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# UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

Vidyut Niyamak Bhawan, Near I.S.B.T., P.O.-Majra, Dehradun-248171

## Notification

Dated : 00.00.2018

### **Draft UERC (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2018**

No. ....- In exercise of powers conferred under Section 181 & Section 50 read with Section 43, Section 45 , Section 46, Section 47, & Section 57 of The Electricity Act 2003, and The Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

## **CHAPTER 1: GENERAL**

### **1.1 Short title, Scope & applicability, commencement and interpretation**

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code, Release of New Connections and Related Matters) Regulations, 2018.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all its consumers in the State of Uttarakhand and all other persons who are exempted under Section 13 of the Act.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette replacing the existing UERC (The Electricity Supply Code) Regulations, 2007, UERC (Release of new HT & EHT Connections, Enhancement and Reduction of Loads) Regulations, 2008 and UERC (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 and amendments thereof.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the CEA

(Measures relating to Safety and Electric Supply) Regulations, 2010, Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and any other CEA Regulations as amended from time to time in this regard.

## **1.2 Definitions**

- (1) In these Regulations, unless the context otherwise requires:
- a) “Act” means the Electricity Act, 2003;
  - b) “Agreement” with its grammatical variations and cognate expressions means the supply agreement entered into by the distribution Licensee and the consumer;
  - c) “Bank Rate” means the prevailing base rate notified by the State Bank of India;
  - d) “Apparatus” means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System;
  - e) “Applicant” means any person who files an application with a Licensee, in accordance with the provisions of the Act, the rules, the regulations and the Order made there under, for purposes such as:
    - (i) supply of electricity including temporary connection;
    - (ii) increase or reduction in sanctioned load or contract demand;
    - (iii) change of category;
    - (iv) change of particulars related to connection;
    - (v) disconnection or reconnection of supply;
    - (vi) termination of agreement or for other services, etc;
  - f) “Application” refers to an application form complete in all respects in the appropriate format, as required by the Distribution Licensee, along with documents showing payment of necessary charges and other compliances;
  - g) “Application Form” refers to a duly filled application form in the appropriate format, as required by the Distribution Licensee, along with documents and other compliances excluding payment of necessary charges;

- h) "Area of Supply" means the area within which a distribution Licensee is authorised by his licence to supply electricity;
- i) "Assessing Officer" means an officer designated as Assessing Officer by Government of Uttarakhand under provisions of Section 126 of the Act;
- j) "Authorised Officer" means an officer designated as Authorised Officer by the Government of Uttarakhand under provisions of Section 135 of the Act;
- k) "Average Power Factor" means the ratio of kWh to the kVAh (kilo Volt Ampere Hour) supplied during the period;
- l) "Billing cycle" or "Billing period" means the period as approved by the Commission for which regular electricity bills are to be prepared by the Licensee for different categories of consumers;
- m) "Billable Demand" means highest of the following:
  - 80% of contracted load
  - or
  - maximum demand indicated by the meter during the billing cycle;
- n) "CEA" means the Central Electricity Authority;
- o) "CEA Safety Regulations" means the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.
- p) "Commission" means Uttarakhand Electricity Regulatory Commission;
- q) "Connected load" means aggregate of the manufacture's rating of all energy consuming apparatus duly wired and connected to the power supply system of Licensee including portable apparatus in the consumer's premises. This shall not include the load of spare plug, sockets, load exclusively installed for firefighting purposes. The load of either water and room heating or room cooling apparatus, whichever is higher, shall be taken into account;  
  
Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorised use of energy;

- r) “Continuous Process Industries” means the industries requiring continuous supply due to continuous nature of their process, like glass, textile, paper industry including the industries operating 24 hrs a day for 7 days a week without any weekly off;
- s) “Contracted load” means the load in kW/HP/kVA (kilo Watt/Horse Power/kilo Volt Ampere) which the Licensee has agreed to supply from time to time subject to the governing terms and conditions and is different from the connected load;
- t) “Demand charges” means the amount chargeable for the billing cycle or billing period based upon the billable demand in kVA or kW;
- u) “Developer” means a person or company or organization or authority that undertakes construction of residential, commercial or industrial complex and includes development agencies (like MDDA etc.), colonizers, builders, cooperative group housing societies, associations, etc;
- v) “Distribution System” means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.  
  
The distribution system of a distribution Licensee shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution Licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others.;
- w) “Earthing systems” shall be in accordance with relevant BIS and CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time;
- x) “Electrical Inspector” means a person appointed as such by the Appropriate Government under sub-section (1) of Section 162 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector;

- y) "Energy charges" means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt hour/kilo Volt Ampere hour) as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges;
- z) "Extra High Tension (EHT)" means the voltage exceeds 33,000 Volts under normal conditions, subject to the percentage variation allowed by CEA;
- aa) "Electrified Area" would mean areas falling under all municipal corporations, municipalities, municipal councils, town areas, notified areas and other municipal bodies and in villages declared electrified by the distribution Licensee/State Government;
- bb) "Fixed Charges" means the amount chargeable for the billing cycle/billing period based upon contracted load;
- cc) "Forum" means the Consumer Grievance Redressal Forum established under section 42(5) of the Act, and the Regulations made by the Commission there under;
- dd) "Government" means the Government of Uttarakhand;
- ee) "High Tension (HT)" means the voltage above 650 Volts and upto 33,000 Volts under normal conditions, subject to the percentage variation allowed by CEA;
- ff) "Licensee" means any person licensed under Part IV of the Act;
- gg) "Load Factor" is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the contracted load been maintained throughout the same period and shall usually be expressed as the following percentage:

$$\text{Load Factor (\%age)} = \frac{\text{Actual units consumed in a given period}}{\text{Contracted load in kW} \times \text{No. of Hours in the period;}} \times 100$$

- hh) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation allowed by CEA;



- ii) “Maximum demand” refers to the Maximum Demand in kW or kVA, as the case may be, shall mean an average kW or kVA supplied during consecutive 30/15 minutes (depending upon the type of meter being used) period of maximum use where such meter with the features of reading the maximum demand in kW or kVA directly, has been provided;
- jj) “Meter” means a device suitable for recording consumption of electrical energy supplied or any other parameter during any specified period and shall include, wherever applicable, other associated equipment such as CT, PT etc. necessary for such recording.  
  
It shall also include any seal or sealing arrangement provided by the Licensee for preventing unauthorised use of electricity;
- kk) “Occupier” means the owner or person in occupation of the premises where energy is used or proposed to be used;
- ll) “Outstanding dues” means all dues pending on said premises at the time of disconnection plus late payment surcharge subject to section 56(2) of the Electricity Act, 2003;
- mm) “Person” shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;
- nn) “Premises” for the purpose of these Regulations means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the Licensee for supply of electricity; In case of Agriculture Connection, premises means the place of source of water in respect of which connection has been given or intended to be given by the Licensee for supply of electricity;
- oo) “Rural areas” means all areas other than Urban areas;
- pp) “Service Line” means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main;

- qq) "Tariff Order" means the Order issued from time to time by the Commission on Annual Revenue Requirement and Tariff for Licensee and consumer;
  - rr) "Temporary connection/supply" shall mean: Supply of electricity for a purpose that is temporary in nature, required by person for meeting his temporary needs such as:
    - (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
    - (ii) for illumination during festivals/family functions;
    - (iii) for threshers or other such machinery excluding PTW connections;
    - (iv) for touring cinemas/theatres/circuses/fairs/exhibitions/melas /congregations;
  - ss) "Theft" shall mean theft of electricity as defined under section 135 of the Act;
  - tt) "UPCL" means Uttarakhand Power Corporation Limited and its successor entity/entities, which has been assigned distribution and retail supply license by the Commission;
  - uu) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified as Urban area or any other municipal body.
- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act / CEA Regulations/Tariff Order shall bear the same meaning as in the Act/ CEA Regulations/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

## **1.3 Structure of the Regulations**

(1) **Chapter 2: Classification of Supply.**

The Chapter provides the details of declared voltage of the AC supply under normal conditions and various category of loads.

(2) **Chapter 3: Release of New Connections.**

The Chapter provides the procedure to be followed by an applicant of new connection and by the Licensee for Release of New Temporary Connection, LT Connection and HT/EHT Connection, entailing the documents to be submitted by an applicant, preliminary inspection by the Licensee, charges to be deposited by the applicant, processing of application by the Licensee and withdrawal of application by the applicant.

(3) **Chapter 4: Existing Connections.**

The Chapter provides the procedure for Enhancement and Reduction of the contracted load of a consumer of electricity and the procedures pertaining to the same, assessment of Additional Security to be deposited by the consumer of electricity, transfer of connection in cases such as change in name due to change in ownership/occupancy or change due to legal heirship or change in category.

(4) **Chapter 5: Metering & Billing.**

This Chapter provides the general conditions for installation of Meters, reading of meters, testing of meters, measures to be taken in case meter not recording, meter is burnt, meter is stolen, general conditions for issuance of bill, bill particulars, provisional billing, billing in case of domestic consumers in Tokes/Snowbound areas, complaint on the consumer bills, arrears appearing in bills/wrongly raised bills, request for final bill in case of occupancy/vacancy of premises, payment on self assessment by the consumer and advance payment of anticipated bills by the consumer.

(5) **Chapter 6: Disconnection & Reconnection.**

This chapter specifies the conditions where the connection can be disconnected by the Licensee and reconnecting the same and procedure to be followed in disconnection/reconnection of the connection.

**(6) Chapter 7: Unauthorised Use & Theft of Electricity.**

This chapter provides a procedure for booking a case for Unauthorised Use of Electricity and Theft of Electricity. The chapter covers the process of Assessment to be prepared by the Licensee, submission to be made by the consumer, personal hearing, order and measure to be taken by the licensee for preventing UUE and theft.

**(7) Chapter 8: Consumer Charter Service.**

The chapter entails general guidelines that are to be followed by the Licensee.

**(8) Chapter 9: Savings**

This chapter provides the powers of the Commission to relax any of the provisions of the Commission and Powers to remove difficulties in case any difficulty arises in giving effect to these Regulations.

**(9) Chapter 10: Forms/Annexures**

This chapter provides the formats of all the applications and annexure mentioned in the provisions of these Regulations.

## CHAPTER 2: CLASSIFICATION OF SUPPLY

### 2.1 System of Supply

- (1) The declared frequency of the alternating current (AC) shall be 50 cycles per second and declared voltage of the AC supply under normal conditions subject to % variation is as follows:
  - a) Low Tension (LT)-  
Single Phase: 230 volts between phases and neutral.  
Three Phase: 400 volts between phases.
  - b) High Tension (HT) - Three Phase: 11 kV and above and upto 33 kV between phases.
  - c) Extra High Tension (EHT) - Three Phase: 66 kV and above between phases.
- (2) The Licensee shall design, install, maintain and operate a distribution system in conjunction with the transmission system.
- (3) The voltage at the point of supply shall be subject to availability of regulated voltage from transmission Licensee and shall remain within the limits as specified in the UERC (State Grid Code) Regulations, 2016. The Licensee shall maintain the voltage at the point of commencement of supply to a consumer with the limits stipulated hereunder, with reference to the declared voltage:
  - a) In the case of low tension,  $\pm 6\%$ ; or
  - b) In the case of high tension,  $+ 6\%$  to  $- 9\%$ ; or
  - c) In the case of extra high tension,  $+ 10\%$  to  $-12.5\%$ .
- (4) The rated voltage of the AC supply shall be as per Table 2.1 below:

**Table 2.1: Classification of Supply on the basis of Contracted load and Voltage.**

S. No.	Category description	System of Supply
(i)	For all installations upto 4 kW of Contracted Load, subject to motive power load not exceeding 2 HP in the aggregate.	230 V- Single Phase
(ii)	For all installations having load above 4 kW of Contracted Load (motive power load exceeding 2 HP and upto 10 HP in the aggregate) and upto 25 kW of Contracted Demand.	400 V- Three Phase

**Table 2.1: Classification of Supply on the basis of Contracted load and Voltage.**

<b>S. No.</b>	<b>Category description</b>	<b>System of Supply</b>
(iii)	For all installations having load above 25 kW of Connected Load (motive power load exceeding 10 HP and upto 100 HP in the aggregate) and upto 75 kW/88kVA of Contracted Demand.	Through High Voltage Distribution System (HVDS), at 400 V-Three Phase (Metering on LT side)
(iv)	For all installation with contracted demand/load having load above 88 kVA and upto 3000 kVA.	11 kV - Three Phase (Metering on HT side)
(v)	For all installation with Contract Demand having load above 3000 kVA and upto 10000 kVA.	At 33 kV- Three Phase (Metering on HT side)
(vi)	All installation with Contract Demand having load above 10000 kVA and upto 50000 kVA.	At 132 kV- Three Phase (Metering on EHT side)
(vii)	All installation with Contract Demand having load above 50000 kVA.	At 220 kV- Three Phase (Metering on EHT side)

Provided that applicants shall be allowed to take connections at voltage level higher than Voltage of Supply indicated in the Table 2.1 above.

- (5) The load applied by the applicant in kW or kVA as may be the case, shall be sanctioned based on whole numbers (1, 2, 3....) only and shall not be sanctioned in decimal numbers. The load in decimal form shall be rounded up to the higher natural number.

**Illustration-**

(1) Load applied for 0.3 kW shall be sanctioned as 1 kW.

(2) Load applied for 1.1 kW shall be sanctioned as 2 kW and likewise.

## **CHAPTER 3: Release of New Connections**

### **3.1 General**

- (1) The Licensee shall prominently display on its website and in all its offices details of places where Applications for new connection are accepted on its behalf, the detailed procedure for grant of a new connection and the complete list of documents required to be furnished along with such Applications. Initial security amount, cost of service line charges, overhead line charges, cost of transformer and any other works charges as specified in these Regulations to be deposited by the Applicant shall also be prominently displayed.
- (2) The Licensee shall make appropriate arrangements for filing and accepting the Application Form both in hard copy as well as online.
- (3) A connection will be given to a new consumer only with a correct energy meter as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and the same shall be installed as specified in the said Regulations.
- (4) All new connections shall be released with appropriate Electronic Meters having Maximum Demand Indicator.
- (5) Consumers having motive loads of more than 5 HP shall install Shunt Capacitor of appropriate rating conforming to BIS specification.
- (6) The option of Pre-paid metering shall be available for all categories of consumers upto 25 kW load under LT category. Prepaid Metering shall be mandatory for new Temporary LT connections, for Advertisements/Hoardings and for Government connections (except Government Hospitals, Public Water Works, Government Fire & Safety Department) upto 25 kW. No consumption security shall be levied for consumers with pre-paid meter connection.

Provided that an applicant desiring a connection through Pre-paid meter shall deposit an amount towards service line charges & overhead line charges as per normative charges provided at Table 3.4 & Table 3.5 of regulation 3.3.3 (9).

- (7) Where the new owner/occupier has purchased/taken on rent or otherwise legally occupied an existing property whose electricity connection has been disconnected, it shall be the duty of the new/prospective owner/occupier, before purchase/occupancy of the property, to verify that the previous owner/occupier has paid all dues to the distribution Licensee and has obtained a “no-dues certificate” from the distribution Licensee. In case, such “no-dues certificate” has not been obtained by the previous owner/occupier, the new/prospective owner/occupier may approach the concerned officer of the distribution Licensee for such certificate even before purchase/occupancy of the property. The distribution Licensee shall acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue the “no-dues certificate” within one month from the date of receipt of such Application Form. In case, the distribution Licensee does not intimate the outstanding dues or issue the “no-dues certificate” within this time, new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event, the distribution Licensee shall recover his outstanding dues from previous consumer as per provisions of law.

Provided that the aforesaid shall not be applicable where property has been purchased in a public auction and distribution Licensee shall recover his outstanding dues from previous consumer as per provisions of law.

- (8) Where a property has been legitimately sub-divided, the outstanding dues for the consumption of electricity on earlier undivided property, if any, shall be divided on pro-rata basis based on area of each sub-divided property.

A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the Applicant. A Licensee shall not refuse connection to an Applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand, record of last paid bills of other portion (s) from such Applicant.



- (9) In case of demolition & reconstruction of the entire premises or the building:-
- a) In case of LT connection, the existing connection shall be surrendered and terminated removing meter and service line. A temporary connection shall be taken for the construction purposes, after clearing all dues on the old premises. After reconstruction/completion of building/structure the consumer may apply for a new connection for the reconstructed/completed building/structure.
  - b) In case of HT/EHT connection, consumer shall apply for suspension of the existing connection and Supply Agreement indicating the period of such suspension. Consumer shall also apply for temporary connection for reconstruction purpose. Existing HT/EHT line shall not be removed. Distribution Licensee may utilise existing HT/EHT line for providing temporary connection by installing appropriate meter. Upon re-construction, consumer shall get temporary connection disconnected and apply for re-energisation of suspended old connection. Old connection shall be re-energised only on payment of any outstanding dues and reconnection charges. In case, consumer desires to increase/decrease the load, the procedure as per Regulation 4.1 shall be followed.
- (10) Application upto 10 kW shall not be returned on the ground of “Technically not feasible”.
- (11) No application shall be returned on the ground of material constraints.
- (12) Applicant for a new connection is required to undertake that he shall abide by relevant and applicable provisions of UERC (Distribution Code) Regulations, 2018, UERC (State Grid Code) Regulations, 2016 and all other Rules/Regulations.
- (13) The Licensee shall maintain a permanent record of all applications and related documents in hard as well as soft copies. Each Application shall be allotted a Unique application number (for identification) serially in the order in which it was received. Separate files/registers/database for different category of consumers shall be maintained. The Licensee shall keep the files/registers/database updated with stage-wise status of disposal of each application form.

- (14) There shall not be more than one connection in the name of an applicant/consumer under the same category within the same premise.

## **3.2 Temporary Connections**

### **3.2.1. Conditions of Grant of Temporary Connections**

- (1) Temporary connection shall be granted for a maximum period of 12 months at a time, which can be further extended depending upon the requirement. Proper record of such connections shall be maintained by the Licensee and fresh Office Memorandum shall be issued at the time of extension.
- (2) Use of electricity through a permanent connection sanctioned for premises owned by the consumer for construction, repair or renovation of existing building, shall not be considered as unauthorised use of electricity as long as the intended purpose/use of the building/apartments being constructed is same/permissible in the sanctioned category of the connection within the limit of contracted load/demand.
- (3) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and Regulations.
- (4) An applicant seeking temporary connection for construction purposes and desiring a permanent connection upto 25 kW only on expiry of temporary connection or after completion of such construction, shall declare the same in the Application Form provided at **Annexure-I** (Application for Temporary Connection) alongwith prospective load in kW or kVA.
- (5) On request of an applicant, the Licensee shall give temporary connection within 24 hours under Tatkal Sewa, where:
  - a) the load applied is upto 10 kW and;
  - b) the distribution main is within 40 meters of the premise where such temporary connection is required, on payment of non-refundable & non-adjustable Tatkal Charges in addition to the Registration cum Processing fee as stipulated in Table 3.1 below:

**Table 3.1: Tatkal charges for Temporary Connections**

Contracted Load	Tatkal charges in Rs
1 kW to 4 kW	1000
Above 4 kW upto 10 kW	3000

- c) no augmentation in distribution network is required including overhead line, transformers etc.

Provided that such connection shall be allowed for illumination during festivals/family functions/ceremonies for a period of maximum 7 days and for the premises having no outstanding dues.

### 3.2.2. Application for Temporary Connections

- (1) The applicant shall make request for temporary supply in the format prescribed in **Annexure-I** of these Regulations along with non-refundable Registration-cum-Processing fee as given in Table 3.2 below as advance:

**Table 3.2: Registration-cum-Processing fee for Temporary Connection.**

LT	HT	EHT
Rs. 1000/-	Rs. 20,000/-	Rs. 30,000/-

However, this amount shall be adjusted against estimated cost of works.

- (2) Prescribed Application Form can be obtained free of cost from Licensee's Sub-divisional office or any other office of the Licensee or the same can be download from the official website of the Licensee or even photocopied. The duly filled form can be submitted at the concerned Sub-division/Division office of the Licensee.
- (3) The applicant may apply online for a temporary connection on the website of the Licensee. This mode shall not be applicable for connection requested under Tatkal Sewa.

Provided that within 5 working days of online application, the print of duly filled Application Form along with necessary documents & non-refundable registration cum processing fees shall be submitted at the concerned Sub-division/Division office of the Licensee, failing which the application shall stand lapse.

- (4) The documents required to be submitted along with the Application Form are given below:

- a) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof:
- (i) Aadhar Card
  - (ii) Electoral identity card
  - (iii) Passport
  - (iv) Driving license
  - (v) Photo ration card
  - (vi) Photo identity card issued by Government Agency
  - (vii) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal/Primary school teacher/in-charge of primary health centre etc.
- b) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at a) above.
- (5) No Objection Certificate (NOC) from the local authority if the supply is required at a premise/place owned by the local authority.

Provided that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

### **3.2.3. Processing of Application for Temporary Connections**

- (1) On receipt of duly filled application, the authorized officer of the distribution Licensee shall check the Application Form and deficiencies, if any, observed in the Application Form shall be got rectified from the applicant immediately. The distribution Licensee shall issue dated receipt to the applicant.

In case of online application, on submission of the print of the online application alongwith requisite documents and payment of specified charges, the distribution

Licensee shall issue a dated acknowledgement alongwith the receipt to the applicant.

- (2) Licensee shall ascertain whether any dues are outstanding on the premises and if so, the Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days, failing which his application shall stand lapse and the applicant shall be informed accordingly in writing under acknowledgement.
- (3) The Licensee shall examine the technical feasibility of the connection requested for and if the connection, above 10 kW, is not found technically feasible, it shall intimate to the applicant in writing within 5 days for LT and 15 days for HT/EHT of acceptance of application giving reason for the same.
- (4) If the connection is found feasible, the Licensee shall inspect and test the applicant's installation, as required of him under Regulation 31 of CEA Safety Regulations, 2010 in the presence of the applicant or his representative within 5 days for LT and 15 days for HT/EHT from the date of receipt of the Application Form. Testing of installation shall be done as per procedure laid down in Regulation 33 of CEA Safety Regulations, 2010 and the inspecting officer shall maintain a record of test results obtained in the form given at **Annexure I (a)** as required of him under Regulation 31 of CEA Safety Regulations, 2010.
- (5) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that is dangerous to life /property etc., he shall intimate the same to the applicant on the spot under proper receipt in the form given at **Annexure I (a)**.
- (6) The applicant shall get all the defects removed within 15 days and inform the Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the Licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.

- (7) Upon receipt of information from applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the Licensee shall again record the same in the form given at **Annexure I (a)** and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.
- (8) If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee shall sanction the load immediately. Further, in case applicant does not receive any deficiency note or demand note for the outstanding dues within 18 days from the date of application, the load applied for shall be deemed to have been sanctioned and Licensee shall not deny grant of the Temporary Connection on these grounds.
- (9) Upon sanction of the load, the Licensee thereafter shall issue a demand note indicating:
- a) **Consumption Security:**

The Applicant shall deposit an amount of consumption security as per Table 3.3 below:

**Table 3.3: Consumption Security for Temporary connections (Rs/kW/month)**

Domestic	Non-Domestic	Construction
2000	4000	4000

The above security shall be taken for 1 month where the connection is being applied for a period upto 1 month and for 2 months where the connection is being applied for a period more than 1 month.

Provided that no consumption security deposit shall be applicable for pre-paid meter applicants.

**b) Material Security:**

An amount of material security (towards service line, overhead line, meter, other equipments etc) shall be based on the estimated cost of works prepared by the Licensee within 5 days for LT and 15 days for HT/EHT from date of sanction of the load.

- (10) The applicant shall make the payment in accordance with the demand note within 5 days of receipt of demand note failing which the sanction shall stand lapsed.
- (11) On receipt of applicable charges, as per the demand note, the Licensee shall carryout the works and energise the connection within the timeframe stipulated in regulation 3.3.3 (12) & 3.3.3 (13) for LT connections and regulation 3.4.3 (9) & 3.4.3 (10) for HT/EHT connections.
- (12) For extension of the period of Temporary Connection, the consumer shall apply to the Licensee in writing at least 7 days before the date of expiry of Temporary Connection.
- (13) The applicant may get the date of availing Temporary Connection postponed to a date not later than 1 month from the date of original sanction, by applying to the Licensee at least 5 days before the originally sanctioned date of commencement of supply. However, no further postponement beyond 1 month shall be permissible. In case the Temporary Connection is not availed within such postponed period, the application shall stand cancelled and any payment made towards the Temporary Connection shall be forfeited.
- (14) On expiry of the Temporary Connection the Consumption Security after adjusting the unpaid dues shall be refunded, if any, by the Licensee. Similarly, Material Security shall also be refunded after deducting any damage to material (such as meter, transformer, isolator etc) and dismantling charges, if applicable, which shall not be more than 10% of the Material Security. Refund of these securities shall be made within 15 days from the date of disconnection, failing which an interest as per Bank Rate shall be payable by the Licensee. In case of failure on the part of Licensee a compensation shall also be payable to such consumer in accordance with prevailing provision of Standards of Performance Regulations.

### **3.2.4. Processing of the application where temporary connection is desired to be converted into Permanent Connections**

(1) For applicants seeking temporary connection for load upto 25 kW for construction purposes and desiring a permanent Connection on expiry of such Temporary Connection or after completion of such construction, the following process shall be applicable:

a) On receipt of such application, the Licensee shall conduct a route survey and accordingly prepare an estimate for releasing such Temporary Connection based on the declared prospective load (upto 25 kW) and thereafter, inform the applicant for deposition of the requisite charges. On deposition of the said charges the Licensee shall release the Temporary Connection accordingly.

Provided that the Licensee, while constructing the line for such Temporary Connection, shall ensure all aspects required for releasing a safe, robust and reliable permanent connection in accordance with the CEA Safety Regulations and relevant Regulations of the Commission.

b) The applicant/consumer shall inform the Licensee atleast 15 days prior to expiry of such Temporary Connection for release of Permanent Connection and apply as per regulation 3.3.2 of these Regulations. The processing of such application shall be done as per regulation 3.3.3 of these Regulations.

c) Prior to releasing new permanent LT connection, the Licensee shall adjust the material security after adjusting the following:

(i) Normative charges for service line, overhead line & initial security for issuance of the Permanent Connection as per charges specified at Table 3.4 & Table 3.5 of regulation 3.3.3 (9) of these Regulations.

(ii) Any damage to material (such as meter, transformer, isolator etc).

Provided that the Refund of the security, if any, after due adjustment shall be made within 15 days from the date of disconnection of the temporary connection, failing which an interest as per Bank Rate shall be payable by the Licensee. In case of failure on the part of Licensee, a compensation shall also



be payable to such consumer in accordance with prevailing provision of Standards of Performance Regulations.

- d) No dismantling charges shall be applicable in such cases.

### **3.3 LT connections**

#### **3.3.1. Conditions of Grant of LT connections**

In addition to the general conditions for release of new connections provided at Regulation 3.1 above, the following conditions shall be applicable for granting the LT connections:

- (1) In case of Application for Load up to 4 kW:

- a) If the premises is beyond 40 meters from Licensee's existing 3 phase LT distribution main:

The Licensee shall extend the existing 3 phase LT distribution main by constructing 3 phase 5 wire LT distribution main and the Applicant shall pay, in addition to fixed service line charges, normative charges of LT distribution main, as per Table 3.4 of regulation 3.3.3 (9), depending upon the length of the line required for releasing such connection. Except for rural hilly villages having population less than 3000 as per census 2011 where the Licensee may extend the aforesaid 3 phase LT distribution main by constructing single phase LT distribution main for giving such connection in these villages.

- b) If the premises is beyond 40 meters from Licensee's existing single phase or two phase LT distribution main:

The extension of existing LT distribution main will be done by constructing single phase or 2 phase LT distribution main by the Licensee and the Applicant shall pay, in addition to fixed service line charges, normative charges of LT distribution main, as per Table 3.4 of regulation 3.3.3 (9), depending upon the length of the line required for releasing such connection.

- (2) In case of Application for Load above 4 kW and up to 25 kW
- a) **If the premise is within 40 meters from licensee's existing single phase or 2 phase LT Distribution Main:**
- The Licensee shall carry out the necessary conversion of such existing LT distribution main by 3 phase 5 wire LT distribution main at its own cost for releasing such connection. In such cases, the applicant shall pay only the fixed service line charges & initial security charges as per Table 3.5 of regulation 3.3.3 (9).
- b) **If the premise is beyond 40 meters from licensee's existing single phase or 2 phase LT Distribution Main:**
- The Licensee shall carry out conversion of existing single phase or 2 phase LT Distribution main by 3 phase 5 wire LT Distribution Main at its own cost. Further beyond such existing Distribution main, the Licensee shall also carry out extension by constructing 3 phase 5 wire LT Distribution Main and the applicant shall pay, in addition to fixed service line charges, normative charges as per Table 3.5 of Regulation 3.3.3 (9), depending upon the length of the line required for releasing such connection.
- c) **If the premise is beyond 40 meters from licensee's existing three phase LT Distribution Main:**
- If the Licensee's existing 3 phase LT distribution main is beyond 40 meters, the Applicant shall pay, normative charges, as per Table 3.5 of regulation 3.3.3 (9), for the length of the line upto the existing 3 phase LT distribution main.
- (3) In case of Application for Load above 25 kW, the connection shall be released only through HVDS and the Applicant shall pay normative charges as per Table 3.6 of regulation 3.3.3 (9).
- (4) In case of PTW connection, if the extension of the LT distribution mains and /or HT main including installation of Distribution Transformer is required for releasing the PTW connection, then the Applicant shall pay in addition to fixed service line charges, normative charges of such works, as per Table 3.7 of regulation 3.3.3 (9), depending upon the length of the line required for releasing such connection.

- (5) No Single Point Bulk Supply connection shall be released on LT.

### **3.3.2. Application for new LT connection**

- (1) A prospective consumer desirous of obtaining a new connection shall make an application to the distribution Licensee for this purpose on the prescribed Application Form given in **Annexure-II**.
- (2) Prescribed Application Form can be obtained free of cost from Licensee's Sub-divisional office or any other office of the Licensee or the same can be downloaded from the official website of the Licensee or even photocopied. The duly filled form can be submitted at the concerned Sub-division/Division office of the Licensee.
- (3) The applicant may apply online for new connection on the website of the Licensee and within 5 working days of online application the print of duly filled Application Form along with necessary documents shall be submitted at the concerned Sub-division/Division office of the Licensee. Failing which the application shall stand lapse.
- (4) The documents required to be submitted along with the Application Form are given below:
  - (a) **Proof of Ownership or Occupancy**
    - (i) The Applicant shall submit self attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required:
      - a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).
      - b) Registered General Power of attorney.
      - c) Municipal tax receipt or Demand notice or any other related document.
      - d) Letter of allotment.

- e) An Applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (a) to (d) above also furnish a no objection certificate from owner of the premises.

Provided that in case the Applicant is unable to submit any of the document listed at a) to e) above, then the Applicant shall be charged thrice the amount of security as per Table 3.4 to Table 3.7 of regulation 3.3.3 (9) below. The owner of the premises, if different from the Applicant, shall not be liable for payment of any dues against such connection.

Provided further that where the applicant is unable to submit the documents mentioned at a) to e) above and objection has been raised on the premises by District Administration/Government Authorities/Government under whose jurisdiction premises falls, the Licensee shall not grant new connection to such Applicant.

Provided also that where the court has decided the ownership or occupancy of the premise in favor of a person other than the applicant, the Licensee shall not grant connection to such Applicant.

**(b) Statutory Permissions/Registrations**

- (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
- (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
- (iii) In case of a Limited Company, Memorandum, Articles of Association, Certificate of Incorporation

**(c) Identity Proof**

- (i) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof
- a) Aadhar Card
- b) Electoral identity card

- c) Passport
  - d) Driving license
  - e) Photo ration card/ Photo identity card issued by Government Agency
- (ii) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at (i).

(d) **Undertaking**

An undertaking in the format given in **Annexure-III** certifying that the wiring and other electrical works in the premises has been done in accordance with the provisions of the applicable Act /Rules & Regulations.

### **3.3.3. Processing of Application for LT Connection**

- (1) On receipt of duly filled Application Form, the authorized officer of the Licensee shall check the Application Form and deficiencies, if any, observed in the Application Form shall be got rectified from the Applicant immediately. The Licensee shall register the Application by putting a Unique Application Number/ Registration Number both on the Application Form and the Acknowledgement form and thereafter, issue dated acknowledgement of the same to the Applicant. In case of online application, an auto generated acknowledgement shall be delivered to the email/ mobile number of the applicant immediately on submission of the application. A duly signed acknowledgement shall be issued to the applicant at the time of submission of the hard copy/ print of duly filled Application Form along with necessary documents.
- (2) Subsequent to issuance of acknowledgement, Licensee shall ascertain whether any dues are outstanding on the premises, and if so, the Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount. The Applicant shall be required to deposit outstanding dues within 15 days failing which his Application shall lapse and the Applicant shall be informed accordingly in writing under acknowledgement.

- (3) The Licensee shall also inspect and test the Applicant's installation, as required of him under provisions of Regulation 31 of the CEA Safety Regulations in the presence of the Applicant or his representative within 5 days from the date of receipt of the Application Form. Testing of installation shall be done as per procedure laid down in Regulation 33 of the CEA Safety Regulations and the inspecting officer shall maintain a record of test results obtained in the form given at **Annexure-I (a)** as required of him under Regulation 31 of the CEA Safety Regulations. The Licensee shall also ascertain the requirement of extension of distribution mains i.e. overhead line and other associated works.

If required, the Licensee shall conduct the route survey and prepare estimate of the works in accordance with the Regulations within 10 days from the date of receipt of the Application Form.

- (4) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that it is dangerous to life /property etc., he shall intimate the same to the Applicant on the spot under proper receipt in the form given at **Annexure-I (a)**.
- (5) Licensee shall also record correct and full address of the premises, if not provided in the Application, along with land mark near the property or GPS co-ordinates (wherever available) and also pole number from where service connection is proposed to be given.
- (6) The Applicant shall get all the defects removed within 15 days and inform the Licensee in writing under acknowledgement. In case Applicant fails to remove such defects or fails to inform the Licensee about removal of the defects, the Application shall stand lapsed and Applicant shall apply afresh.
- (7) Upon receipt of information from Applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the Licensee shall again record the same in the form given at **Annexure-I (a)** and hand over a copy of the same to Applicant or his representative available on site. The

Application shall then stand lapsed and Applicant shall be informed accordingly in writing under acknowledgement. If the Applicant feels aggrieved by this action of the Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.

- (8) If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee shall sanction the load, as applied for, by the Applicant and intimate the same to the Applicant in writing within 5 days thereafter. In case Applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of receipt of Application, the load, as per sub-regulation hereinabove, shall be deemed to have been sanctioned and Licensee shall not deny grant of the connection on these grounds.

Provided that for Residential/Non Residential/Industrial Complex, Multiplex, Malls etc. to be constructed by Developer, the load shall be determined as per the norms specified in **Annexure-IV** of these Regulations.

- (9) Within 5 days from sanction of the load, the Licensee shall inform estimate of the works based on the prescribed charges given in tables below and the Applicant shall deposit the aforesaid charges in cash or through demand draft or other mode acceptable to the licensee.

**Table 3.4: Service Line charges, Overhead line charges and Initial security for loads upto 4 kW**

Sl. No.	Contracted Load	Service Line Charges & Overhead line charges			Initial security( Rs./kW)		
		Service line charges (Rs.)		Overhead line charges if premises is beyond 40 meters of the Licensee's existing LT distribution main (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Overhead	Under-ground				
1.	BPL consumers (upto 1 kW)*	200	-	500	200	-	-
2.	Upto 4 kW	1500	4500	Rs 2000 per 10 meters or part thereof	800	1500	1500
	Upto 4 kW (Through Pre-paid meter)	5000	8500		-	-	-

*\*[In case of BPL consumers for load above 1 kW, the consumer shall be liable to pay regular charges]*

**Table 3.5: Service Line charges, Overhead line charges and Initial security for load above 4 kW and upto 25 kW**

Sl. No.	Contracted Load	Service Line Charges & Overhead line charges		Overhead line charges if premises is beyond 40 meters of the Licensee's existing LT distribution main (Rs.)	Initial security( Rs./kW)		
		Service line charges (Rs.)			Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Over-head	Under-ground				
1.	Above 4 kW and upto 10 kW	3000	9000	Rs 5000 per 10 meters or part thereof	800	1500	1500
	Above 4 kW and upto 10 kW (Through Pre-paid meter)	10000	16000		-	-	-
2.	Above 10 kW and upto 25 kW	5000	15000	Rs 5000 per 10 meters or part thereof	800	1500	1500
	Above 10 kW and upto 25 kW (Through Pre-paid meter)	12000	22000		-	-	-

**Table 3.6: Service Line charges, Charges for construction of Overhead 11 kV line/ Substation and Initial security for load above 25 kW and upto 75 kW**

S. No.	Contracted load	Service Line Charges, Charges for construction of Overhead 11 kV line/ Substation			Initial security( Rs./kW) or (Rs./kVA)		
		Service line charges (Rs.)		Charges for construction of Overhead 11 kV line/Substation (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Overhead	Underground				
1	<b>11 kV line Cost</b>						
	Above 25 kW and upto 50 kW	8000	24000	Rs. 9000 per 10 meter or part thereof.	800	1500	1500
	Above 50 kW and upto 75 kW	10000	30000				
2	<b>11 kV Substation Cost</b>						
	Above 25 kW upto 50 kW	Construction of 63 kVA s/s		2,50,000	-		
	Above 50 kW upto 75 kW	Construction of 100 kVA s/s		3,00,000			
3	<b>Increasing capacity of transformers</b>						
	63 kVA to 100 kVA	-		50,000	-		

**Table 3.7: Service Line charges, overhead line charges and Initial security for Private Tube Wells (PTW) having load above 5 B.H.P. and upto 20 B.H.P.**

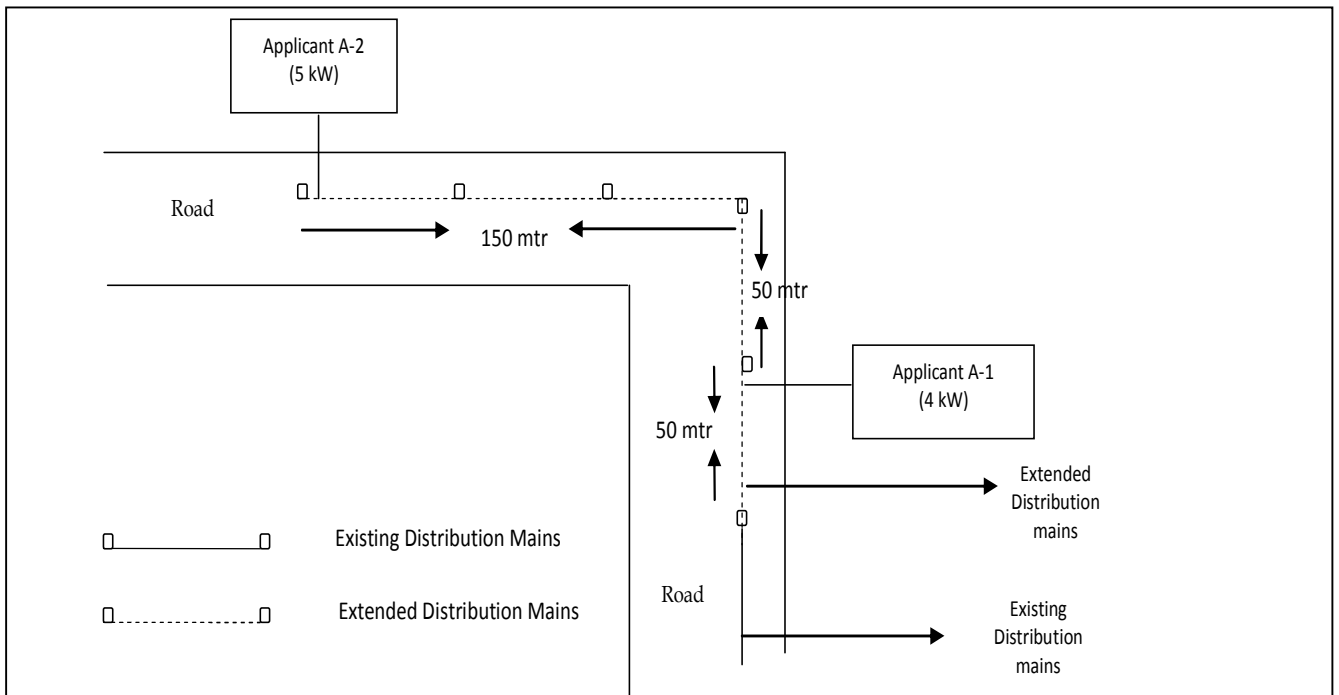


**Table 3.6: Service Line charges, Charges for construction of Overhead 11 kV line/ Substation and Initial security for load above 25 kW and upto 75 kW**

S. No.	Contracted load	Service Line Charges, Charges for construction of Overhead 11 kV line/ Substation		Initial security( Rs./kW) or (Rs./kVA)			
		Service line charges (Rs.)		Charges for construction of Overhead 11 kV line/Substation (Rs.)	Domestic	Non-Domestic	LT Industries/ Govt. Public Utilities
		Overhead	Underground				
S. No	Contracted load	Service line charges (Rs.)	Charges for extension of existing LT distribution mains and /or HT main including installation of Distribution Transformer (Rs.)		Initial security (Rs/B.H.P.)		
1	5 B.H.P. to 20 B.H.P.	1500	Rs. 1000 per 10 meters or part thereof		200		

- (10) Applicant shall be liable to pay charges for the overhead line, as applicable in accordance with the above Tables, for that length of the LT Distribution Mains actually extended for giving supply to such Applicant.
- (11) Apart from the charges prescribed in the Table 3.4 to Table 3.7 above, no other charges such as cost of meter, cost of miscellaneous material, cable, processing fees etc. shall be payable by the Applicant of a new connection.

*Illustration: Calculation of the length of extension of the existing Distribution main*



**For Applicant A-1 (1<sup>st</sup> Applicant)**

- i. Length of extension of distribution mains for giving connection=50 Meters.
- ii. Overhead line charges payable by the Applicant = Rs.  $(50/10)*2000=Rs. 10,000$ .

**For Applicant A-2 (2<sup>nd</sup> Applicant)**

- i. Length of extension of distribution mains for giving connection=200 Meters.
- ii. Overhead line charges payable by the Applicant = Rs.  $(200/10)*5000=Rs. 1,00,000$ .

- (12) Where a new connection does not require extension of its distribution mains or laying of new distribution mains or commissioning a new substation, the Licensee shall be under obligation to energize the connection through a correct meter within 15 days from the date of application.
- (13) Where a new connection requires extension of distribution mains or laying of new distribution mains or commissioning of a new substation, the Licensee shall inform such Applicant the time required to give the supply and the same shall not exceed:
- a) 60 days if only extension of distribution mains is required.
  - b) 90 days if commissioning a new substation is also required.
  - c) 180 days if commissioning of new 33/11 kV substation is required.
- (14) If the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay penalty @ Rs 5 per Rs 1000 (or part thereof) of the amount deposited by the Applicant subject to a maximum of Rs. 1000 for each day of default.
- (15) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay a compensation @ Rs 5 per Rs 1000 (or part thereof) to the Applicant on the amount deposited by the Applicant subject to a maximum of Rs. 500 for each day of default.
- Provided that the total amount of compensation shall be limited to the amount deposited by the applicant.
- (16) Licensee shall submit to the Commission monthly division-wise report as per **Annexure-VI** and shall deposit the penalty alongwith the said report, accrued on account of the defaults /delays occurred in the connections released, during the period.
- (17) The compensation on account of defaults shall be shown separately in the first electricity bill onwards and adjusted in the electricity bills of the Applicant.

- (18) In case the connection has not been energized as per these Regulations, the Applicant may lodge a complaint about it with the Consumer Grievance Redressal Forum of respective areas giving full details such as date of Application, date of inspection by Licensee etc. as per regulation 8.1 (6) specified in these Regulations.

## **3.4 HT/EHT Connections**

### **3.4.1. Conditions of Grant**

- (1) All loads above 88 kVA shall be released on HT/EHT with contracted load in kVA.

Provided that all loads more than 1 MVA shall be sanctioned with independent feeders emanating from nearest 33 kV/66 kV/132 kV/220 kV substation with metering arrangements at both ends.

Provided further that if the right of way for the proposed independent feeder is not available, such loads above 1 MVA may be sanctioned either through underground cables or from the existing feeder provided more than 50% spare capacity is available on such feeder.

Provided also that connection for Continuous Process Industries requiring continuous supply, irrespective of load applied for, shall be released through independent feeder only. If the applicant demands such connection through underground cables, the Licensee shall grant the same.

Provided also that all steel units like Induction/Arc furnaces or Rolling Mills, Re-rolling mills, Mini steel plants, etc., irrespective of load applied for, shall be sanctioned load at 33 kV or above and through independent feeder only.

Provided also that, in case the existing Steel Units who have connection at 11 kV shall be permitted to enhance their load so that their contracted load after such enhancement does not exceed 1000 KVA.

- (2) A connection will be given to a new consumer only with a correct 3 phase 4 wire energy meter having specifications as provided in the Central Electricity Authority

(Installation & Operation of Meters) Regulations, 2006 as amended from time to time and the same shall be installed as prescribed in the said Regulations.

- (3) For all new connections at HT and EHT, next higher standard single ratio Current Transformer (CT) of accuracy class as given in regulation 3.4.1 (5) below shall be used. Under no circumstances multi ratio CT shall be used for metering purpose. Cross-sectional area of cables between CT and meter shall not be less than 6 sq. mm.
- (4) For all new connections at HT and EHT, Potential Transformer (PT) of accuracy class as given in regulation 3.4.1 (5) below shall be used for metering. No other load shall be put on measuring PT. Cross-sectional area of cables between PT and meter shall be not less than 6 sq. mm.
- (5) Meters, Current Transformers (CT) and Potential transformers (PT) shall meet the following requirements of Accuracy Class as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time:

**Table 3.8: Accuracy Class of Metering System**

<b>Voltage of supply</b>	<b>Meters</b>	<b>CT &amp; PT</b>
Above 650 Volts and upto 33 kV	0.5S or better	0.5S or better
Above 33 kV	0.2S or better	0.2S or better

Provided that the accuracy class of CTs and PTs shall not be inferior to that of associated meters and the existing CTs and PTs not complying with these Regulations or found defective/saturated shall be replaced by new CTs and PTs of the Accuracy class given in the Table 3.8 above.

Provided further that in case the CTs and PTs of the same accuracy class as that of the meters cannot be accommodated in the metering cubicle or panel due to space constraint, the CTs and PTs of the next lower accuracy class can be installed.

### **3.4.2. Application for new HT/EHT Connection**

- (1) A prospective consumer desirous of obtaining a new electricity connection shall make an application to the distribution Licensee for this purpose on the prescribed

Application Form given in **Annexure-II** at concerned divisional office, accompanied by non-refundable Registration-cum-Processing fee as given in Table 3.9 below:

**Table 3.9: Registration-cum-Processing fee for new HT/EHT Connection**

Description	Charges in Rs.
Connection at 11 kV	10,000/-
Connection at 33 kV	20,000/-
Connection at 132 kV	30,000/-
Connection at 220 kV or above	50,000/-

- (2) Prescribed Application Forms can be obtained free of cost from distribution Licensee's divisional and sub-divisional office or any other office or the same can be downloaded from the official website of the distribution Licensee or even photocopied.
- (3) The applicant may apply online for new connection on the website of the Licensee and within 5 working days of online application, the hard copy/print of duly filled Application Form along with necessary documents shall be submitted at the concerned Sub-division/Division office of the Licensee. Failing which the application shall stand lapse.
- (4) The documents required to be submitted along with the Application Form are given below:
  - (a) **Proof of Ownership or Occupancy**
    - (i) The Applicant shall submit self attested copy of any one of the following documents as proof of ownership or occupancy over premises for which the connection is required -
      - a) Sale deed or lease deed (with latest rent receipt issued within three months prior to the date of application) or khasra or khatauni (inclusion of Applicant's name in the khasra or khatauni shall be sufficient for this purpose).
      - b) Registered General Power of attorney.
      - c) Municipal tax receipt or Demand notice or any other related document.
      - d) Letter of allotment.

- e) An Applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (a) to (d) above also furnish a no objection certificate from owner of the premises.
- (b) **Statutory Permissions/Registrations**
  - (i) Proof of making application for approval/permission/NOC of the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.
  - (ii) In case of a partnership firm, partnership deed and list of Partners alongwith their certified addresses.
  - (iii) In case of a Limited Company, Memorandum, Articles of Association, Certificate of Incorporation and list of Directors alongwith their certified addresses.
- (c) **Identity Proof**
  - (i) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof
    - (a) Aadhar Card
    - (b) Electoral identity card
    - (c) Passport
    - (d) Driving license
    - (e) Photo ration card
    - (f) Photo identity card issued by Government Agency
  - (ii) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned above at (i).

- (d) Undertaking for tentative date on which applicant's works would be completed and ready for energisation.

### **3.4.3. Processing of Application and execution of work by Distribution Licensee**

- (1) On receipt of duly filled Application Form, the authorized officer of the distribution Licensee shall check the Application Form and deficiencies, if any, observed in the application shall be got rectified from the applicant immediately. The authorized officer of the distribution Licensee shall register the application with Unique Application Number/Registration Number and issue a dated acknowledgement of the receipt of application.

In case of online application, an auto generated acknowledgement shall be delivered to the applicant via email/ mobile number immediately on submission of the application. A duly signed acknowledgement shall also be issued to the applicant at the time of submission of the hard copy/print of duly filled Application Form along with necessary documents.

- (2) Subsequent to issuance of acknowledgement, Distribution Licensee shall ascertain whether any dues are outstanding on the premises and, if so, the distribution Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount and 15 days time for depositing the same.

Provided that if the applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of application, the Licensee shall not deny grant of the connection on this ground.

- (3) The applicant shall be required to deposit outstanding dues within the aforesaid period of 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement. In cases where the applicant deposits the outstanding dues within 15 days, the date of receipt of application shall be deemed to be date of such deposit.

- (4) Distribution Licensee shall, within one month from date of receipt of application, study the feasibility of providing such connection including route survey for line and associated works and sanction the load. In case, works related to transmission Licensee at 132 kV or 220 kV are required to be executed, the distribution Licensee shall immediately intimate the transmission Licensee for carrying out such study and take the estimate of works charges from it. Before finalizing the route survey for 132 kV or 220 kV line, the Transmission Licensee shall intimate the Distribution Licensee and the Applicant about the proposed route (s) for which the estimate(s) is/are being prepared. The distribution Licensee shall ensure that it informs the applicant, the estimated amount that is required to be deposited, in accordance with Table 3.10 given below, and the date by which the said amount is to be deposited within the said period of one month. The distribution Licensee shall also indicate in the above communication, the approximate time frame for providing such connection, which shall not be more than that specified in these regulations 3.4.3 (9) and 3.4.3 (10) or tentative date indicated by consumer in his application, whichever is later.
- (5) All 132 kV and 220 kV works shall be executed by transmission Licensee. Prior intimation, along with amount of estimated works charges deposited by applicant for such works, to the transmission Licensee would be required to be given by the distribution Licensee sufficiently in advance so as to meet the overall time frame laid down in these Regulations. For feeders emanating from its 132 kV/220 kV substations, the distribution Licensee shall provide an appropriate metering cubicle at such 132 kV/220 kV substation. Transmission Licensee's responsibility shall be limited up to line side isolator of the feeder.
- (6) Within one month after sanction of the load, the applicant shall be required to deposit requisite estimated amount towards works charges depending upon the type and quantum of works required, as per Table 3.10 below:

**Table 3.10: Works Charges for HT/EHT connections**

S. No.	Description	Works charge
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**Table 3.10: Works Charges for HT/EHT connections**

S. No.	Description	Works charge
<b>(A) 11 kV connection</b>		
(1)	Terminal equipment at consumer end including HT cables, CT, PT, Meter cubicle etc.	Rs. 2.0 lakh
(2)	<b>For independent Feeder:</b> In addition to expenses mentioned at S. No. (1) above - Terminal equipment at sending end including, Switch gear, HT cables, CT, PT, Meter cubicle, lightening arrester etc.	Rs. 6.00 lakh
(3)	Line Cost	
	(a) Overhead Line cost	Rs. 90,000 per 100 mtrs or part thereof
	(b) Underground Cabling cost	Rs. 3.00 lakh per 100 mtrs or part thereof
<b>(B) 33 kV connection</b>		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Rs. 20.00 lakh
(2)	Line Cost	
	(a) Overhead Line cost	Rs. 1,25,000 per 100 mtrs or part thereof
	(b) Underground cabling cost	Rs. 5.00 lakh per 100 mtrs or part thereof
<b>(C) 132 kV connection</b>		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	
	(c) Underground cabling cost	
<b>(D) 220 kV connection</b>		
(1)	Terminal equipment including circuit breakers, isolators, lightening arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	
	(c) Underground cabling cost	

- (7) At least 3 months before the beginning of every financial year, the distribution Licensee may submit, if necessary, proposal for revision of charges as per Table 3.10 above along with supporting calculations and justification for approval of the Commission. Charges once approved shall remain valid till these are revised by the Commission.

- (8) On receipt of estimated amount of works charges, the distribution Licensee shall begin executing the works.
- (9) In cases, where supply of electricity to premises applied for does not require commissioning of new substation /bay, the distribution Licensee shall complete installation of HT/EHT works within the time specified in Table 3.11 below for different voltage levels from the date of deposition of amount by the applicant:

**Table 3.11: Time-frame for release of New HT/EHT connection**

S. No.	Description	No. of days
(i)	11 kV works including line	
	(a) not involving independent feeder	60 days
	(b) involving independent feeder	90 days
(ii)	33 kV works including line	120 days
(iii)	132 kV and above works including line	180 days

In cases, where supply of electricity to premises applied for requires commissioning of a new sub-station/bay, the distribution Licensee shall take up the work on the new substation/bay at its own cost (including cost of land) and complete the work within the additional time specified below for different sub-stations:

**Table 3.12: Additional time-frame for release of New HT/EHT connection**

S. No.	Description	Number of days
(i)	New 33/11 kV substation	180 days
(ii)	Augmentation of existing 33/11 kV substation	120 days
(iii)	Extension of bay at 33/11kV substation	45 days
(iv)	132 kV and above substation	18 months
(v)	Extension of bay at 132 kV and above substation	90 days

- (10) Within 5 days of completion of the HT/EHT works, the distribution Licensee shall inform Electrical Inspector to inspect the installation as per Regulation 43 (2) CEA Safety Regulations along with the requisite inspection fee. Electrical Inspector shall inspect the works and either accord his approval for energisation of distribution

Licensee's works or intimate the deficiencies therein within fifteen days from date of deposit of inspection fee by distribution Licensee.

- (11) The distribution Licensee shall get all the defects removed pointed out by the Electrical Inspector within 30 days and inform the Electrical Inspector in writing under acknowledgement. The Electrical Inspector shall re-inspect the Licensee's works within 5 days from receipt of such information and grant approval accordingly.
- (12) Applicant shall complete installation of its HT/EHT works as per the Regulations. On completion of his works, applicant shall request Electrical Inspector for approval in prescribed form as per the Regulation 43 (3) CEA Safety Regulations along with requisite inspection fee. Simultaneously, consumer may, at his option, submit layout drawings and other details such as ratings of equipment/apparatus proposed to be installed etc., to the office of Electrical Inspector for his approval to avoid delay in getting final clearances. Electrical Inspector shall inspect the applicant's works as early as possible but, not later than fifteen days from date of application for inspection. Upon receipt of approval from Electrical Inspector, applicant shall inform the distribution Licensee about completion of his works in work completion report as per **Annexure-V (a)** alongwith self attested copy of Electrical Inspector's approval at least two weeks before the time-frame specified at regulation 3.4.3 (9) & 3.4.3 (10) or tentative date indicated by applicant in his application, whichever is later.

Provided that if applicant feels that he would not be able to take supply by the date of energisation initially indicated in his application (as per regulation 3.4.2 (4) (d) above), he may inform, at least two months in advance of this date in writing, to the distribution Licensee, a new date on which he proposes to take the supply which shall now be deemed as tentative date indicated by the applicant. However, this option to extend the date of energisation as above may be exercised only once by the applicant.

- (13) The distribution Licensee shall inspect and test the applicant's installation, as required under Regulation 31 of the CEA Safety Regulations, in the presence of the

applicant or his representative within two weeks from the date of receipt of the work completion report and copy of Electrical Inspector's approval as mentioned in regulation 3.4.3 (13) above. Testing of installation shall be done as per procedure laid down in Regulation 33 of the CEA Safety Regulations and the inspecting officer of the distribution Licensee shall maintain a record of test results obtained in the form given at **Annexure-V (b)** as required under Regulation 31 of CEA Safety Regulations. The applicant or his representative shall be present during the inspection.

- (14) Upon inspection, the distribution Licensee shall verify that all HT and EHT works have been carried out conforming to relevant provisions of the Regulations and all HT and EHT equipment installed at the applicant's premises conforms to relevant BIS and, in absence thereof, other equivalent international standards. Distribution Licensee shall also inspect LT works laid at applicant premises and verify that LT wiring has also been laid as per provisions of the Regulation. **Distribution Licensee shall in particular check resistivity of 'Earth system' provided by the applicant at his premises as per Regulation 41 (xv) of the CEA Safety Regulations and record the same in his report. Distribution Licensee shall also verify that earth wire of proper size has been laid in the premises and all metal parts of electrical equipment installed at applicant's premises and third pin of three pin sockets are permanently connected to earth as per Regulation 41 (xiv) the CEA Safety Regulations.** In case the distribution Licensee finds any defect(s), he shall record it in his report in the prescribed format given as Annexure V (b) and he shall also intimate the same to the applicant or his representative on the spot under proper receipt.
- (15) The applicant shall get all the defects removed within 30 days and inform the distribution Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the distribution Licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (16) Upon receipt of information from applicant about removal of defects, the distribution Licensee shall re-inspect and test the installations within 5 days from

receipt of such information and if the defects pointed out earlier are found to persist, the distribution Licensee shall again record the same in the form given at **Annexure-V (b)** and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the distribution Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.

- (17) If on inspection/re-inspection of applicant's installation no deficiency is found or the deficiencies are found to have been removed, the distribution Licensee shall, within a period of 15 days from the date of inspection/re-inspection of applicant's installation or the date of approval granted by Electrical Inspector for distribution Licensee's works whichever is later, a demand note is raised by the distribution Licensee, of the final amount to be paid by the applicant for depositing it within a period of 15 days, indicating the following:
- a) Initial Security Amount @ Rs 1500/kVA of contracted load.
  - b) Additional/refund of works charges, if any,
    - (i) For connections upto 33 kV - only line cost based on actual line length. Line cost for actual line length shall be calculated as per norms given in regulation 3.4.3 (6) above.
    - (ii) For connections above 33 kV - based on actual expenditure for line and terminal equipment.
  - c) Less Registration-cum-Processing fee charged as per regulation 3.4.2 (1) above.
- (18) Upon receipt of such amount as indicated in demand note, the distribution Licensee shall, within 7 days, inform the applicant in writing the final date of energisation of applicant's works. Such final date shall not be later than the sum of relevant time frames given above. At the time of energisation of applicant's works, the applicant shall be required to enter into a Supply Agreement in the format given in **Annexure-V (c)**.

- (19) No connection shall be energized without the approval of Electrical Inspector for works in regulations 3.4.3 (11) and 3.4.3 (12) above.
- (20) For delay in energisation of connection beyond the time frames specified in regulations 3.4.3 (9) & 3.4.3 (10) of these regulations, the duration of delay on account of the reasons attributable to the applicant shall not be considered for calculation of penalty to be payable by the distribution Licensee.
- (21) Notwithstanding anything contained in the regulation 3.4.3 above, If distribution Licensee fails to provide connection to an applicant within the period specified in regulations 3.4.3 (9) & 3.4.3 (10), he shall be liable to pay penalty @ Rs. 500/- for each day of default.
- (22) Distribution Licensee shall submit to the Commission monthly division-wise report as per **Annexure-VI** containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.
- (23) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay a compensation @ Rs. 500/- to the Applicant for each day of default.
- (24) The applicant shall be deemed to have commenced taking supply of electricity from distribution Licensee as a consumer, under the conditions specified in the enclosed Supply Agreement, from the final date of energisation intimated by the distribution Licensee as per regulation 3.4.3 (19) above. If the applicant fails to commence taking supply of electricity from this date, the applicant shall be liable to pay Fixed/Demand or any other charge as per applicable Rate Schedule for consumers given in the prevailing Tariff Order.
- (25) **Apart from the Registration-cum-Processing fee, charges prescribed in the Table 3.10 above, initial security amount and the additional cost, if any, based on actual line length/actual expenditure as per regulation 3.4.3 (18) above, no other charges such as cost of meter, CT, PT, cable and other terminal equipment etc. shall be payable by the applicant of a new connection.**

### **3.5 Single Point Bulk Supply for Domestic, Non Domestic and Mixed Load**

## Categories

- (1) Single Point Bulk Supply connection shall only be allowed for Contracted Load above 75 kW/ 88 kVA with single point metering for further distribution to the end users. Provided that such users shall not be restricted from applying for individual connections. The person who has taken the single point supply shall be responsible for all payments of electricity charges to the Licensee and collection from the end users/consumers as per tariff prescribed for such consumers. The Licensee shall ensure that tariff being charged from end user/consumer does not exceed the prescribed tariff for the concerned category of the consumer.
- (2) The person who has taken the single point supply shall also be deemed to be an agent of Licensee to undertake distribution of electricity for the premises for which single point supply is given under seventh proviso to Section 14 of the Electricity Act, 2003 and distribution Licensee shall be responsible for compliance of all provisions of the Act and Rules & Regulations thereunder within such area.
- (3) Single Point Bulk Supply under domestic category shall only be applicable for Residential Colonies/Residential Multi-storeyed Buildings including common facilities (such as Lifts, Common Lighting and Water Pumping system) of such Residential Colonies/Residential Multistoreyed Buildings. In case these Residential Colonies/Residential Multistoreyed Buildings also have some shops or other commercial establishments, the tariff of Mixed Load shall be applicable for such premises.
- (4) Single Point Bulk Supply under non-domestic category shall only be applicable for Shopping Complexes/Multiplex/Malls.

### **3.6 New Electricity Connection in Residential/Non-Residential/Mixed Load/Industrial Complex, Multiplex, Malls etc. to be constructed by Developer**

- (1) The responsibility of creating required distribution network within such complex/Multiplex/Mall etc. from installed Power/Distribution transformer as the case may be, as per regulation 3.6 (2) below and upto the point of connection to the

installation of each consumer within such complex shall be that of the developer/builder who undertakes construction of such complex.

**Explanation-** Residential/Non-Residential/Mixed Load/Industrial Complex, Multiplex, Malls etc. means any Complex comprising of the following:-

- (i) a Building or Buildings having Residential/Commercial/Industrial Units;
  - (ii) a Common area; and
  - (iii) any one or more facilities or services such as park, lift, parking space, community hall, common water supply, toilets, watchman room located within a premise and the layout of such premises is approved by an authority under any law for the time being in force.
- (2) The normative load shall be calculated as per details given in **Annexure-IV** and the total area for the calculation of normative load shall be based on the number of units/apartments/shops/built-up area/constructed area/floors so approved as per plan/layout of the premise issued by the competent authority. The capacity of Power transformer or Distribution transformer, as the case may be, to be installed shall be determined by the Licensee. The cost of Power transformer/ Distribution transformer, as the case may be, and associated protection gear shall be borne by the concerned developer/builder. The cost of extending 220 kV/132 kV/33 kV/11 kV line, as the case may be up to the Power transformer / Distribution transformer installation shall also be paid by the developer. For this purpose, the cost will be estimated by the distribution Licensee and such cost will be payable by the developer subject to recovery/ refund of additional amount on completion of the works.

Provided that the Developer shall have the option to create the required infrastructure i.e. Power/Distribution transformer sub-station and LT/HT/EHT lines along with associated equipments on its own through a licensed contractor, as per the estimate prepared by the Licensee as above by paying supervision charges to the Licensee at the rate of 15% to be levied on estimated material cost & labour cost excluding establishment cost shown in the estimate prepared by the Licensee.



- (3) At the time of seeking new connection, the individual Applicant of such complex, shall be required to pay service line charges and initial security deposit only as per tables given in Table 3.4 to Table 3.7 of regulation 3.3.3 (9) above based on the applicability.
- (4) The land for construction of sub-station or installation of power/distribution transformers or Poles etc. shall be provided by such developer to the distribution Licensee, free of cost.

### 3.7 Withdrawal/Lapse of Application

- (1) If a person, after applying for connection, withdraws his application or refuses to take supply or his application lapses, the Registration-cum-Processing fee & Tatkal Charges, if any, shall be forfeited and the amount, deposited by the applicant towards charges as per regulation Table 3.4 to Table 3.7 of regulation 3.3.3 (9) above and Table 3.10 of Regulation 3.4.3 (6) will be refunded as specified in table 3.13 below:

**Table 3.13: Refund applicable for Withdrawal/Lapse of Application**

1	In case the work execution has not commenced by the distribution Licensee by that time.	Full amount may be refunded.
2	Where less than 50% work has been executed.	50% amount may be refunded.
3	Where more than 50% and upto 75% work has been executed.	25% amount may be refunded.
4	Where more than 75% work has been executed.	Nil

Provided that for LT/HT/EHT connections, full security amount deposited by the applicant shall be refunded.

Provided further that for Temporary LT/HT/EHT connections, full consumption security deposited by the Applicant shall be refunded. However, in case no work has been started, material security deposited by the Applicant shall be refunded in full and in rest of the cases, material security shall be refunded after deducting any damage to material (such as meter, transformer, isolator etc),if any, and dismantling charges which shall be 10% of the material security.

- (2) The refund shall be made by distribution Licensee within 30 days of the receipt of withdrawal/refusal letter/lapse of application, beyond which interest shall be payable at the Bank rate.

## **CHAPTER 4: EXISTING CONNECTIONS**

### **4.1 Procedure for Enhancement / Reduction in Contracted Load**

#### **4.1.1 General**

- (1) No enhancement/reduction in load shall be allowed in case of temporary connection. In case a temporary connection holder desires to enhance/reduce the load, he shall surrender the existing temporary connection and apply a fresh.
- (2) Consumer holding a permanent connection can enhance their contracted load anytime, however, reduction of contracted load shall be permitted only once in a financial year.
- (3) The consumer seeking enhancement/reduction in load at same voltage level shall apply to the distribution Licensee in the form given at **Annexure-VII** which shall be made available free of cost at Licensee's sub-division/division or any other office along with the proof of payment of the latest bill. The form can also be downloaded from the Licensee's website or even photocopied.
- (4) The consumer seeking enhancement/reduction in load at voltage level other than the existing voltage level, in such cases the consumer shall apply to the distribution Licensee in the form given at **Annexure-II** (Application Form for New LT/HT/EHT Connection) which shall be made available free of cost at Licensee's sub-division/division or any other office along with the proof of payment of the latest bill. The form can also be downloaded from the Licensee's website or even photocopied. On receipt of duly filled application form from the consumer, the Licensee shall process the application as per the Regulations applicable for New Connection duly adjusting the amount already deposited by the consumer for its earlier connection.
- (5) The consumer may apply online for enhancement/reduction of load on the website of the Licensee and within 5 working days of online application the print of duly filled Application Form along with the proof of payment of the latest bill shall be submitted at the concerned Sub-division/Division office of the Licensee. Failing which the application shall stand lapse.

- (6) The procedure and conditions for grant of new connection as specified in regulations 3.3.1 to 3.3.3 for LT connections & regulations 3.4.1 to 3.4.3 for HT/EHT connections shall be followed for enhancement/reduction of contracted load and the penalty payable by the distribution Licensee for delay in effecting enhancement/reduction of contracted load shall be payable @ Rs. 100 for each day of default subject to maximum of Rs 1000 for LT consumer and @ Rs. 500 for each day of default for HT/EHT consumer.
- (7) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to enhance/reduce the contracted load of a consumer within the period specified above, he shall be liable to pay a compensation @ Rs 50 per day of default to the consumer.
- (8) Subject to the procedures and completion of formalities as per regulations 3.3.1 to 3.3.3 for LT connections & regulations 3.4.1 to 3.4.3 for HT/EHT connections of these Regulations, the distribution Licensee shall complete the works as per timelines specified in these Regulations. However, if enhancement/reduction of load does not require any alteration of line/substation works the contracted load shall be enhanced/reduced within 30 days for HT/EHT connection and 15 days for LT connection.
- (9) A consumer seeking enhancement in load shall pay initial security for enhanced load after duly adjusting the amount already paid for existing load and service line charges, overhead line charges, transformer charges & work charges as the case may be as mentioned below:
- a) **For LT consumers**
- (i) In case of total load after enhancement is upto 25 kW and where augmentation or replacement of existing equipment/line etc. is required at the same voltage level, then the consumer shall pay charges for only service line as per Table 3.4 to Table 3.7 of regulation 3.3.3 (9) above , if required, whereas, the Licensee shall augment/replace the existing equipment/line upto the existing distribution main at its own cost.

(ii) In case of total load after enhancement is above 25 kW and upto 75 kW and where augmentation or replacement of existing equipment/lines etc. is required at the same voltage level ,then the consumer shall pay charges for service line, overhead line charges and transformer (63 kVA or 100 kVA as the case may be) as per Table 3.4 to Table 3.7 of regulation 3.3.3 (9) above, if required whereas, the Licensee shall augment/replace the existing equipment/line at 11 kV in the upstream of the existing 11 kV distribution main at its own cost.

b) **For HT/EHT consumers**

(i) In case of independent feeder, where augmentation or replacement of existing equipment/lines etc. at the same voltage level is required, the work charges for the terminal equipment and/or lines shall be paid by the consumer as per Table 3.10 of regulation 3.4.3 (6), if required.

(ii) In case of non-independent feeder, where augmentation or replacement of existing equipment/lines etc. at the same voltage level is required, the Licensee shall augment/replace the line at its own cost, whereas, the consumer shall pay the work charges for the terminal equipment as per Table 3.10 of regulation 3.4.3 (6), if required.

Provided that for (i) & (ii) above, the work charges for dismantling old equipment/terminal equipment and installing new equipment in case of enhancement of contracted load as specified in regulation 4.1.1 (9) above or reduction of contracted load shall be payable based on the estimated cost of new equipment and labour charges which shall be equal to 10% of the cost of new equipment subject to a maximum of the charges specified for all equipment in Table 3.4 to Table 3.7 of regulation 3.3.3 (9) and Table 3.10 of regulation 3.4.3 (6) as the case may be and such charges shall be reduced by the depreciated cost of the equipment removed, if their cost has been borne by the consumer and they are re-usable by Licensee.

(10) Where the existing installed equipment/lines are required to be replaced for enhancement/reduction of load purposes, the charges applicable shall be reduced

by the depreciated cost of the equipment removed, if the cost had been borne by the consumer and they are reusable by the Licensee.

In case of re-conductoring/augmentation/replacement of the existing lines in the upstream of the distribution mains is required for load enhancement at same voltage level, no charges shall be paid by the consumer, however, if any extension of line is required then the consumer shall pay the requisite charges depending upon the applicability. If the reduction in load, sought by the consumer involves replacement of existing equipment, then the consumer shall pay the work charges for the equipment as per Table 3.4 to Table 3.7 of regulation 3.3.3 (9) and Table 3.10 of regulation 3.4.3 (6) as the case may be and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bills within the next three billing cycles or within 6 months whichever is earlier. Provided further that the adjustment for these charges shall be done in the demand note issued as per regulation 3.3.3 (9) (in case of LT) and regulation 3.4.3 (18) (in case of HT/EHT).

- (11) While considering the request for load reduction, the Licensee shall first verify the said consumer’s actual consumption profile. In case the actual consumption pattern indicates that the load actually utilized in the past is higher than that being demanded, reduction so sought shall not be permitted and the Applicant shall be informed accordingly. Example:

**For installations where Electronic meter with MDI has been installed:**

<i>Load Category</i>	<i>Industrial</i>
<i>Sanctioned Load</i>	<i>50 kVA</i>
<i>Load Reduction Requested</i>	<i>35 kVA</i>
<i>Max. demand during last 12 months</i>	<i>40 kVA</i>

Since Max Demand during last 12 months as indicated by MDI was higher than requested reduced load, request not to be acceded to.

**For Installations where meters do not have MDI**

<i>Load category</i>	<i>Domestic</i>
<i>Sanctioned load</i>	<i>7 kW</i>
<i>Load reduction requested</i>	<i>4kW</i>
<i>Max. Monthly consumption during last 12 months</i>	<i>600 kWh</i>
<i>Normative consumption for domestic category*</i>	<i>100 kWh/kW</i>
<i>Load calculated on normative consumption</i>	<i>600/100 = 6 kW</i>

*\* Normative consumption as indicated for provisional billing in the tariff order*

- (12) Since average load during last 12 months was higher than requested reduced load, request for load reduction not to be acceded. In case the enhancement/reduction in load requires change in supply type from LT to HT/EHT or vice-versa, the provisions of relevant regulations shall be applicable depending upon the nature of enhanced/reduced load.

## **4.2 Additional Security Deposit**

- (1) Balance of Security Deposit as on 31<sup>st</sup> March of the previous year shall be 'Existing Security Deposit'. Consumer is required to maintain a sum equivalent of estimated average consumption of 'N'+1 months of previous financial year or the existing security deposit with the Licensee, whichever is higher, as security deposit ('Required Security Deposit') towards any delay or default in payment. Here 'N' is the number of months in a Billing cycle as specified in Table 5.1 below.

Provided that the Licensee may reduce the above billing cycles for improving its revenue/cash flow.

- (2) The Licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Excess of Required Security Deposit over Existing Security Deposit shall be Additional Security Deposit. Assessment of Additional Security deposit shall be done once a year in the month of April and the same shall be reflected in the next bill.
- (3) Where the Additional Security Deposit falls short by not more than 10% of the Existing Security Deposit, no claim shall be made for payment of Additional Security Deposit. Interest accrued on the Existing Security Deposit upto 31<sup>st</sup> March of the previous year shall be added to the Existing Security Deposit and shall become the Existing Security Deposit for the current year.
- (4) Where Additional Security Deposit is short by more than 10% of the Existing Security Deposit, Interest accrued on the Existing Security Deposit upto 31<sup>st</sup> March of the previous year shall be adjusted towards such Additional Security Deposit.

The remaining amount of Additional security deposit shall now be compared with the sum of Existing Security Deposit and interest adjusted therein and:-

- a) In case such remaining amount of additional Security Deposit is short by not more than 10% of such sum of Existing Security Deposit and interest adjusted, no claim for payment of Additional Security Deposit shall be made on the consumer, Or
  - b) In case such remaining amount of Additional Security Deposit is short by more than 10% of such sum of Existing Security Deposit and Interest adjusted, demand for such remaining amount of Additional Security Deposit shall be raised on the consumer.
- (5) Where Existing Security Deposit computed as per clause (1) above is found to be sufficient then the interest accrued on the Existing Security Deposit upto 31<sup>st</sup> March of the previous year shall be refunded to the consumer through adjustment in his electricity bill upto 31<sup>st</sup> July of current year.
- (6) The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer.

### **4.3 Transfer of Connection**

The Licensee shall deal with the application relating to transfer as specified below:

#### **4.3.1 Change of consumer's name due to change in ownership/occupancy of property**

- (1) The applicant shall apply for change of consumer's name in the format prescribed at **Annexure-VII** to these Regulations along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property. NOC from previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The change of consumer's name shall be effected within two months after acceptance of application. Subsequent to this, the Licensee shall inform the applicant regarding the change in name through email/mobile or any other electronic medium. Any



old dues on the property shall be payable by new consumer subject to the provisions of section 56 (2) of the Act.

- (2) In case NOC from the previous occupant is not submitted, application for change of name shall be entertained only if security deposit as stipulated in this Regulation is paid afresh. However, the original security deposit alongwith interest shall be refunded to the claimant as and when a claim is preferred by the concerned.
- (3) If the change of consumer's name is not effected within the said two months, compensation as specified in UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee.

#### **4.3.2 Transfer of consumer's name to legal heir:**

- (1) The applicant shall apply for change of consumer's name in the format prescribed at **Annexure-VII** to these Regulations with a copy of latest bill duly paid. The application shall be accepted on showing valid proof of legal heirship like Registered Will, Succession Certificate, Mutation in municipal/land records etc. The change of consumer's name shall be effected within two months after acceptance of application. Subsequent to this, the Licensee shall inform the applicant regarding the transfer of name through email/mobile or any other electronic medium. Any old dues on the property shall be payable by new consumer subject to the provisions of section 56 (2) of the Act.
- (2) If the change of consumer's name is not effected within the said two months, compensation as specified in UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee.

#### **4.4 Change of category**

- (1) The applicant shall apply for change of category on the format specified at **Annexure-VII** alongwith due adjustment of charges for new category as specified in these Regulations.

- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of application.
- (3) The Licensee shall inspect the premises within 5 days from date of receipt of Application Form to verify and shall change the category within two months from the date of receipt of Application Form. Subsequent to this, the Licensee shall inform the applicant regarding the change of category through email/mobile or any other electronic medium.
- (4) Change of category shall be effective from the date of approval of the application. Billing under changed category shall be from the same date. If the category is not changed within the said period, the consumer shall not be liable for any action on account of unauthorised use of electricity, and for such default, compensation for the same shall be paid to him as provided in UERC (Standards of Performance) Regulations, 2007 as amended from time to time.
- (5) No change in category shall be allowed for PTW connections.

## **CHAPTER 5: METERING AND BILLING**

### **5.1 Metering**

#### **5.1.1 General**

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time.
- (2) The Licensee shall use meters complying with the CEA Regulations referred at (1) above for energizing a new connection or for replacement of meter. The consumer, if he so desire, may procure meter conforming to the CEA regulations referred in (1) above but the Licensee shall test, install and seal the meter.
- (3) For LT loads, Linked Switch with fuse or Miniature Circuit Breakers (MCBs)/ ELCB/ Cut Out and for HT/ EHT loads Linked Switch with fuse or Circuit Breakers (CBs) in accordance with Regulation 35 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof, of appropriate rating as well as specifications shall be installed by the consumer.
- (4) Licensee will have the option of installing the meter inside the consumer's premises or outside the premises such as on pole/boundary of premise etc. Where meter has been installed outside the consumer's premises, the responsibility of safe custody of metering unit shall lie with the Licensee. Where meter has been installed within consumer's premises, the responsibility of keeping the meter under safe custody shall lie with the consumer.

Provided that where the Licensee installs the meter outside the premises of the consumer, then the Licensee shall provide real time display unit at the consumer premises for his information to indicate the electricity consumed by the consumer. Provided further that for the billing purpose, reading of consumer meter and not the display unit shall be taken into account.

- (5) The consumer shall provide suitable and adequate space for installation of the meter, either at entry point or outside the premises, in such a manner that it is always accessible to the Licensee or his representatives without the need of meter reader to get the premises unlocked or opened for this purpose.

- (6) In the case of multi-storey buildings, the meters shall be fixed preferably on the ground floor having proper ventilation and adequate illumination.
- (7) It shall be the responsibility of Licensee to maintain the meter and keep it in working order at all times.
- (8) Initial installation and replacement of the meter shall be done by the Licensee in presence of the consumer or his authorised representative after giving one week's notice. At the time of Initial installation and replacement the Licensee shall record the particulars of meter in the Sealing certificate (1st copy) which shall be jointly signed by the Licensee and the consumer. 2nd copy of the sealing certificate shall be issued to the consumer at the time of installation of the meter under proper receipt. 3<sup>rd</sup> and 4<sup>th</sup> copy of sealing certificate shall be submitted to the concerned sub-divisional/divisional office for computation of penalty amount for delay in release of new connection. The meter seals shall be in accordance with Regulation (12) of Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time.

### **5.1.2 Reading of meters**

- (1) The meter shall be read once in every billing cycle (except in Tokes/Snowbound areas). The meter reading shall be read/recorded only by the person duly authorized by the Licensee for this purpose.
- (2) The Licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- (3) The Licensee shall ensure that meter readings are regularly read through Spot Billing Machine (SBM) or any other latest device and bills shall be issued at the spot and uploading of the bill shall be ensured within 3 days of bill generation. Where AMR/AMI based metering system is installed, the Licensee shall upload the bill on its website on the same day of bill generation.
- (4) The consumer shall extend all facilities to the Licensee to read the meter.

- (5) Time of Day (ToD) meters, wherever installed shall be read only through Meter Reading Instrument (MRI). It shall be the duty of Licensee's official to read the meter and check condition of LEDs on electronic meters. In case E/L LED indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advice him to get his wiring checked and leakage removed. He shall also inform concerned officer of the Licensee about the leakage.
- (6) Where meters could not be read because of non-availability of any consumer, Licensee may raise a provisional bill based on the last one year's average consumption of the consumer clearly showing the date when the meter reader went to the consumer's premises to take the meter reading and reason for not being able to do so. All such bills shall be suitably adjusted as and when such meters are read. Such provisional billing shall not continue for more than 2 billing cycles at a stretch and thereafter no provisional bills shall be raised.
- (7) If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a 15 days clear notice to the consumer under proper receipt, to keep the premise open for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the Licensee shall after expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.
- (8) Licensee shall ensure that no new case of NR shall be added to its billing data base. The Licensee is required to make necessary changes in its billing software for identification and escalation of provisional billing for more than 2 billing cycles at a stretch to the higher authorities.
- (9) When a consumer gives prior information in writing about inaccessibility of the meter to the Licensee due to continued absence from premise, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer deposits in advance an amount sufficient to meet its payment obligations during the period of absence. The Licensee shall adjust such deposited amount against the electricity dues after each billing cycle. This facility shall be available to any consumer if he so wishes.

- (10) If the consumer desires to have special reading taken, the same shall be arranged by the Licensee and the charges applicable shall be as per the miscellaneous charges in the applicable Tariff Order and shall be included in the next bill of the consumer.
- (11) Wherever GSM/GPRS/AMI based Automatic meter reading are done, the Licensee shall physically verify the reading of such consumers from time to time but not later than 4 billing cycles.

### 5.1.3 Testing of meters

- (1) The meter test labs of the Licensee shall be NABL accredited.
- (2) All the meter test labs shall have CCTV surveillance system.
- (3) The Licensee shall conduct periodical inspection/testing and calibration of the meters, in the following manner:

Periodicity of meter tests - The Licensee shall observe following time schedule for regular meter testing:

Category	Interval of testing
Bulk supply meters (HT)	1 year
LT meters	5 years

CT ratio and accuracy of CT/PT, wherever applicable, shall also be tested along with meter.

- (4) Should the consumer dispute the accuracy of the meter, he may, upon giving notice/complaint to that effect and paying prescribed testing fee as per charges given in the prevailing Tariff Order, have the meter tested by the Licensee. If, after testing, the meter is found to be defective or recording incorrectly or damaged due to technical reasons, attributable to the Licensee then the fee deposited for meter testing will be refunded by adjustment in the electricity bills. In case, the meter is found to be correct then the Licensee will not refund such fee.
- (5) The Licensee shall, within 30 days of receiving the complaint, carry out testing of the meter as per the procedure prescribed herein and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least 2 days in advance.

- (6) The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter shall be done for a minimum consumption of 1 kWh. Optical Scanner shall be used for counting the pulses/revolutions. The meter testing report shall be in the format given in **Annexure-VIII**.
- (7) In case a consumer is not satisfied with the testing of the installed meter or the meter cannot be tested by the Licensee at site then the meter will be removed and packed for testing in the laboratory of the Licensee in tamper proof special meter sealing kit bag to be arranged by the Licensee and another duly tested meter will be installed at the premises of such consumer. In the event, the Licensee or the consumer apprehends tampering of meter and/or its seals then the Licensee and the consumer will jointly seal the packing containing the meter. The seals will be broken and testing undertaken in the laboratory of the Licensee in the presence of the consumer, if he so desires.
- (8) The Licensee shall ensure the videography covering the various stages such as existing condition of meter process of meter removal, sealing in tamper proof special meter sealing kit bag at consumer premise and opening of the special meter sealing kit bag at test lab including fixing of meter on the test bench, opening of the meter parts and dismantling of meter. The tamper proof special meter sealing kit bag are to be arranged by the Licensee within three months of applicability of these Regulations.
- (9) In case of testing of a meter, removed from the consumer premises for the purpose of testing in the Licensee's laboratory, the consumer would be informed of the date of testing at least 7 days in advance.
- (10) When the meter is found to be:
  - a) fast beyond limits specified by Bureau of Indian Standards, the Licensee shall replace/rectify the defective meter within 15 days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of 12 months or less depending on period of installation of meter or previous testing date prior to

the date of consumer's complaint and up to the date on which defective meter is replaced/rectified;

- b) slow beyond permissible limits, as specified by Bureau of Indian Standards, and the consumer does not dispute the accuracy of the test, the Licensee shall replace/rectify the defective meter within 15 days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than 12 months or less depending on period of installation of meter or previous testing date prior to date of test and up to the date on which defective meter is replaced/rectified.
- (11) Wherever the testing of meter is being done, signature of the consumer, or his authorized representative, if present, would be obtained on the Test Report and a copy thereof shall be supplied to the consumer.
- (12) If the consumer or his representative disputes or refuses to sign the test report, the defective meter shall not be replaced and the matter shall be decided, upon the application of either party, by an Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month. The decision of the Inspector or such authorized third party shall be final and binding on the Licensee as well as the consumer. The Licensee shall keep record of all such meter tests and submit to the Commission, exception report every 6 months.

#### **5.1.4 Meter not recording**

- (1) If the meter is not displaying/not recording/stuck as reported by the consumer, the Licensee shall check the meter within 30 days of receipt of complaint and if found not displaying/not recording/stuck or identified as defective (IDF), the meter shall be replaced by the Licensee within 15 days thereafter.
- (2) Where the Licensee observes that meter is not recording any consumption for the last one billing cycle or appears defective (ADF), he shall notify the consumer. Thereafter, the Licensee shall check the meter within 30 days and if the meter is found stuck/stopped, the meter shall be replaced within 15 days.



- (3) Where the Licensee observes that current reading is lower than the previous reading (RDF), which is possibly due to current reading being less than actual, or previous reading be higher than actual or old meter having been replaced with new meter. Licensee shall investigate the matter within 30 days and meters found defective shall be replaced within 15 days else correction shall be made in the data base to set his record straight.
- (4) In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered) or not available (in case of stolen meter), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the highest maximum demand as available for lesser period shall be considered.
- (5) All new case of defective meters namely ADF, RDF or IDF, if any, shall necessarily be rectified within a maximum period of 3 months.

#### **5.1.5 Burnt meter**

- (1) In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore connection in 6 hours upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within 3 days.
- (2) The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the Licensee shall bear the cost of meter.
- (3) In case upon inspection of the consumer's installation and subsequent testing of the meter, it is established that meter got burnt due to causes attributable to the consumer e.g. tampering, defect in consumer's installation, connection of unauthorised load by the consumer etc. the consumer shall pay for the cost of new meter and appropriate action, if required, under the provisions of the Act shall be initiated by the Licensee.

- (4) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of theft of energy shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

### **5.1.6 Stolen meter**

- (1) In case, where a meter installed at a consumer's premises is reported as stolen and the FIR to this effect has been lodged by the consumer, supply of electricity shall immediately be restored by the Licensee at consumer's request by installing another tested meter and the cost of the meter shall be borne by the consumer.
- (2) In case where a meter installed outside the consumer's premise is reported as stolen, FIR to this effect shall be lodged by the Licensee and supply of electricity shall be immediately restored by the Licensee by installing another tested meter and the cost of the meter shall be borne by the Licensee.
- (3) If it is established by the Licensee that the loss of meter was due to a deliberate act of the consumer, appropriate action under the provisions of the Act shall be initiated by the Licensee.
- (4) In such cases, electricity charges for the period for which the meter was not available shall be assessed on the basis of average consumption of last three billing cycles.

## **5.2 Billing**

### **5.2.1 General**

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings. The billing cycles for various categories of consumers is given in Table 5.1 below:

**Table 5.1: Billing Cycles for various categories of Consumers**

<b>Consumer Category</b>	<b>Billing Cycle</b>
Domestic	2 months
Snowbound	2 months
Non-Domestic	1 month
Govt. Public Utilities	1 month
LT and HT Industry	1 month
Mixed Load	1 month
Railway Traction	1 month

Provided that the Licensee may reduce the above billing cycles for improving its revenue/cash flow.

- (3) The bills shall be generated in accordance with the billing cycles. The bills shall be delivered to the consumers immediately in case of spot billing and the Licensee shall upload the bill on its website within 3 days of bill generation. In case of AMR/AMI based metering system, the bill shall be uploaded on the same day of bill generation.
- (4) The Licensee shall also inform the consumer about issuance of the bill and its payment due date via SMS or email, as the case may be.
- (5) The delivery of each bill to the consumer shall be effected at least 15 days before the due date for payment of the bill.
- (6) Provisional billing (NA/NR/IDF/ADF/RDF) billing based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per regulation 5.1.2 (7) shall be followed.
- (7) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears.
- (8) Licensee shall provide complete details of all kind of arrears in the bill.
- (9) The payment may be made at the designated bill collection centers of the Licensee during specified time or online payment mechanisms or by any other scheme notified by the Licensee for acceptance of bill payment from time to time.

- (10) Where the payment is made through cheque and the same is dishonored, the Licensee shall inform the consumer and require him to pay the bill within 5 working days in cash or through RTGS/NEFT/Demand Draft only. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque. If there is one instance of dishonour of cheques of a consumer in a financial year, the consumer shall be required to make all subsequent payments in cash, online or through RTGS/NEFT/Demand Draft only till the end of the following financial year.
- (11) Where the due date indicated for payment of the bill falls on a Sunday or a public holiday, the payment shall be accepted on the next working day, without any late payment surcharge.

### **5.2.2 Bill Particulars**

The following particulars shall be indicated in the bill:

- (1) Bill-cum-disconnection notice.
- (2) Consumer name and address.
- (3) Service Connection No - This is the unique consumer identification number, which can be referred to for any communication.
- (4) Name of office of distribution Licensee having jurisdiction over the supply.
- (5) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down /compiled in soft form.
- (6) Bill Number.
- (7) Bill Month and Bill Period.
- (8) Bill type - Provisional or Regular.
- (9) Meter Number.
- (10) Meter type and make.
- (11) Multiplying factor of meter.
- (12) Consumer Category.

- (13) Applicable tariff.
- (14) Current Security deposit with the Licensee and details of additional security required.
- (15) Contracted Load (kW/kVA/HP).
- (16) Maximum demand during the billing period (kW/kVA/HP) (only for categories specified in tariff order issued from time to time).
- (17) Fixed charge/Demand Charge (kW/kVA/HP).
- (18) Energy Import and Export details for consumers with net-metering.
- (19) Meter Reading of previous billing cycle. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.
- (20) Current Meter Reading. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.
- (21) Billed Units. This shows the total units consumed for the particular billing cycle. In case of TOD meter, billed units for each time slot shall be mentioned separately.
- (22) Energy charge. In case of TOD meter, energy charges for each time slot shall be mentioned separately.
- (23) Electricity Duty, Green Energy Cess , GST (if applicable) or any other Cess or Duty imposed by the Govt.
- (24) Fuel Charge Adjustment (FCA) charges.
- (25) Voltage Supply Rebate and Voltage Supply Surcharge details.
- (26) Low Power Factor Surcharge.
- (27) Excess off-season load denial of benefit plus surcharge.
- (28) Maintenance charges (extra charges for temporary connection as per Tariff order issued from time to time).
- (29) Additional Surcharge Rebate and Additional Rebate.
- (30) Solar Rebate.
- (31) Miscellaneous Charges.

- (32) Open access energy details.
- (33) Arrear amount.
- (34) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity duty etc.
- (35) Amount payable (rounded off) on or before the due date- net amount to be paid on or before the due date.
- (36) Due Date i.e. 15 clear days from the Bill date including last date before which the bill has to be paid.
- (37) Late Payment Surcharge - it is the fee that is charged in case the payment is not made within the due date/ amount payable after due date.
- (38) Amount payable (rounded off) after the due date- net amount to be paid after the due date.
- (39) Compensation to the consumer, if any.
- (40) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last 6 months.
- (41) Last Payment Details.
- (42) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted.
- (43) Any other information which the Licensee deems fit.
- (44) Meter Remark- This indicates the meter status.

The following particulars shall be printed at the back of the bill:

- (1) Mode of payment and collection facilities
- (2) Telephone no. /Toll free no. and address of the Customer Care Centre where the consumer can register its complaint.
- (3) Telephone numbers and address of the Consumer Grievance Redressal Forum (CGRF) constituted.
- (4) Telephone number and Address of Ombudsman (any consumer can approach ombudsman only in event he is aggrieved by the decision of Forum).

- (5) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn.
- (6) An electricity bill shall not be adduced as a proof of ownership of such property where the electricity supply is provided.

### **5.2.3 Excess Load/Demand Penalty**

- (1) In case of consumers where electronic meters with Maximum Demand Indicator (MDI) have been installed and the Maximum Demand recorded in any month exceeds the contracted load/demand, charges for such excess load/demand shall be levied **twice** the normal rate of fixed/demand charges as determined by the Commission in its Tariff Order. Such excess load penalty shall be levied only for the month in which Maximum Demand exceeds Contracted Load.

Provided that excess load/ demand penalty shall not be applicable to the consumer categories namely Private Tube Wells/Pumping Sets, Snowbound, Domestic (1 kW to 4 kW) and consumers having pre-paid connections.

- (2) Where Maximum Demand of consumer during three consecutive billing cycles exceeds the contracted load/demand, a notice alongwith the third bill of the said billing cycles shall be served to the consumer by the distribution Licensee informing him either to restrict its load within the contracted load or apply for additional load. In case the consumer does not restrict its load or does not apply for additional load, and the consumer continues to exceed the contracted load/demand for subsequent billing cycle, the charges for such excess loads/demand shall be levied **four** times of the fixed/demand charges specified in the Tariff Order.
- (3) The Application for load enhancement shall be governed by regulation 4.1 above.
- (4) The penal charges for excess load/demand shall not be applicable to the consumers who have submitted their duly filled application for the appropriate load enhancement (alongwith the requisite documents/amount) from the next billing cycle.

- (5) Where Maximum Demand of the consumer exceeds the contracted load/demand and goes beyond the applicable voltage level specified for the contracted load, the charges applicable for such excess load shall be levied as per fixed/demand charges applicable for the industrial category in the Tariff Order.

#### **5.2.4 Billing in case of domestic consumers in Tokes /Snowbound areas where meters are not being read regularly**

- (1) For cases relating to domestic consumers in Tokes /Snowbound areas, where meter reading is either not being taken regularly or taken randomly over delayed interval of time, the provisional billing under these circumstances for such consumers shall be done at the normative levels of consumption as determined in the applicable Tariff Orders, which shall be subject to annual adjustment based on actual meter reading and the Licensee shall ensure meter reading of such consumers at least once a year.

#### **5.2.5 Complaint on consumer bills**

- (1) In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within 3 days from the date of receipt if received by post.
- (2) If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint. Till the complaint on the bill is resolved, the consumer shall either pay the amount specified in the disputed bill or the amount raised in the provisional bill by the Licensee for the disputed period based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- (3) In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee, who may furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.



### **5.2.6 Arrears appearing in bills/Wrongly raised bills**

- (1) If the arrears appear in a bill for the first and second time, for which payment has already been made within due date, or which are not due to the Licensee, the Licensee shall pay to the consumer compensation as per UERC (Standards of Performance) Regulations, 2007 amended from time to time.
- (2) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill (s), the case shall be dealt in accordance with sub-regulation (1) above.
- (3) The compensation mentioned in (1) above shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee.
- (4) In case the arrears, as mentioned in (1) above appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis.
- (5) The provisions of this regulation shall also apply to the bills, which have been wrongly raised by the Licensee.

### **5.2.7 Change of occupancy/vacancy of premises**

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant and obtain no-dues certificate from the Licensee.
- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the

premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.

- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-dues certificate on receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the commercial formalities for change of name, the same shall be affected.

#### **5.2.8 Payment on self assessment by the consumer**

- (1) In case of non-receipt of bill the consumer may deposit self assessed bill in the format prescribed in **Annexure-IX** to the Regulations for the period for which bill has not been received provided that it is not less than the average consumption of the last three billing cycle. The payment so made by the consumer shall be adjusted in the next bill.
- (2) In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of filing of objection by the consumer.

#### **5.2.9 Advance payment of anticipated bills by consumer**

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Licensee, in the format prescribed at **Annexure-IX** to the Regulations. In such cases, the amount adjusted against the electricity dues after each billing cycle and balance left shall be clearly shown by the Licensee in the subsequent bills.
- (2) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments regulation 5.1.2 (9) shall be applicable.

## CHAPTER 6: DISCONNECTION & RECONNECTION

### 6.1 Disconnection on non-payment of the Licensees Dues

- (1) The Bill issued by Licensee shall be treated as bill-cum-disconnection notice, as per Section 56 of the Act, to the consumer who defaults on his payment of dues giving him 15 clear days to pay the dues. Thereafter, the Licensee may temporarily disconnect the consumer's installation on expiry of the said notice period by disconnecting service line/connection from distribution mains. If the consumer does not clear all the dues including arrears within 6 months of the date of temporary disconnection, such connections shall be disconnected permanently by removing meter and other equipments as the case may be, installed at the consumer's premise for connection. Final amount due to the consumer shall be adjusted against the Security Deposit including interest on the same and balance recoverable amount shall be recovered through Section 3 & Section 5 of the Revenue Recovery Act, 1890.

Provided that the supply of electricity shall not be cut off if such person deposits, under protest-

- (a) An amount equal to sum claimed from him, or
  - (b) The electricity charges due from him for each month calculated on the basis of average charges for electricity paid by him during the preceding six months,
- Whichever is less, pending disposal of any dispute between him and Licensee.

Provided that where the security given by any person has become invalid or insufficient the distribution Licensee may, by notice, require that person, within 30 days after the service of notice, to give him reasonable security which may become due and if the person fails to give such security, the distribution Licensee, may, if he thinks fit, discontinue/disconnect the supply of electricity for the period during which the failure continues.

- (2) The Licensee may take steps to prevent unauthorised reconnection of such consumers disconnected in the manner as mentioned above. Wherever Licensee discovers that connection has been re-connected unauthorisedly, Licensee may

initiate action as per provisions of Section 138 of the Act. **Further in case Licensee discovers that the supply to such premises has been restored through another live connection, notice to the consumer of such live connection be given to stop such unauthorised supply to the disconnected premises immediately, failing which all the pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per regulation 6.1 (1) above.**

The Licensee may also take appropriate action, against the consumer providing such connection, under section 126 of the Act.

## **6.2 Disconnection on Consumer's request/Permanent Disconnection**

- (1) In case consumer desires his connection to be disconnected permanently, he shall apply for the same on the format prescribed at **Annexure-X** of the Regulations.
- (2) The Licensee shall carryout a special reading and prepare final bill including all arrears up to the date of such billing within 5 days from such request. Upon payment, the Licensee shall issue receipt with 'Final Bill' stamped on it. This receipt shall be treated as 'No Dues Certificate'. The security deposit's amount (along with interest, if any) and the residual value of the assets installed at site (in case of independent feeder only) shall be adjusted in the final bill.
- (3) Thereafter, the Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing.
- (4) Licensee shall not raise any bill after disconnection. In case bills are raised even after disconnection, compensation as specified in the UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee to the affected person.
- (5) In the event of any default or confirmation of un-lawful occupancy of the premise by the court of law or non-compliance of statutory provisions by the consumer and/or in the event of a legally binding directive by Statutory Authority(s), the Licensee shall disconnect the service connection of the consumer for giving effect to such an order. This shall be without prejudice to any other rights of Licensee including that of getting its payment as on the date of disconnection.

### **6.3 Reconnection**

- (1) In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.
- (2) However, in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.

## CHAPTER 7: UNAUTHORISED USE AND THEFT OF ELECTRICITY

### 7.1 Unauthorised Use of Electricity (UUE)

- (1) The Licensee shall publish the list of Assessing Officers of various districts/divisions in accordance with Section 126 of the Act prominently in all the Division Offices and the Photo ID Card issued to such officers shall indicate so.

#### 7.1.1 Procedure for booking a case for Unauthorised Use of Electricity

- (1) An Assessing Officer under Section 126 of the Act, *suo-moto* or on receipt of reliable information regarding UUE shall promptly conduct inspection of such place or premises or of the equipments, gadgets, machine, devices found connected or used, or of records maintained by any person.
- (2) While conducting inspection of any place or premises, the inspection team of the Licensee shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the Assessing Officer shall clearly indicate that he has been nominated as Assessing Officer as per provisions of Section 126 of the Act.
- (3) Wherever possible the process of inspection would be photographed and/or video-graphed and shall be used as evidence.
- (4) The Assessing Officer shall prepare a report on the basis of inspection of such place or premises or of the equipments, gadgets, machine, devices found connected or used, or of records maintained by any person giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for UUE) as per format given in **Annexure-XI**.
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that UUE was found or not. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the

consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously the report shall be sent to the consumer under Registered Post.

- (6) If the Assessing Officer suspects that the unauthorized use of electricity has taken place, within 7 days of date of inspection he shall serve a provisional assessment order as per the Rules prescribed by the State Government. The provisional assessment order shall contain time & place at which the objection, if any, may be filed by the consumer and the designation of the person to whom it should be addressed.
- (7) Any person served with the order of provisional assessment, may, accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him.

### **7.1.2 Submission of consumer's objection**

- (1) Within 7 working days from the date of receipt of provisional assessment order, the consumer may submit a written objection alongwith an inspection fee of Rs 500 and request the Licensee to do site verification again.
- (2) Within 7 working days from the date of such request, the Licensee shall arrange second inspection of the consumer's premises and shall do site verification.
- (3) Within 7 working days from the date of second inspection, the Licensee shall analyze the case after carefully considering all the documents, submissions by the consumer, facts on record and the report of second inspection on consumer's request. If it is concluded that there is no UUE, the case of UUE shall be dropped immediately and the decision shall be communicated to the consumer under proper receipt within 7 working days from the date of taking the decision.
- (4) If it is concluded that there is UUE, the Licensee shall serve on the consumer a notice giving full details for arriving at such decision. The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

- (5) In cases, where the charges on account of UUE are withdrawn ab-initio, the inspection fee for second inspection deposited by the consumer shall be adjusted through subsequent electricity bills.
- (6) Within 4 working days from the date of submission of consumers' objection, the Licensee, if requested by consumer, shall arrange a personal hearing with the consumer.
- (7) Assessment & Order Licensee shall give due consideration to the facts submitted by the consumer and pass, within thirty days from the date of such provisional assessment order/notice, a speaking order as to whether the case of UUE is established or not.
- (8) In case UUE is not established, further proceedings shall be discontinued and case of UUE shall be dropped immediately.
- (9) Where it is established that there is a case of UUE, the Licensee shall assess the energy consumption as per the assessment formula given in Annexure-XII for the entire period during which such unauthorised use of electricity has taken place and if, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection and prepare final assessment bill on two times the rates as per applicable tariff and serve on the consumer alongwith the speaking order under proper receipt. The consumer shall be required to make the payment against the final assessment bill within 7 working days of its receipt. However, the Licensee may, taking into consideration the financial position and other conditions of the consumer, extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the speaking order. A copy of the speaking order shall also be handed over to the consumer under proper receipt.

Provided that, where it is established that there is a case of Unauthorised Usage of electricity by way of usage of electricity for the purpose other than for which the usage of electricity was authorised, the Licensee shall for the purpose of preparing the assessment bill take into consideration the actual amount of consumption



recorded by the correct meter for the entire period during which such unauthorised use of electricity has taken place, and where such period cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection. The above energy consumption shall be considered only in case if metering system is healthy, else the energy consumption shall be calculated on the basis of the formula given in **Annexure-XII** of the Principal Regulation.

- (10) Speaking order shall also contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing, if any and reasons for acceptance or rejections of the same.

### **7.1.3 Miscellaneous**

- (1) The levy of charges on account of UUE shall continue till the cause of levy is removed and verified by the Licensee as per procedure laid down above.
- (2) In case if the consumer is aggrieved by the final decision of the Licensee he may appeal to an Appellate Authority, under provisions of section 127 of the Act as per the procedure specified in UERC (Appeal to the Appellate Authority) Regulations, 2014 amended from time to time.
- (3) In case of default in payment of the assessed amount , the Licensee shall, after giving a 15 days' notice in writing disconnect the supply of electricity, remove the meter and service line.

## **7.2 Theft of Electricity**

- (1) The Licensee shall publish the list of the Authorized Officers of various divisions, in accordance with Section 135 of the Act prominently display in all the District Offices and the Photo ID Card issued to such officers shall indicate so.

### **7.2.1 Procedure for booking a case for Theft of Electricity**

- (1) An Authorized Officer under Section 135 of the Act, *suo-moto* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.

- (2) The inspection team of the Licensee, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the Authorised Officer shall clearly indicate that he has been nominated as Authorized officer as per provisions of Section 135 of the Act.
- (3) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.  
Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- (4) Where ever possible the process of inspection would be photographed and/or video-graphed and shall be used as evidence.
- (5) The Authorised Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tempered meter, current reversing transformer, artificial means adopted for theft of energy) as per format given in **Annexure-XI**.
- (6) The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
- (7) The report shall be signed by the Authorized Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises. Simultaneously, the report shall be sent to the consumer under Registered Post.
- (8) No case for theft shall be booked only on account of first seal on the meter missing or tampered or first instance of breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available. However any subsequent missing or tampering of seal or breakage of glass window shall be construed as suspected case of theft of energy.

- (9) In case sufficient evidence is found to establish direct theft of energy, such officer of the Licensee, as authorised for the purpose by the Commission or any other officer of the Licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the Licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.
- (10) Within two working days from date of inspection, the Licensee may also file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act. The Licensee shall also conduct assessment in accordance with regulation 7.1.2 (3) (b) dealing in un-authorised use of electricity (UUE) and serve on the consumer under proper receipt. However, the Licensee shall prepare final assessment bill on three times the rates as per applicable Tariff Order.
- (11) However, on deposit or payment of the assessed amount or electricity charges in accordance with regulation 7.2.1 (9) above, the Licensee shall, without prejudice to the obligation to lodge the complaint as referred to in the regulation 7.2.1 (8) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.

### **7.2.2 In case of Suspected Theft**

- (1) The Authorised Officer shall restore the supply through a new meter of appropriate rating. In such cases, the Licensee shall check the connected load at the premises, affix a numbered distinctive seal on the tampered meter and shall also record the particulars of the same in the report. The Authorised Officer shall record reasons of suspect theft in the premises in his report. A copy of meter particular sheet of old and new meters shall be handed over to consumer or his representative.
- (2) In case of suspected theft, if consumption pattern for last one year is reasonably uniform and is not less than 75% of the consumption assessed on the basis of connected load and normative consumption as indicated for provisional billing in

the tariff order, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 days.

- (3) If the consumption pattern for last one year is less than 75 % assessed consumption as per regulation 7.2.2 (2) above a prima-facie case of theft is made out against the consumer. The Licensee shall, within fifteen days of inspection, serve on the consumer a show cause notice, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision. The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

### **7.2.3 Personal hearing in case of suspected Theft**

- (1) Within 7 working days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing, if requested by the consumer and shall serve the notice for hearing clearly stating time and date of hearing. At the request of the consumer, the hearing may be arranged for a future date but not later than 10 (ten) days from the date of filing of the objections by the consumer. In case, the consumer fails to appear on the appointed date and time, the Licensee may proceed with the matter *ex-parte*.
- (2) The Licensee shall give due consideration to the facts submitted by the consumer and pass, within 3 days, a speaking order as to whether the case of theft is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejection of the same.
- (3) In case of the decision that the case of theft is not established, no further proceedings shall be required and connection shall be restored through original meter.
- (4) Where it is established that there is a case of theft of energy, such officer of the Licensee, as authorised for the purpose by the Commission or any other officer of the Licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply

of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the Licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.

- (5) The Licensee may file a case of theft in designated special court as per provisions of Section 135 of the Act. The Licensee shall also conduct assessment in accordance with regulation 7.1.2 (3) (b) dealing in unauthorised use of electricity (UUE) and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt.
- (6) However, on deposit or payment of the assessed amount or electricity charges in accordance with regulation 7.2.3 (5) above, the Licensee shall, without prejudice to the obligation to lodge the complaint as referred to in the regulation 7.2.3 (4) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.
- (7) On receipt of payment of assessed amount and new connection charges as applicable, Licensee may re-energize the consumer's connection.

### **7.3 General**

- (1) While making the assessment bill, the Licensee shall adjust the payments already made by the consumer for the period of the assessment bill for UUE cases only. The bill shall clearly indicate the timing, days and place where it is to be deposited. All such payment shall be made only by way of Cash/Demand Draft/Bank Pay Orders/Electronic Mode of Payment. Cheques, Promissory notes shall not be accepted.

### **7.4 Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter**

- (1) In order to reduce and prevent the menace of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, it is necessary to initiate preventive measures.

- (2) The Licensee shall arrange inspection & certification of meters of at least 20% of total LT connections and 100% of total HT/EHT connections in his area of operation, annually. The Licensee shall simultaneously also review the status of service lines to ensure that it is proper and wherever required, it should be replaced to prevent theft/by passing of meter.
- (3) The Licensee shall intensify the effort for regular inspection of premises of persons and other persons to ensure prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. At least 1% of total connections should be inspected annually by the vigilance team of the Licensee and the provisions of the section 126 & 135 be effectively implemented.
- (4) Priority shall be given to detection of direct theft cases by the vigilance teams of the Licensee, particularly in theft prone areas.
- (5) The Licensee shall carry out regular monthly monitoring of consumption of high value consumers, which shall include all the HT connections and LT connections having contract demand of 15 kW & above. Variations in the consumption shall be carefully analyzed. The Licensee shall arrange prompt inspection of doubtful cases.
- (6) The Licensee shall arrange to ensure that 33 KV & 11 KV feeder wise losses are worked out for all towns of the State. The Licensee shall fix the individual accountability on his officers for each of the 33 KV and 11 KV feeder. Primary responsibility shall be fixed on the local officer of the area and secondary responsibility on the next level senior officer. The Licensee shall take suitable steps for reduction of feeder wise losses and shall ensure necessary support to the concerned officers in the matter and in the event of non-reduction in losses to the desired level shall take suitable action against the concerned officers.
- (7) The Licensee shall ensure to install remote metering devices having latest technology on all high value consumers on priority for the purpose of monitoring of consumption and prevention of theft of electricity. The Licensee shall further ensure that the availability of data from these remote metering devices should be atleast 90% of the total such devices installed.

- (8) The Licensee shall arrange to give due publicity through the media, TV and newspaper to bring the awareness about the level of commercial losses, its implication on the honest consumers and seek the cooperation for prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. The Licensee shall also display boards containing the information about the above at its field/concerned offices.
- (9) The Licensee shall arrange to display feeder wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (10) The Licensee shall arrange to provide requisite security force to the inspecting officers for their safety. Such security squads shall be invariably accompanying the inspecting officers in order to ensure safety of the inspecting officer.
- (11) The Licensee shall arrange to install meter on all distribution transformers and shall monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer. The Licensee shall carryout intensive inspection in areas, if the difference in consumption of the distribution transformers meter and individual consumer meters connected to the distribution transformer is abnormal.
- (12) The Licensee may replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the Licensee's lines.
- (13) The Licensee may provide High Voltage Distribution System (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking.
- (14) The Licensee is authorized to relocate the meters of existing consumers to an appropriate location which is easily accessible for reading, inspection/testing and other related works.
- (15) The Licensee shall ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.

## **CHAPTER 8: CONSUMER CHARTER SERVICE**

### **8.1 General**

- (1) Every Authorised representative of the Distribution Licensee shall visibly display, his name-tag and, if so required by such consumer, produce for scrutiny, proof of identity and authorisation of the Distribution Licensee for the purpose of any interaction with a consumer.
- (2) The Distribution Licensee shall ensure that consumer rights statement as specified at para 23.5 of Licence condition (Licence No. 2 of 2003) are available to any consumer on demand, and in downloadable format on its website.
- (3) Besides these Regulations, other conditions of supply and Standards of Performance Regulations, any other approved Terms and conditions of supply along with the approved schedule of charges and the prevailing approved tariff schedule shall be made available on demand by the Distribution Licensee to any consumer, on payment of reproduction charges, at any of the consumer service center/ division office/circle office/ section office/ ward office of the distribution Licensee, as well as in downloadable format on its website.
- (4) Any terms or conditions of the Distribution Licensee, whether contained in the terms and conditions of supply and/or in any circular, order, notification or any other document in communication, which are inconsistent with these Regulations, shall be deemed to be invalid from the date on which these Regulations come into force.
- (5) The Distribution Licensee shall, within a period of four months from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, orders and any other documents or communication relating to the supply of electricity to consume to make them consistent with these Regulations.
- (6) Any consumer/Applicant not satisfied with the services provided by the distribution Licensee may file a complaint in accordance with the Complaint Handling Procedure provided at **Annexure-XIII**. The Licensee shall provide monthly information to the Commission on compliance of complaint handling procedure in format as provided at **Annexure-XIV**.



## **CHAPTER 9: SAVINGS**

(1) Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner, as it considers just and appropriate.

(2) Powers to Remove Difficulties

If any difficulty arises in giving effect to these regulations, the Commission may, of its own motion or otherwise, by an order and after giving reasonable opportunity to those likely to be affected by such order, make such provisions, not inconsistent with these regulations, as may appear to be necessary for removing the difficulty.

(3) Powers to Relax

The Commission, for reasons to be recorded in writing, may relax or vary any of the provisions of these regulations on its own motion or on an application made before it by an interested person.”

By order of the Commission

**(Neeraj Sati)**  
Secretary  
Uttarakhand Electricity Regulatory Commission