Guidelines

We should learn and carry out in depth the spirit of the Nineteenth National Congress of the Party, adhere to the principle of demand-, problem-, effect- and service- orientation, and follow the concept of focusing on beforehand approval to supervision during and after the handling and transformation from division handling in series into interactional synchronous handling in parallel. We should align our work with
international standards, reinforce the awareness of service and work to further innovate mechanisms, refine systems, strengthen coordination and define responsibilities. We should reduce the processing time, optimize working flows, effectively improve the power, water, gas and heat access efficiency as well as the service level to provide mighty support for further establishing a business environment featuring internationalization, legal governance and facilitation.

II. Scope of Application

i. Power: These Opinions apply to the application of low-voltage users for the work of power access, including new installation, capacity expansion and other business expansion services. These Opinions will be implemented by analogy to working flows and administrative approval of business expansion works of 10kV users.

ii. Tap water: User access works applying for new construction and expansion across Beijing Municipality.

iii. Water drainage: Different types of works that need to discharge rainwater and sewage to public drainage facilities within the areas of Dongcheng District, Xicheng District, Chaoyang District, Haidian District, Fengtai District and Shijingshan District.

iv. Gas: Works related to new natural gas users within the
service coverage of Beijing Gas Group.

v. Heating: Works related to new heating users within the service coverage of Beijing Heat Group.

III. Major Tasks

i. Optimize flows and further increase the handling efficiency.

Beijing Municipal Commission of Planning, Land and Resources, Municipal Commission of Urban Planning and Land and Resources, Road Administration of Beijing Municipal Commission of Transport, Beijing Municipal Public Security Traffic Administrative Bureau, Beijing Gardening and Greening Bureau and other departments should optimize working flows for approval matters and shorten their working time. Relevant enterprises should simplify user application documents, optimize their internal working flows, reduce the handling time, and publish the handling time, standard, flow and other contents to the society.

ii. Improve mechanisms and further lift the service level.

Industry administration departments should strengthen the instruction, coordination, supervision and examination over access matters respectively. As the implementing subject of user access works, relevant enterprises should provide one-stop services for users.
iii. Conduct reform and innovation to further improve user satisfaction.

We should further define and refine fee standards, and explore the implementation of preferential policies. We should take multifaceted measures to effectively reduce users’ expenses of access works and ease users’ burdens.

IV. Handling Flow

Related responsible authorities should strengthen service management, reinforce operational guidance, improve the communication mechanism, pay attention to cooperation during work, and implement administrative licensing in accordance with laws and rules, so as to shorten the approval time and improve the work efficiency.

i. Administrative approval links

1. Handling of planning permit. The Beijing Municipal Commission of Planning, Land and Resources should issue the construction project planning permit within 7 working days after receiving the application document, pursuant to the *Opinions on Further Optimizing the Business Environment and Deepening the Reform of Administrative Approval Procedures for Construction Projects ([2018] No. 69 Document of Beijing Municipal Commission of Planning, Land and Resources)* issued by the Beijing Municipal Commission of
Planning, Land and Resources. If a pipeline work involves a total length below 100m, the user can directly apply to obtain the construction project planning permit.

Presided over by: Beijing Municipal Commission of Planning, Land and Resources

Handling time: 7 working days

2. Handling of construction permit As of March 1, 2018, Beijing Municipality should carry out the electronic license for construction project permit, which shall have the same legal effect as the paper construction permit, pursuant to the Notice on Further Clarifying the Division of Work to Approve Construction Permit (Jing Jian Fa [2017] No. 548) and the Notice on Implementing the Electronic License for Construction Project Permit (Jing Jian Fa [2018] No. 95) issued by the Beijing Municipal Commission of Housing and Urban-Rural Development. The housing and urban-rural development authority should approve the construction permit within 6 working days after confirming that the application document accepted meets conditions.

Presided over by: Beijing Municipal Commission of Housing and Urban-Rural Development as well as housing and urban-rural development commissions of different districts

Handling time: 6 working days
3. Handling of greenbelt and tree approval. The Beijing Gardening and Greening Bureau should grant the administrative permit within 6 working days after accepting the application document, and handle the permit together with the construction permit.

   Presided over by: Beijing Gardening and Greening Bureau
   Handling time: 6 working days

4. Handling of occupation and excavation permit of urban roads. The Road Administration of Beijing Municipal Commission of Transport should complete preliminary review, onsite investigation, secondary review, approval and other work, and issue the municipal urban road digging and occupation permit within 12 working days after accepting the application document.

   Presided over by: Road Administration of Beijing Municipal Commission of Transport
   Handling time: 12 working days

5. Apply for road occupation construction permit impacting traffic safety The Beijing Municipal Public Security Traffic Administrative Bureau and the Road Administration of Beijing Municipal Commission of Transport should complete preliminary review, onsite investigation and confirmation of the traffic organization plan, and issue the road occupation
construction permit impacting traffic safety within 12 working days after accepting the application document.

Presided over by: Beijing Municipal Public Security Traffic Administrative Bureau

Handling time: 12 working days

ii. Handling links of enterprises

The handling links of enterprises mainly involve user acceptance, plan design and construction, according to the actual conditions of power, water, gas and heat access works in Beijing Municipality. See the appendix for details of concrete handling flow and time limit.

Appendix: 1. Flow Chart for Handling of Power, Water, Gas and Heat Access

2. Commitment of Beijing Electric Power Company, SGCC to Optimize the Business Environment of User Access

2. Commitment of Beijing Tap Water Group to Optimize the Business Environment of User Access

4. Commitment of Beijing Drainage Group Co. Ltd to Optimize the Business Environment of User Access

5. Commitment of Beijing Gas Group to Optimize the Business Environment of User Access
6. Commitment of Beijing Heat Group to Optimize the Business Environment of User Access
Appendix 1 Flow Chart for Handling of Power, Water, Gas and Heat Access
Appendix 2

2. Commitment of Beijing Electric Power Company, SGCC to Optimize the Business Environment of User Access

In order to improve the access efficiency, reduce access costs and lift service quality for electricity users in the city, Beijing Electric Power Company, SGCC hereby makes the following commitments:

For the power access projects of applying for new installation, capacity expansion and other business expansion services, as well as business expansion works of 10kV users, the grid enterprise should accept the application at one window to reduce the access cost of electricity users, improve the reliability of electricity use and improve the service level of electricity supply. We will reduce the handling procedures from 6 ones to 3 ones, including acceptance of application, construction of external work, meter installation and electricity connection. We will reduce the handling time of electricity access, and the average time should not exceed 30 working days in principle. In particular, the user access involving no external wire works should not exceed 3 working days in principle. The user access
involving external wire works but no road digging should not exceed 15 working days in principle. If the user access involves external wire works and the need to apply for the road digging procedure, the grid enterprise should process the application for no more than 15 working days in principle, and the total handling time, including the time needed to apply for the road digging procedure, should not exceed 40 working days in principle.

After the user submits an application, the grid enterprise should complete the acceptance of the application within 1 working day.

First, users can apply for power supply through multiple channels, such as over the phone or through the website, mobile terminal and the service hall. The grid company will send staff to perform onsite investigation and project implementation, collect application documents at one time during the onsite investigation and require users not to go to the service hall.

Second, simplify user application documents.

i. Reduce the application documents provided by low-voltage resident users to 3 ones

1. User application;
2. Valid identity certificate of the user;
3. Property ownership certificate for the site of electricity consumption.

   ii. Reduce the application documents provided by low-voltage non-resident users to 3 ones

   1. User application;

   2. Entity certificate (valid identity certificate of the legal representative of the enterprise and valid business license of the enterprise);

   3. Property ownership certificate for the site of electricity consumption.

   iii. Reduce the application documents provided by high-voltage resident users to 4 ones

   1. User application;
2. Entity certificate (valid identity certificate of the legal representative of the enterprise and valid business license of the enterprise);

3. Property ownership certificate for the site of electricity consumption.

4. Project initialization and approval certificate (approval document and planning permit for electricity use works)

The grid enterprise should reserve the onsite investigation within one working day after accepting the application. First, collect documents on the site, check the application for installation and documents, understand the demand, and prepare the onsite investigation report. Second, implement the internal joint survey and internal parallel handling within the grid enterprise. Third, try to optimize the power source route and save both time and cost.

The grid enterprise should complete the construction of the external wire works as well as installation of meter and power generation within 12 working days after obtaining the road occupation and digging permit. First, make the construction schedule based on the handling time limit and determine time nodes and the responsible persons. Second, reduce the time limit for procurement of construction materials and service, improve the level of material standardization and typical design
standardization, unify technical and design standards, and realize universality and interchange. Third, promote the non-power-cut operation and other new technologies, make the power supply plan more flexible, and preemptively assure no-barrier power access of the user on schedule.
Commitment of Beijing Tap Water Group to Optimize the Business Environment of User Access

In order to improve the access efficiency, reduce access costs and lift service quality for tap-water users in the city, Beijing Tap Water Group hereby makes the following commitments:

It will simplify the user handling procedures for user and water access projects applying for new construction and expansion services within the scope of service. The user’s application for water access will be accepted in the unified window of water-supply enterprises, so as to reduce water access costs of the users, improve water reliability, and elevate the water-supply service level. Besides, the handling time will be shortened and the handling procedures in water-supply enterprises will be completed in 15 working days at average in principle.

I. Small special pipe projects (water diameter below or equal to the DN25 pipeline project) The application materials provided by users of small special pipe projects will be reduced
to 2 from 3: 1. Water Application; 2. Original and Copy of Planning Permit of Construction Engineering (including Appendix and Attached Map) or Real-Estate Certificate (including Attached Map). In principle, it will be handled within 5 working days.

II. General projects (water diameter above the DN25 pipeline project and quantities of external wires less than 30m). The application materials provided by users of general projects will be reduced to 3 from 6: 1. Water Application (including design descriptions of water consumption); 2. Original and Copy of Planning Permit of Construction Engineering (including Appendix and Attached Map) or Real-Estate Certificate (including Attached Map). 3. 1/2000 Topographic Map (provide water supply and drainage plans of each floor, detailed tube well drawings and other community design drawings of new residential projects). In principle, it will be handled within 15 working days.

Appendix 4:

Commitment of Beijing Drainage Group Co. Ltd to Optimize the Business Environment of
User Access

In order to improve the access efficiency, reduce access costs and lift service quality for drainage users in the city, Beijing Drainage Group Co. Ltd hereby makes the following commitments:

For the access projects of discharging rainwater and sewage to public drainage facilities within Dongcheng District, Xicheng District, Chaoyang District, Haidian District and Shijingshan District, the Group will further optimize the drainage access handling process, shorten handling time and lift the service level. The handling time for access engineering of new, reconstruction and expansion projects with newly-added drain connections will be reduced to 15 working days from 28 ones. For reconstruction and expansion projects involving change in water quality and volume without newly-added drain connections, the handling time is 12 working days.

I. For new, reconstruction and expansion projects with newly-added drain connections, it shall be accepted within one working day and onsite investigation will be conducted for drainage installation projects within 3 working days. Sewerage facilities users shall submit the draining scheme developed by units with consulting qualifications for review within 3 working
days, and then the drainage opinions will be issued. Sewerage facilities users shall submit the construction drawing design developed by units with design qualifications for review within 3 working days, and then the access opinions will be issued. Upon completion of the drainage project, sewerage facilities users submit the application for access acceptance. The drainage access acceptance will be finished within 5 working days and the water formalities will be handled.

II. For reconstruction and expansion projects involving change in water quality and volume without newly-added drain connections, it shall be accepted within one working day and onsite investigation will be conducted for drainage installation projects within 3 working days. Sewerage facilities users shall submit the construction drawing design developed by units with design qualifications for review within 3 working days. Upon completion of the drainage project, sewerage facilities users submit the application for access acceptance. The drainage access acceptance will be finished within 5 working days and the water formalities will be handled.
Appendix 5:

Commitment of Beijing Gas Group to Optimize the Business Environment of User Access

In order to improve the access efficiency, reduce access
costs and lift service quality for gas users in the city, Beijing Gas Group hereby makes the following commitments:

For works related to new natural gas users within the scope of service, Beijing Gas Group will simplify working processes, shorten working time, improve working efficiency and lift the service level, so as to advance transformation from managing users to serving users. To deliver high-quality services, reduce handling time of natural gas access, the handling procedures in gas-supply enterprises will be finished within the following time limits: For projects not involving external wires, the time limit is less than 7 working days in principle; for projects with access to low-voltage pipe network, the time limit is less than 9 working days in principle; for projects with access to medium or above voltage pipe network, the time limit is less than 15 working days in principle.

Users can apply for gas access through the public service window or website of Beijing Gas Group who will accept such application within one working day.

The application materials that shall be provided by users include: 1. Installation application affixed with official seal of the construction unit; 2. Proof materials indicating the authorization and entrust to agents from the construction unit; 3. 1/2000 Topographic Map( the electronic version); 4. The
ownership certificate or supporting document with the same validity (such as the planning opinion letter, planning permit for land used for construction); In case of installation application from non-property units, the supporting document proving the leasing relationship between two sides and the entrusting document on handling natural gas installation matters issued by the property unit shall be provided.

The Beijing Gas Group appoints the onsite investigation time with the user within one working day of application acceptance and finishes onsite investigation within one working day according to the agreed time. First, collect materials onsite, check the installation application and materials, understand the demands and fill in the onsite investigation confirmation form. Second, make judgment on access conditions (without external wires, low-voltage or medium voltage or above), and optimize gas source route to save construction time and investment costs for users. For projects needing to access medium voltage or above pipe network, the planning scheme shall be determined within 6 working days under the premise of meeting preparation conditions; for projects not involving external wires or without access to low-voltage pipe network, no planning scheme is required.

The Beijing Gas Group appoints the disclosure time with
the user within one working day and finishes onsite disclosure within 2 working days. Disclosure includes the following two aspects: First, review the materials required for handling disclosure procedures; Second, organize the construction unit, design unit, supervision unit and construction unit to conduct onsite disclosure.

The Beijing Gas Group appoints the acceptance time with the user within one working day with the user and finishes onsite acceptance within 2 working days. Acceptance includes the following two aspects: First, review the materials required for handling acceptance procedures; Second, organize the construction unit, design unit, supervision unit and construction unit to conduct onsite acceptance. After passing the acceptance, appoint the supply time with the user.

For projects not involving external wires that pass the acceptance, Beijing Gas Group will appoint the supply time with the user and finish onsite supply within one working day as agreed; for projects requiring access to external wires, the Group will appoint the onsite investigation and line access time with the user, finish work within one working day and complete onsite supply within one working day as agreed after appointing the supply time with the user within one working day.
Appendix 6:

Commitment of Beijing Heat Group to Optimize the Business Environment of User Access

In order to improve the access efficiency, reduce access costs and lift service quality for gas users in the city, Beijing Heat Group hereby makes the following commitments:

For works related to new heating users within the service coverage, simplify handling procedures of the users and provide them with one-stop services. All matters related to the installation application to heat supply will be generally led by one responsible department that will coordinate internal communication issues. Shorten the application acceptance from 7 working days to one working day; upon acceptance of the installation application, contact onsite investigation within 3 working days in principle and prepare the planning scheme within 10 working days instead of previous 15 working days.

After the user applies to Beijing Heat Group for installation, the Group shall accept the application within one working day. First, the user can propose consultations regarding heat-related matters through multiple channels including the phone, website
and mobile terminal. The user proposes the installation application in the service hall where the heat installation card will be distributed. During onsite investigation, the card will be took back, and the users needs not to return to the service hall again. Second, simplify installation application materials of the user. The user’s legal person qualification certificate and ownership certificate of the heat-supply building shall be provided.

Onsite investigation Beijing Heat Group will appoint onsite investigation within 3 working days after accepting the application. Second, take back the heat installation card onsite, supplement related drawings and understand the demands; Second, implement the internal joint investigation and internal parallel management within the Group.

Development of planning schemes. After onsite investigation and that the user provides relevant materials as required, Beijing Heat Group will finish the preparation of the planning scheme within 10 working days.

Upon completion of user heat supply projects and submittal of relevant materials, Beijing Heat Group will organize acceptance in a timely manner. Organize commissioning after the acceptance passes and the user finishes handling of heat-supply procedures. The commissioning will last for 72 hours, and after it runs normally, the formal heat-supply will
begin.