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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 28583-2025

Replacing GB/T 28583-2012

Specification of electricity supply service

供电服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document replaces GB/T 28583-2012 "Power Supply Service Specification". Compared with GB/T 28583-2012, except for structural adjustment and editing In addition to the changes in performance, the main technical changes are as follows.

- a) The definition of "power supply enterprise" has been changed (see 3.2, 3.2 of the 2012 edition);
- b) Added the terms and definitions of "incremental distribution network" and "distributed generation" (see 3.6 and 3.7);
- c) Changes have been made to the general service specifications for power supply companies in terms of universal service obligations, new energy project access services, and direct supply to households.
(See 4.2, 4.3 and 4.6, 4.2, 4.3 and 4.6 of the 2012 edition);
- d) Changed the harmonic voltage value of the public power grid, and changed the voltage value range from "10kV" to "10(6, 20)kV" (see 5.1, 2012 5.2 and 5.6 of the 2011 edition);
- e) Changed the statistical method of power supply reliability rate, changing "annual power supply reliability rate (RS-1)" to "average power supply reliability rate (ASAI-1)" (See 5.2 and Appendix B, 5.4 of the 2012 edition);
- f) Added requirements for distributed power grid connection business, including distributed power access plan, online monitoring device, grid connection inspection and Subsequent work after grid connection and commissioning application (see 3.13, 6.2.4, 6.2.5 and 6.4.9);
- g) Changed the time limit requirements for each link of electricity consumption and grid connection business (see 6.2.6, 6.3.3, 6.3.5, 6.4.4, 6.4.7 and 6.4.8, 2012 6.2.4, 6.3.3, 6.3.5, 6.4.3, 6.4.6 and 6.4.7 of the 2016 edition);
- h) Added the main contents of the distributed power generation purchase and sales contract and the agency purchase and sales contract (see 6.5.3 and 6.5.4);

- i) Added requirements related to electric energy metering devices and clarified the requirements for replacement of electric energy metering devices (see 7.1 and 7.3);
 - j) Added requirements for recording meter readings, including requirements for handling meter reading failures and abnormal data collection (see 8.1.3);
 - k) Added electricity fee calculation requirements, including market-based electricity price calculation and issuance, distributed power generation electricity fee settlement and subsidy payment requirements (see 8.2.1 and 8.2.4);
 - l) Modified the power supply fault handling requirements, including internal fault notification and the average time for power supply repair personnel to arrive at the scene (see Chapter 9, Chapter 8 of the 2012 edition);
 - m) Changes have been made to the electricity safety service requirements, including basic requirements for electricity inspection and the power supply and self-prepared emergency power supply for important power users.
- Configuration requirements (see Chapter 11, Chapter 10 of the 2012 edition);
- n) Added the exception handling method for electronic channels (see 12.3.4);
 - o) Changed the time limit requirements for handling user complaints (see 13.2, 12.2 of the 2012 edition);
 - p) The time limit for information disclosure response has been increased (see 14.3).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed and coordinated by the China Electricity Council.

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The previous versions of this document and the documents it replaces are as follows.

- First published in 2012 as GB/T 28583-2012;
- This is the first revision.

Power supply service specifications

1 Scope

This document defines the terms and definitions of power supply services, and stipulates general service specifications, power supply quality, power consumption and grid connection business handling, power energy Requirements for metering, electricity bill settlement, power supply fault handling, service channels, etc.

This document applies to power supply services provided by power supply enterprises.

2 Normative references

GB/T 12325
GB/T 14549
GB/T 15945
GB/T 17626.7
GB/T 29328
GB 50052
GB 50053
GB 50054
GB 50059
GB 50060
GB 50062
GB 50147
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GB 50171