

**ARUNACHAL PRADESH STATE ELECTRICITY REGULATORY  
COMMISSION, ITANAGAR**

**DRAFT NOTIFICATION**

\_\_\_\_\_, 2024

**No. APERC/NOTIFICATION/\_\_\_\_\_ :** In exercise of the powers conferred under **Section 181(1) read with Section 43(1), Section 44, Section 45, Section 46, Section 47, Section 48(b), Section 50, Section 56, Section 181(2)(w), and Section 181(2)(x)(f)** of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as 'the Act') and all other powers enabling it in this behalf and after previous publication the Arunachal Pradesh State Electricity Regulatory Commission makes the following Regulation, to replace the **Arunachal Pradesh State Electricity Regulatory Commission (Electricity Supply Code) Regulation, 2020.**

**Short title, scope extent and commencement:**

1. This Code shall be called” Arunachal Pradesh State Electricity Regulatory Commission (**Electricity Supply Code) Regulation, 2024**” (hereinafter referred to as 'the Code').
2. This Code details the obligations of the licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:
  - (a) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.); and
  - (b) Practices relating to consumer metering, billing and payment of bills;
  - (c) Recovery of electricity charges, measures for preventing tampering, distress or damage to electrical plant, electrical line, meter, entry of Distribution Licensee or any person acting on his behalf for disconnecting supply and removing the meter; entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.
3. All the forms and formats annexed to the Code sets out the minimum requirements to be maintained by the licensees. The licensee may make suitable amendments in the forms/formats maintaining the minimum information and may include anything over and above the minimum after seeking prior approval of the Commission. Such amended forms/ formats would be posted on the website of the respective licensees for use by the consumers.
4. This Code shall be applicable to:
  - (a) All Distribution and Retail Supply licensees including Deemed licensees and all

consumers in the State of Arunachal Pradesh;

- (b) All other persons who are exempted under Section 13 of the Act; and
- (c) Unauthorised supply, unauthorised use, diversion and other means of unauthorised use/abstraction of electricity.

5. This Code shall come into force on the 1<sup>st</sup> April, 2024 in the official Gazette of Arunachal Pradesh.
6. Structure of the Supply Code.

The Supply Code consists of 8 Sections as follows:

**Section-1:** Definitions and interpretations.

**Section-2:** System of Supply and Classification of Consumers.

**Section-3:** Requisitions of Supply and Procedure for New and Modification in Existing Connection.

**Section-4:** Recovery of Charges.

**Section-5:** Metering Billing and Payments.

**Section-6:** Theft and Unauthorised Use of Electricity.

**Section-7:** Disconnection and Reconnection.

**Section-8:** General Provisions.

## Table of Contents

Short title, scope extent and commencement: .....	1
Section-1 Definitions and Interpretations .....	7
<b>1.    Definitions and Interpretations</b> .....	7
Section – 2: System of Supply and Classification of Consumers.....	16
2.1    System of Supply .....	16
2.2    Classification of Supply .....	16
2.3    Duty of Licensee to Maintain the Specified Voltage Levels .....	16
2.4    Supply Voltages for Different Connected Load or Contract Demand .....	16
2.5    Dedicated Feeder to be provided to Power Intensive Unit at its Cost .....	17
2.6    Supply at Higher or Lower Voltage .....	17
2.7    Load Balancing .....	18
2.8    Power Factor .....	18
2.9    Safety of Electrical Installations .....	18
2.10   Change in Tariff Category of Consumers.....	18
2.11   Wiring on Consumer's Premises.....	18
2.12   Use of Earth Leakage Protective Device in all luminous sign installations and X-ray installations .....	19
2.13   Protection of Transformers .....	19
2.14   Installation of AC Motors in Low Tension System.....	20
2.15   Installation of Irrigation/Agriculture Pump Set .....	21
2.16   Parallel Operation with the Supply System of Licensee.....	22
2.17   Distribution of Electricity through Franchisee.....	22
2.18   Standards of Performance.....	22
Section – 3: Requisitions of Supply and Procedure for New and Modification in Existing Connection .....	23
3.1    Licensee's Obligation to Supply.....	23
3.2    Licensee's Obligation to Extend the Distribution System and Consumer's Share in the Cost .....	23
3.3    Service Connection/ Extension work carried out by Consumers .....	23
3.4    Conditions for Grant of Connection .....	24
3.5    Power Supply to Special Categories of Consumers.....	25
<b>3.5.1    Separate Establishment / Premises</b> .....	25
<b>3.5.2    Supply to Multi-Consumer Complex including Commercial Complexes and Multi Storied Buildings</b>	25
<b>3.5.3    Additional Requirement for Power Supply and Use of Electricity in a Multi-Storeyed Building of more than 15-meter Height</b> .....	26
3.6    Requisition for New Electricity Service Connection .....	27
<b>3.6.1    Application Forms</b> .....	27
<b>3.6.2    Registration cum Processing Fee</b> .....	27
<b>3.6.3    Documents Required to be Furnished with an Application Form for Power Supply</b> .....	27

<b>3.6.4</b>	<b>Processing of Application Forms</b> .....	29
<b>3.6.5</b>	<b>Inspection of the Premises of the Applicant by the Licensee</b> .....	35
<b>3.6.6</b>	<b>Rectification of Defects found in the Inspection</b> .....	35
<b>3.6.7</b>	<b>Re-inspection of the Premises after Rectification of Defects</b> .....	36
<b>3.6.8</b>	<b>Sanction Load and Release of Demand Note</b> .....	36
<b>3.6.9</b>	<b>Demand Note to be prepared as per Cost Data Approved by the Commission</b> .....	37
<b>3.6.10</b>	<b>Payment made after Release of Demand note</b> .....	37
<b>3.6.11</b>	<b>Completion of Formalities</b> .....	38
<b>3.6.12</b>	<b>Release of New Electricity Connection to Different Categories of Consumers</b> .....	38
<b>3.6.13</b>	<b>Failure to comply with the Time Line. -</b> .....	39
3.7	Procedure for Providing Temporary Supply .....	40
3.8	Modification in Existing Connections .....	42
3.9	Processing Application Forms for Modification of Existing Connections .....	43
3.10	Property Transfer with change of Name .....	43
<b>3.10.1</b>	<b>Change of Name due to change in Ownership of the Occupancy</b> .....	44
<b>3.10.2</b>	<b>Transfer of name to the Legal Heir</b> .....	45
<b>3.10.3</b>	<b>Supply of Electricity to Divided Premises</b> .....	45
<b>3.10.4</b>	<b>Supply of Electricity in the case of Reconstruction of Existing Premises</b> .....	45
3.11	Conversion of Services .....	46
3.12	Reclassification of Consumer Category by the Licensee .....	46
3.13	Shifting of Meter / Existing Connection .....	46
3.14	Reclassification of Consumer Category by the Consumer .....	47
3.15	Load Enhancement .....	47
3.16	Load Reduction .....	48
3.17	Annual Review of Contract Demand/Sanction Load .....	49
3.18	Redressal of Grievances .....	49
3.19	Execution of Agreement .....	50
3.20	Termination of Agreement .....	50
3.21	General Conditions of Supply .....	51
<b>3.21.1</b>	<b>Connected Load</b> .....	51
<b>3.21.2</b>	<b>Point of Supply</b> .....	51
<b>3.21.3</b>	<b>Demand Note</b> .....	52
<b>3.21.4</b>	<b>Security Deposit</b> .....	52
<b>3.21.5</b>	<b>Interest on Security Deposit</b> .....	54
<b>3.21.6</b>	<b>Review of Security Deposit</b> .....	54
<b>3.21.7</b>	<b>General Provisions Regarding Service Line and Apparatus</b> .....	55
<b>3.21.8</b>	<b>Resale of Energy</b> .....	55
<b>3.21.9</b>	<b>Access to Consumer's Premises</b> .....	55

<b>3.21.10</b>	<b>Failure of Supply due to Fuse Failure .....</b>	<b>56</b>
	Section – 4: Recovery of Charges .....	57
4	Recovery of Charges .....	57
4.1	Recovery of Expenses for giving Supply .....	57
4.2	Charges for Electricity Supplied.....	59
4.3	Approval of Cost Data Book by the Commission .....	59
4.4	Miscellaneous Charges to be Recovered.....	60
	Section – 5: Metering, Billing and Payment.....	61
5.1	Metering .....	61
5.1.1	Requirement of Meters .....	61
5.1.2	Supply and Installation of Meters and MCBs/CBs.....	62
5.1.3	Reading of Meters .....	64
5.1.4	Testing of Meters .....	67
5.1.5	Replacement of Defective or burnt or stolen meters .....	69
5.1.6	Cost of Meters .....	70
5.1.7	Adoption of New Technologies for Metering.....	71
5.1.8	Net Metering/Gross Metering/Net Billing including Group Net Metering and Virtual Net Metering for Grid Interactive Distributed Renewable Energy Systems .....	71
5.2	Billing.....	71
5.2.1	General .....	71
5.2.2	Procedure for Billing under Special Circumstances .....	75
5.3	Payment of Bills.....	77
5.3.1	Payment on Self-Assessment by the Consumer .....	77
5.3.2	Advance Payment of Bills .....	78
5.3.3	Disputed Bills .....	78
5.3.4	Mode of Payment .....	79
5.3.5	Receipt of Bill Payment .....	80
5.3.6	Utilization of the amount Received.....	80
5.3.7	Late Payment Surcharge.....	80
5.3.8	Instalment Facility and Incentive for early Payment.....	80
5.3.9	Recovery of Arrears.....	81
	Section – 6: Theft and Unauthorised Use of Electricity.....	82
6.1	Theft of Electricity.....	82
6.1.1	Procedure for Booking a Case of Theft of Electricity .....	82
6.1.2	Submission of Consumer's Reply .....	85
6.1.3	Hearing in Case of Suspected Theft .....	85
6.1.4	Assessment Bill for Theft of Electricity.....	85
6.1.5	Default in Payment of Assessed Amount or Installments thereof.....	86

6.1.6	Voluntary Declaration of Tampered Meters .....	86
6.2	Unauthorised Use of Electricity (UUE) .....	87
6.2.1	Procedure for Booking a case for Unauthorised Use of Electricity .....	87
6.2.2	Notice to Consumer .....	88
6.2.3	Submission of Consumer's reply.....	88
6.2.4	Hearing in case of suspected Unauthorised use of electricity .....	88
6.2.5	Assessment.....	89
6.2.6	Appeal to Appellate Authority .....	90
Section – 7: Disconnection and Reconnection.....		92
7.1	Disconnection .....	92
7.1.1	Temporary Disconnection .....	92
7.1.2	Permanent Disconnection .....	93
7.1.3	Disconnection on Consumer's Request.....	93
7.2	Reconnection .....	94
Section – 8: General Provisions .....		95
8.1	General .....	95
8.2	Provision for Load Shedding .....	95
8.3	Service of Notice.....	95
8.4	Demand Side Management.....	96
8.5	Other General Provisions.....	97
8.6	Repeal and Savings.....	98
8.7	Power of Relaxation and Power to Remove Difficulties .....	98

## Section-1 Definitions and Interpretations

### 1. Definitions and Interpretations

- 1.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act but defined under any law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.
- 1.2 In the interpretation of this code, unless the context otherwise requires:
- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
  - (2) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to;
  - (3) Terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.
- 1.3 In this Code, unless it is repugnant to the context:
- (1) "**Act**" means the Electricity Act, 2003 and subsequent amendments thereof;
  - (2) "**Accredited Laboratory**" means a laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL);
  - (3) "**Agreement**" means an agreement entered into by the Distribution Licensee and the consumer;
  - (4) "**Apparatus**" means electrical apparatus; and includes all machines, fittings, accessories and appliances in which conductors are used;
  - (5) "**Appellate Authority**" means the authority prescribed under sub-section (1) of Section 127 of the Act;
  - (6) "**Applicant**" means an owner or occupier of any premises who files an application form with a distribution licensee for supply of electricity, increase or decrease in

sanctioned load or contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, rules and regulations made thereunder:

- (7) "**Application**" means an application form complete in all respects in the appropriate format, as specified by the Commission in this code, along with documents and other compliances;;
- (8) "**Application form**" means an application form complete in all respects in the appropriate format, as specified by the Commission in this code, before any payment of applicable charges;
- (9) "**Area of Supply**" means the area within which a licensee is authorised by his License to supply electricity;
- (10) "**Arrears of charges**" means any charge, along with interest thereon, payable by the consumer to the licensee, in terms of the agreement, which is not paid by the consumer even after the due date;
- (11) "**Assessing Officer**" means an officer designated as Assessing Officer by the State Government of Arunachal Pradesh under provisions of Section 126 of the Act;
- (12) "**Authorised Officer**" means an officer designated as Authorised Officer by the Commission or the State Government, as the case may be, under provisions of Section 135 of the Act;
- (13) "**Authorised Representative**" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (14) "**Average Power Factor**" for a billing period means the ratio of the total kilowatt hours (kWh) to the total kilovolt ampere hours (kVAh) supplied during that period; ratio being rounded off to two decimal places;
- (15) "**Bill date**" means the date on which the bill is prepared by the Distribution Licensee;
- (16) "**Billing cycle or Billing period**" means the period for which regular electricity bills as specified by the Commission, are issued for different categories of consumers by the distribution licensee;;
- (17) "**Billing demand**" means that in case of demand-based tariff, the billing demand for



the month **shall be the actual maximum kVA demand of the consumer during the month or 90% of the contract demand, whichever is higher.** The billing demand shall be rounded off to the nearest integer number i.e. fraction of 0.5 or above will be rounded to next higher integer and the fraction of less than 0.5 shall be ignored.

- (18) **"Billing Month"** means the period in number of days between the dates of meter readings taken for the purpose of billing to the consumer for the period under consideration as a month;
- (19) **"Calendar year"** means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (20) **"Check meter"** means a meter connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of the main meter;
- (21) **"Commission"** means the Arunachal Pradesh Electricity Regulatory Commission as referred to in sub- section (1) of Section 82 of the Act;
- (22) **Code"** means the APSERC Electricity Supply Code as in force from time to time;
- (23) **"Conductor"** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (24) **"Connected Load"** expressed in kW, kVA or BHP, means aggregate of the manufacturer's rated capacities of all energy consuming devices or apparatus connected with the Distribution Licensee's service line on the consumer's premises which can be simultaneously used, excluding stand-by load if any, and shall be determined as per the procedure laid down in this Code;
- (25) **"Connection Point" (or interconnection)** means a point at which the consumer's installation and / or apparatus are connected to Distribution Licensee's distribution system;
- (26) **"Consumer"** means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a distribution licensee, the Government or such other person, as the case may

be,:

- (27) **"Consumer installation" or "Consumer's installation"** means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer's premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- (28) **"Contracted load" or "Contract demand"** means the maximum demand in kW, kVA or BHP, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer; or the contracted load or contract demand duly revised thereafter;
- (29) **"Cut-out"** means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;
- (30) **"Date of Commencement of Supply"** is the date when the licensee energizes the consumer installation by connecting to the Distribution mains;
- (31) **"Demand Charge"** for a billing period refers to a charge levied on the consumer based on the 90% of the contracted demand / load or actual recorded demand, whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (32) **Days** means clear working days;
- (33) **"Disconnection"** means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee ;
- (34) **"Distribution mains"** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (35) **"Distribution system"** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers.

**Explanation:** Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of and shall also include any other system of higher voltage as the Commission may specifically recognize. The Distribution System shall not include any part of the

Transmission System except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (Voltage exceeding 33 kV) consumer;

- (36) **"Electric Line"** means any line which is used for carrying electricity for any purpose and includes:
- (a) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported carried r suspended; and
  - (b) any apparatus connected to any such line for the purpose of carrying electricity;
- (37) **"Electrical Inspector" or "Inspector"** means an Electrical Inspector appointed under sub-section (1) of section 162 of the Act and also includes Chief Electrical Inspector;
- (38) **"Emergency Rostering"** means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (39) **"Energy Charge"** refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;
- (40) **"Extra High Voltage (EHV)" or "Extra High Tension (EHT)"** means the voltage exceeding 33 kV, subject, however, to the percentage variation allowed under this code;;
- (41) **"Financial Year"** means the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next year;
- (42) **"Feeder"** means a LT, HT or EHT distributor, emanating from a substation, to which a distribution substation or LT, HT or EHT consumers are connected;
- (43) **"Fixed Charges"** " has the same meaning as per the provisions of the prevailing Tariff Order issued for the distribution licensee by the Commission;
- (44) **"Franchisee"** means a person authorized by a Distribution Licensee to distribute electricity on its behalf in a particular area within his area of supply;
- (45) **"Group user"** means Cooperative Group Housing Society registered under the M.P. Cooperative Societies Act or a person representing his employees;
- (46) **Harmonics"** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-

1992, namely " IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act;

- (47) "**High Voltage (HV)**" or "**High Tension (HT)**" means the voltage level higher than 650 V but not exceeding 33 kV under normal conditions, subject, however, to the percentage variation allowed under this code; ;
- (48) "**Independent Feeder**" means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (49) '**Initial period of agreement**' means the period starting from the date of commencement of supply to the end of the month for which agreement is executed;
- (50) "**Installation**" means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing energy;
- (51) "**License**" means a license granted under Section 14 of the Act;
- (52) "**Licensed Electrical Contractor (LEC)**" means a contractor licensed under Regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time;
- (53) "**Licensee**" or "**Distribution Licensee**" means a person granted a license under Section 14 of the Act authorising him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (54) "**Load Factor**" is the ratio of the total number of units consumed during a given period to the total number of units which have been consumed had the load been maintained throughout the same period and shall usually be expressed as the following percentage:
- (55) "**Low Tension (LT)** " means a voltage that does not exceed, 250 volts between phase and neutral or 440 volts between any two phases; subject to the percentage variation allowed under this code;;
- (56) "**Maximum Demand**" means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of thirty minutes or as specified by the Commission, during the billing period;;
- (57) "**Meter**" means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVAR hours etc. including accessories like Current Transformer

(CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage Transformer (CVT) etc. necessary for such purpose and shall include net meter;

**Explanation:** It shall also include any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorised use of electricity;

- (58) **“Minimum Charge”** shall be as approved by the Commission in the prevailing tariff order for the licensee;
- (59) **"Net meter"** means an appropriate meter capable of recording both import & export of electricity or a pair of meters one each for recording the net import and net export of electricity as the case may be;
- (60) **"Occupier"** means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used ;
- (61) **"Overhead Line"** means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (62) **"Phased Contract Demand"** means contract demand agreed to be availed in a phased manner;
- (63) **"Point of Supply"** means the point, at the incoming terminals of switchgear/cut-outs installed by the consumer, at which a consumer is supplied electricity;
- (64) **"Power Factor"** is the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;
- (65) **"Premises"** 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;
- (66) **“Prosumer”** means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply;
- (67) **"Rural Areas"** means the areas covered by Gram Panchayats and connected by road;
- (68) **"Remote Areas"** means areas not connected by road;
- (69) **"Sanctioned Load"** means the load in kW, kVA or BHP, which the licensee has agreed to supply from time to time subject to the governing terms and conditions;
- (70) **"Service Line"** means any electric supply line through which electricity is, or is intended to be, supplied:

- (a) to a single consumer either from a distributing main or immediately from the Distribution Licensee's premises; or
  - (b) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (71) "**Supplier**" means any entity authorised to supply electricity to consumer under the provisions of the Act;
- (72) "**Tariff Order**" in respect of a licensee means the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;
- (73) "**Tariff Schedule**" means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;
- (74) "**Temporary Connection**" means an electricity connection required by a person for meeting his temporary needs such as: -
- (a) for construction of residential, commercial and industrial complexes including pumps for dewatering;
  - (b) for illumination during festivals and family functions;
  - (c) for threshers or other such machinery excluding agriculture pump sets; for touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations.
- (75) "**Theft**" shall mean theft of electricity as defined in Section 135 of the Act;
- (76) "**Transmission Licensee**" means a person who has been granted a license under Section 14 of the Act authorising him to establish or operate transmission lines;
- (77) "**Transmission System**" means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee's distribution system;
- (78) "**Unauthorized use of electricity**" has the meaning as assigned to it under section 126

of the Act.

- (79) **Urban Areas**" means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships;
- (80) **"User"** means any person having electrical interface with, or using the distribution system of the Distribution Licensee to whom this Code is applicable.

**Explanation:** Any Distribution Licensee, transmission licensee and generating units connected to the distribution system and the person availing Open Access in transmission or distribution system are also included in this term.

## **Section – 2: System of Supply and Classification of Consumers**

### **2.1 System of Supply**

The declared frequency of the Alternating Current (AC) shall be 50 cycles per second or 50Hz and the allowable band of frequency shall be 49.900-50.050 Hz as specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2023 as amended from time to time. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified by Central Electricity Authority (Grid Standards) Regulations, 2010 from time to time.

### **2.2 Classification of Supply**

The voltage levels for supply shall be as under: -

- (1) Low Tension (LT)
  - Single Phase: 230 V between phase and neutral.
  - Three Phase: 400 V between phases.
- (2) High Tension (HT) - Three Phase: 11 kV between phases
- (3) Extra High Tension (EHT) - Three Phase: 132 kV, 220 kV, 400 kV between phases.
- (4) For Railway Traction two-phase supply may be given subject to technical feasibility.

### **2.3 Duty of Licensee to Maintain the Specified Voltage Levels**

The licensee shall design and operate the distribution system in conjunction with the transmission system. The licensee shall not permit the voltage at the point of supply to the consumer to vary from the declared voltage which is:

- In the case of low tension, +/- 6%.
- In the case of high tension, + 6% to - 9%.
- In the case of extra high tension, +10% to -12.5%.

### **2.4 Supply Voltages for Different Connected Load or Contract Demand**

- (1) Supply shall generally be given at the following voltages on the basis of contracted load:

**Table 1: Category of Supply**



Category	Supply Voltage	Minimum Connected Load	Maximum Connected Load or Contract Demand
Low Tension	230 Volts, 1-Phase	-	Upto 7 kW
	400 Volts 3-phase, 4 Wire	Above 7 kW	Upto 50 kW
High Tension	11 KV	Above 50 kW/55 kVA	1500 kVA
	33 KV	Exceeding 1500 kVA	Upto 10,000 kVA
Extra High Tension	132 KV	Contracted load exceeding 10,000 KVA	--
	220 KV		
	400 KV		

**Note: The connected load is for consideration of determination of voltage of supply to a consumer. For billing and other purpose contract demand/ billing demand as specified under clause 2.4 would be considered.**

- (2) In case of Installation of Electric Vehicle (EV) Charging Outlets; the size of the EV charging outlets provided shall be as follows:
- (i) Capacity of single-phase EV chargers shall be limited to 3.3 kW;
  - (ii) EV chargers above 3.3 kW should be connected through three-phase system only;
  - (iii) Total capacity of the EV chargers shall not exceed 30% of the capacity of the connected distribution transformer;
  - (iv) The distance between the charging point and the connection point on the electric vehicle shall not be more than five meters

## **2.5 Dedicated Feeder to be provided to Power Intensive Unit at its Cost**

Service connection to power intensive unit such as arc/induction furnaces, rolling mills, re-rolling mills and mini steel plants etc. shall be granted only through a dedicated feeder and the intending consumer shall meet the expenditure for construction of the feeder and related works including the necessary modification to the distribution system to be done by the licensee for this purpose, at the rates in the cost data approved by the Commission.

## **2.6 Supply at Higher or Lower Voltage**

Consumers availing supply at voltage lower than the one specified in this regulation for the respective limits of connected load or contract demand shall pay the low voltage supply surcharge to the licensee at the rates as approved by the Commission from time to time in the tariff order.

Consumers availing supply at voltage higher than the one specified in this regulation for the respective limits of connected load or contract demand, shall be eligible for the high voltage supply rebate as approved by the Commission from time to time in the tariff order and it shall be paid by the licensee

to the consumer by way of adjustment in the bill for electricity charges.

## **2.7 Load Balancing**

All 3-phase HT and EHT consumers taking three-phase supply shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.

## **2.8 Power Factor**

- (1) It shall be obligatory for the consumer to maintain the desired average power factor of 0.9 or any other value that the Commission may specify in its Tariff order during any billing period.
- (2) The Licensee may disconnect the supply temporarily if power factor is below 0.75 unless otherwise specified in the tariff order, during any billing period.
- (3) The Licensee may charge a penalty and / or give an incentive for low / high power factor respectively as per the tariff order issued by the Commission time to time.

## **2.9 Safety of Electrical Installations**

- (1) The Licensee and the consumer shall, in every respect, comply with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time.
- (2) At the time of testing of installation, if the Licensee's representative finds that there is a defect in the consumer's wiring, the Licensee shall serve a written notice to the consumer to make such modifications as are necessary to render the installation safe.
- (3) The connection shall be energized only on removal of the defects.

## **2.10 Change in Tariff Category of Consumers**

The licensee may classify and reclassify consumers into various tariff categories from time to time and announce the different tariffs for different classes of consumers with the Commission's approval. The licensee shall create no additional category other than those approved by the Commission.

## **2.11 Wiring on Consumer's Premises**

- (1) The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 as amended from time to time.
- (2) The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. The consumer shall be solely responsible for the

installation of electrical wiring within its premises as per relevant Rules/Regulations.

- (3) All high-rise buildings, having a height of more than 15 meters from ground level, shall also comply with Regulation 38 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 as amended from time to time.
- (4) Approval from the Electrical Inspector shall be obtained for the electrical installations in the case of;
  - (a) HT or EHT service;
  - (b) Multi-storeyed building;
  - (c) Installation involving stand by generator;
  - (d) Neon sign board;
  - (e) X-ray unit;
  - (f) Lift and escalator; and
  - (g) For temporary connection where more than 100 persons are likely to assemble.
- (5) Wiring shall be tested as per provisions of Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 as amended from time to time.

#### **2.12 Use of Earth Leakage Protective Device in all luminous sign installations and X-ray installations**

An earth leakage circuit breaker of sufficient rating shall be provided on the Low Voltage side to detect the leakage in all luminous sign installations and X-ray installations in accordance with Regulations 54 (v) and 56 (v) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time.

#### **2.13 Protection of Transformers**

The following protection as mandated under Regulation 37 (3) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time shall be provided to every transformer-

- (1) **Protection in the Primary side of the Transformer;**
  - (a) In all transformer having capacity below 1000 kVA, a linked switch with fuse or circuit breaker of adequate capacity shall be used.
  - (b) In all transformer having a capacity 1000 kVA and above a circuit breaker shall be

provided.

**(2) Protection in the Secondary side of the Transformer**

On the secondary side of all transformers, a circuit breaker of adequate rating shall be installed.

Provided that for licensee's transformers of capacity below 1000 kVA, a linked switch with fuse or circuit breaker of adequate rating shall be installed on secondary side.

**2.14 Installation of AC Motors in Low Tension System**

- (1) No AC motor shall be connected to the low or medium voltage system of the licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.
- (2) Power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.
- (3) Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

<b>Nature of Supply</b>	<b>Size of Installation</b>	<b>Max. Current Demand</b>
<b>Single phase/ three phase</b>	(a) Upto and including 1 BHP.	Six times full load current
	(b) Above 1 BHP and up to and including 10 BHP	Three times full load current
	(c) Above 10 BHP and up to and including 15 BHP	Two times full load current
	(d) Above 15 BHP	One and a half times the full load current

Failure to comply with these requirements shall render the consumer liable to be disconnected. The licensee may, depending on the location and condition of working, relax the starting current limit.

- (4) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be 3.0 sq. mm (or

No. 14 SWG). Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023, as amended from time to time, shall be complied with in every respect.

- (5) The total harmonic distortion for voltage at the connection point shall not exceed 5% with no individual harmonic higher than 3% and the total harmonic distortion for current drawn from the transmission system at the connection point shall not exceed 8%.

Provided that IEEE Standard (STD519-1992) shall be applicable, till such time the Standards are notified by the Authority.

- (a) If the Licensee detects that the consumer's electrical system is generating harmonics above the permissible limits, the Licensee may require the consumer to take appropriate measures to control harmonics of his installation in accordance with clause 5 above, within six months.
- (b) The Consumer shall inform the Licensee about the measures taken to control harmonics and the Licensee shall inspect within 2 (two) days of getting information, failing which it shall be presumed that the consumer has taken effective measures and have complied with the provisions of this Regulation.
- (c) The Licensee shall inform the consumer about the results of inspection on the spot and if the harmonics are within permissible limits, no further action shall be taken.
- (d) Failure to comply with the permissible limits of harmonics after inspection as in clause 5 above may attract penal charges, as may be notified by the Commission from time to time:

Provided that, if after the inspection as in clause 5, in the opinion of the Licensee, the high harmonics dumping by a consumer is detrimental to other consumers or to the distribution system, the Licensee may, under intimation to the Commission, disconnect supply of such consumer.

- (6) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

## **2.15 Installation of Irrigation/Agriculture Pump Set**

All new pumping set connection/reconnections shall have the following:

- (1) Frictionless foot valve
- (2) HDPE piping suction and delivery

- (3) ISI marked energy efficient monoblock pump set.
- (4) Capacitor of adequate rating for the pump set.

#### **2.16 Parallel Operation with the Supply System of Licensee**

- (1) The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 kW/ 55 kVA. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of the **prevalent Arunachal Pradesh State Grid Code Regulations as amended from time to time** and other relevant regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the licensee.
- (2) If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during emergency rostering by unauthorised or irregular means, the feeder feeding such a consumer shall be opened to de-energise it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.

#### **2.17 Distribution of Electricity through Franchisee**

- (1) A Licensee may undertake distribution of electricity in a designated area within its area of supply, through a franchisee as per the provisions of the Act.

Provided that a franchisee appointed by the Distribution Licensee cannot further sub-appoint a franchisee/ sub-franchisee to undertake distribution of electricity. The Distribution Licensee shall be responsible to the consumer for all matters relating to the distribution of electricity through such franchisee in its area of supply.

- (2) Notwithstanding the above, the Distribution Licensee shall be solely responsible to the consumer for all matters relating to the distribution of electricity through such franchisee.
- (3) The franchisee shall, on behalf of the Licensee, perform such duties and functions as are assigned to him by the Licensee about distribution of electricity in the designated area.

#### **2.18 Standards of Performance**

Standards of performance of the licensee shall be in accordance with the provisions of **prevalent Standards of Performance Regulations** as amended from time to time.

## **Section – 3: Requisitions of Supply and Procedure for New and Modification in Existing Connection**

### **3.1 Licensee's Obligation to Supply**

- (1) The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code provided-
  - The supply of power is technically feasible;
  - The applicant has observed the procedure specified in this Code; and
  - The applicant agrees to bear the cost of supply and services as specified in the Code.
- (2) The system of supply and voltage shall depend on the category of the consumer and the load as per details given in clauses 2.1 and 2.4 of this Code, subject to clause 2.7 of this Code.

### **3.2 Licensee's Obligation to Extend the Distribution System and Consumer's Share in the Cost**

- (1) The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.
- (2) The licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff. System strengthening / capacity building charges if any shall meet a part of such expenses.
- (3) The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through charges as approved by the Commission. The cost of extension of distribution mains and extension / up-gradation of the system up to the point of supply for meeting demand of new consumers shall be payable by the consumer or any collective body of the consumers or otherwise as may be directed by the Commission as per the provisions of section 46 of the Act.
- (4) In case of new connection, the consumer shall bear Service Connection Charges, i.e. the cost of extension of service connection from the distribution mains to the point of supply, and shall pay the security deposit (except in case of prepaid meters) as detailed in Annexure 10.10 to this Code.

### **3.3 Service Connection/ Extension work carried out by Consumers**

If the consumer wishes to carry out the works himself, he shall be permitted to do so under

supervision by the licensee's official. Adhering to the estimate and layout approved by the licensee, the consumer can get the work of drawing of service line from the licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, Distribution or HT substation and LT line only through an 'A' class LEC. In such case, the consumer himself shall procure the materials. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the consumer chooses to get the extension work done on his/her own, he shall bear only supervision charges, as per the schedule of charges provided in Annexure 10.12 to this Code

Provided further that if the consumer chooses to get the extension work done on his own, he shall get the work done within the time frame specified in clause 3.6.12 (2) of this Code, failing which the licensee may, on giving 15 days' notice, treat the application form for supply as cancelled and the consumer has to apply afresh.

### **3.4 Conditions for Grant of Connection**

- (1) The distribution licensee shall prominently display on its website and on the notice board in all its offices, the following; namely: -
  - (a) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;
  - (b) address and telephone numbers of offices where filled-up application forms can be submitted;
  - (c) address of website for online submission of application form;
  - (d) complete list of copies of the documents required to be attached with the application;
  - (e) all applicable charges to be deposited by the applicant.
- (1) The Security deposit determination norms as detailed in Annexure (10.10) and standard cost of service lines shall also be prominently displayed.
- (2) Supply of electricity to an area or colony or building or any premises shall not be granted by the licensee, if any court, the Government, or any other competent authority has issued an order restraining or prohibiting such grant of supply of electricity.



### **3.5 Power Supply to Special Categories of Consumers**

#### **3.5.1 Separate Establishment / Premises**

For the purpose of terms and conditions of supply the premises shall include any land, building or structure for which the Distribution Licensee has agreed to supply electricity to the consumer as per the agreement executed. However, the premises will be deemed to be separate premises and each separate premises will be given separate point of supply, if they are:

- (a) Having distinct set up and staff or
- (b) Owned or leased by different persons or
- (c) Covered by different licencees or registrations under any Law where such procedures are applicable or
- (d) For domestic category households having relevant document from a local authority, identifying the premises as separate.

Notwithstanding the above provisions, the Distribution Licensee shall have the right to refuse separate service connections in the same premises, in case where it is reasonably established that the consumer is artificially splitting the unit with the intention of securing undue benefit of lower tariff.

#### **3.5.2 Supply to Multi-Consumer Complex including Commercial Complexes and Multi Storied Buildings**

- (1) For the purpose of providing new power to a building or a group of buildings having more than total load of 20 kW, power supply shall have to be arranged through a separate distribution transformer of adequate capacity. The cost of extension including H. T. line, distribution transformer and L. T. lines / cables /controls / breakers /panels and all associated equipment and civil works shall be borne by the developer / builder / society / consumers but the licensee shall have to maintain all such lines and equipment up to each individual meter i.e. the point of commencement of supply provided that the installation is done as per licensee's approved specification and under its supervision. In all other cases, maintenance responsibility for the part not installed as per licensee's approved specification and under its supervision shall be with the developer / builder / society / consumers as the case may be.
- (2) In all residential /commercial complexes as well as in all multi-storeyed buildings at the point supply to the complex / building (which may be different from the point of commencement of supply to individual consumers of the complex), a suitable isolation device such as MCB, MCCB etc. of requisite capacity to carry and break

full load current is to be provided by the consumer in a conspicuous position, to completely isolate the power supply to the building complex.

- (3) Separate connections to owners of flats in the multi-storeyed buildings with individual meters shall be provided and each such entity (including common meter for measuring consumption in common use like water pumping and outdoor lighting) shall be treated as a separate consumer for all purpose.
- (4) In addition to the individual meters, there shall be a Check meter for metering total consumption in the complex, near the transformer.
- (5) Meters shall be provided at the ground floor in accordance with the procedure specified in the clause 5.1.2. The metering panel shall normally be within 25 meters from the isolating device.
- (6) The land / room required for housing the transformer panels and meters shall be provided by the developer / builder/ society/ consumer free of cost. Transformers should preferably be placed in open areas. In case, installation of a transformer in a room or closed area (in ground floor) is unavoidable, all safety measures as per prevailing Rules and Regulations should be taken. Only dry type of transformer shall be installed inside a building.
- (7) Consumption in common facilities like lift, water pumps etc. shall be metered separately (referred to as Common meter) and the bill for such consumption will be prepared in the name of the builder/ developer/society as applicable.
- (8) If requisitions for supply to individual flats are not received from the flat owners, connections may be given in the name of the builder/developer/society. Such connections may subsequently be transferred to the individual flat owner/occupier of the flat after completing the necessary formalities prescribed in this regard. The agreement for such individual connection shall be executed accordingly.
- (9) In all new multi-consumer complexes, prepaid meter should be used as far as practicable.

### **3.5.3 Additional Requirement for Power Supply and Use of Electricity in a Multi-Storied Building of more than 15-meter Height**

Requirements of Regulation 38 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time shall be complied with and written approval shall be obtained from the Electrical Inspector before commencing power supply to electrical installation in a multi-storied building of more than fifteen meters height,

subject to such condition on the connected load and voltage of supply above which inspection is to be carried out by an Electrical Inspector as may be notified by the Government of Arunachal Pradesh.

### **3.6 Requisition for New Electricity Service Connection**

#### **3.6.1 Application Forms**

- (1) The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:
  - Application form for release of new connection (Low Tension) – as detailed in Annexure 10.1.
  - Application form for release of new connection (High Tension /Extra High Tension) - as detailed in Annexure 10.2.
- (2) Application forms for all type of connections as well as modification in existing connection shall be available at all the local offices of the distribution licensee free of cost as well as on its website for free download.
- (3) The licensee shall clearly display on its website the address and telephone numbers of offices where filled- up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.
- (4) The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, which minimise the applicant's interface with the utility during the process.
- (5) Application forms for new connection **must be accompanied with relevant documents as detailed in Regulations 3.6.3(1) - 3.6.3(6) of this Code..**

#### **3.6.2 Registration cum Processing Fee**

A non-refundable registration cum processing fee (at Annexure 10.13) as notified in the Commission's Orders shall be levied on the applicant applying connection.

#### **3.6.3 Documents Required to be Furnished with an Application Form for Power Supply**

- (1) Any of the following documents shall be considered as acceptable proof of identity:
  - (a) If the applicant is an individual:

- Electoral identity card;
  - Passport;
  - Driving license;
  - Ration card;
  - Photo identity card issued by Government agency;
  - PAN card;
  - Aadhar card;
  - Photo Certificate from village Pradhan or any village level Government functionary like Govt. Primary school teacher/ in-charge of primary health center etc.
- (b) If the applicant is a company, trust, educational institution, government department etc., the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc.) along with a relevant resolution/ authority letter of the institution concerned.
- (2) Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:
- (a) Copy of sale deed or lease deed or in the case of agricultural connections a copy of land ownership document;
  - (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;
- (3) Any of the following documents shall be considered as acceptable proof of current address for communication:
- Aadhar card;
  - Electoral identity card;
  - Passport;
  - Driving license;
  - Ration card;
  - Photo identity card issued by any Government agency;

- Statement of running Bank Account;
  - Most recent Water / Telephone / Electricity / Gas connection Bill;
  - Income Tax assessment order.
- (4) In case of a Partnership Firm - The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
  - (5) In case of Public and/or Private Limited Company - The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
  - (6) Other documents applicable only for select consumer categories:
    - Industrial consumers: Valid Industrial License, if applicable;
    - Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
    - Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for khokha or temporary structure from the relevant district authorities / gram panchayat / land development authority / land owning agency/ municipal Corporation.

#### **3.6.4 Processing of Application Forms**

- (1) The distribution licensee shall create a web portal and a mobile app for submission of online application forms.
- (2) The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.
- (3) In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.
- (4) In case of online application form through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated on submission of application.
- (5) An application, complete with all the required information, shall be deemed to be

received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within twenty-four hours of receipt of the application complete with all the required information.

- (6) The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
- (7) For new connections up to a load of 10 kW, the application form shall be accompanied with only two mandatory documents-
  - (1) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant; and
  - (2) proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (1) above. For new connections beyond the specified load, and modification of existing connection, **the documents required to be furnished with an Application Form shall be governed by clauses 3.6.3(1) – 3.6.3(2) of this code.**
- (8) In case, an agreement is required to be executed between distribution licensee and the consumer, the same shall become the part of the application form and there shall not be any requirement of a separate agreement form.
- (9) **The distribution licenses shall provide new connection and modify an existing connection within three days in metro cities, seven days in other municipal areas, fifteen days in rural areas and thirty days in remote areas, post submission of application complete in all respect:**

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises within **seven working days** immediately after **completion of** such extension or commissioning.
- (10) For electrified areas up to 150 kW **the consumer shall deposit the connection charges for new connection**, as applicable, on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case

individually. The demand charges, in such cases, may be paid at the time of application for new connection. **The connections charges for such consumers shall be as specified in the Retail Supply Order issued by the Commission from time to time. The licensee has to file a petition before the Commission for determination of such miscellaneous charges/ various electrical charges as specified in Annexure 10.13 of this code ones in two-year period.**

- (11) The distribution licensee shall provide individual connection for supply of electricity to owner(s) or occupier(s) of any premise in a Group Housing Society or Residential Colony or Resident Welfare Association (RWA) or similar body registered with Appropriate Government, on their request, in the manner as specified below:
- (a) The licensee may provide single point supply to the following premises with multiple beneficiaries subject to the conditions specified hereunder: -
- (1) Multi- storied buildings;
  - (2) Colonies developed by any development authority or private builder or developer;
  - (3) Domestic or commercial or industrial complex or mix up of commercial and residential complexes;
  - (4) residential complex constructed by any employer for his employees or by a panchayat or a cooperative society or a registered association of beneficiaries;
  - (5) Any other similar body registered with Appropriate Government
- (b) The consumer will be known as Single Point Supply Consumer (SPSC). The individual consumers in the building/ project shall be known as sub consumers, and will be provided with a consumer number synonymous to the SPSC entity.
- (c) Conditions for single point supply –
- (1) The distribution licensee shall provide connectivity/ power supply for the project at a single metered point, to enable the consumer (SPSC) to supply power to its beneficiaries in the premises (sub - consumers) as mutually agreed by the licensee and the SPSC. Contract Demand may be, the cumulative sum of requirements of all the individual beneficiaries assessed as per the statutes and prudent practices or as mutually agreed.

- (2) The consumer shall bear the expenditure for constructing, building, augmenting and maintaining the distribution system, within the consumer premises. The distribution system shall be as per the relevant standards and specifications of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time.
- (3) The sub-consumers within the SPSC installation shall be provided with a consumer number/ code synonymous with the SPSC and the details shall be provided to the licensee for records. In case of default or non-performance by the SPSC, the licensee shall take over the installation without any compensation and continue to supply power to the sub-consumers within the premises as consumers of the licensee.
- (4) It may not be practical to install all the sub consumer meters at one location of the project, in cases where the individual consumers are located far away or the internal distribution is done through rising mains/ bus bars. In such cases, multiple metering locations may be permitted ensuring proper sealing of the main distribution system against pilferage/ theft of energy. In such cases, IT based monitoring system indicating the simultaneous input energy and cumulative consumption, may be provided in the main switch room of such SPSC for ensuring no pilferage of energy other than losses occurring in the system.
- (5) In the case of indoor installation, the consumer shall provide at his expense, a locked enclosure of a design approved by the Electrical Inspector for housing the metering equipment. In the case of outdoor metering installation, a fenced enclosure, as specified by the distribution licensee, with lock and key for housing the metering equipment shall be provided by the consumer. The metering equipments and accessories shall be located at a place having 24 hours access for the licensee officials, for the purpose of inspecting, testing and maintenance of its apparatus. In no case, the consumer shall have physical access to the metering equipment except in the presence of the officials of the distribution licensee. Denial of access to the metering premises for the distribution licensee officials by the consumer or his representatives shall be dealt with as per the provisions contained in this Supply Code and the



Act.

- (6) The accuracy class of the meters to be installed shall be as per the standards specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time and the Electricity Supply Code.
- (7) Back up/ Emergency Power system in the project, if any, shall be connected, after the individual sub – consumer meters only, through proper changeover system preventing back feeding. Discom may also consider installing energy meters with facility to record the energy supplied from dual sources (Normal Grid Supply/ Generator Supply) to record the individual sub – consumer consumption.
- (8) The billing of the single point consumer and the sub consumers (beneficiaries) shall be done based on the tariff fixed by the Commission in the Tariff Order for the relevant period, for the respective consumer or consumer group/ class/ category, as applicable.
- (9) The procurement and installation of the energy meters shall be in consultation with the licensee and as per the clauses specified in the Electricity Supply Code.
- (10) The SPSC shall remit the charges for the entire electricity availed at the single point supply, as per the bill prepared by the licensee within such time as indicated in the bill. Non – payment of electricity charges by any of the beneficiaries to the SPSC shall not be a reason for non-payment of electricity charges by the SPSC to the licensee.
- (11) The payment of bills, disconnection, reconnection, termination of agreement etc. of SPSC shall be as per the relevant provisions of this Supply Code.
- (12) The SPSC, before energising the sub – consumer connections shall furnish to the licensee, the complete technical/ commercial details of transaction of energy to the individual beneficiaries including the common service. The same shall include details of the individual beneficiaries (sub – consumers), such as connected load, contract demand, tariff applicable and any other information as required by the licensee.

(13) The energy supplied to the beneficiaries and for the common purpose shall be ascertained by meters installed by the SPS consumer and kept in good condition in their premises and conforming to the standards prescribed in the relevant regulations. SPSC shall ensure that the energy meters installed to the sub consumer premise shall be tested and calibrated in NABL accredited laboratory. There shall be a provision to disconnect power to each and every beneficiary in the single point supply project separately and the licensee shall have free access to all the individual sub meters.

(14) The percentage loss permissible within the project distribution system will be fixed annually, if necessary, taking into consideration the distribution infrastructure, transformer losses, metering accuracy/ error, location of the meters, differences in the maximum demands etc., by the licensee in consultation with the SPSC, so that the individual sub consumer consumption sum matches with the SPSC meter consumption after accounting the losses.

(d) The tariff charged by Group Housing Society or residential colony or Resident Welfare Association (RWA) or similar body registered with Appropriate Government, from the owner or occupier of any premise, shall not exceed the retail tariff as determined by the Commission for that category of consumers:

Provided further that in case of single point connection, the Group Housing Society or residential colony or Resident Welfare Association (RWA) or similar body registered with Appropriate Government, can charge an additional amount, towards the cost incurred for providing electricity upto the premises of the individual consumer from single point connection. **The additional charges shall be as specified by the Commission in subsequent Retail Supply Tariff Orders issued from to time.**

(15) The distribution licensee shall provide a separate connection for supply of Electricity for Electric Vehicle (EV) charging system, if requested by the individual consumer or Group Housing Society or residential colony or Resident Welfare Association (RWA) or similar body registered with Appropriate Government:

Provided that the timeline for getting new connection for Electric Vehicle (EV) charging system shall be in accordance with the **clause 9 above.**

- (16) Formats at Annexure 10.10 of this Code, shall be referred to for submission of application form.

### **3.6.5 Inspection of the Premises of the Applicant by the Licensee**

- (1) The licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 5 working days in urban areas and 10 working days in rural areas from the date of receipt of application form.
- (2) For connections more than 150kW, if inspection is required to be carried out, the licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time in the presence of the applicant and his Licensed Electrical Contractor or his authorized representative. The licensee shall maintain a record of test results in the format given in Annexure 10.4 as required of him under Regulation 33 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time.
- (3) During the inspection, the licensee shall:
- (a) Fix the point of supply and the place where the meter and the MCB etc. shall be installed, in consultation with the consumer;  
  
Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose;
  - (b) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number from where service connection is proposed to be given; and
  - (c) Verify all other particulars mentioned in the application form, as required.

### **3.6.6 Rectification of Defects found in the Inspection**

- (1) If on inspection the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format

given at Annexure 10.4.

- (2) The applicant shall get all defects removed within 10 working days from receipt of intimation of defects as specified in clause 3.6.6 (1) of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.
- (3) On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in urban areas and 5 working days in rural areas and 7 working days in remote areas from the date of receipt of such information.

### **3.6.7 Re-inspection of the Premises after Rectification of Defects**

If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure 10.4 to this Code and hand over a copy of the same to the applicant or his authorized representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the licensee's action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for Redressal of his grievance:

Provided further that in case the licensee does not carry out site inspection/re-inspection within 5 working days in urban areas and 10 working days in rural areas and 15 working days in remote areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

### **3.6.8 Sanction Load and Release of Demand Note**

If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with Annexure 10.3 to this Code or the load applied for, whichever is higher,

and issue a demand note in writing, under acknowledgment, within the timeline as mentioned in Annexure 10.14.

Provided that the time taken by applicant in getting removed the defects/deficiencies found at, the applicant's premises shall not be included in the timeline specified in Annexure 10.14.

Provided further that wherever the Transmission licensee's involvement is required in the process for time and cost estimation, the time taken by the Transmission licensee shall not be included in the timeline specified Annexure 10.14.

### **3.6.9 Demand Note to be prepared as per Cost Data Approved by the Commission**

The demand note shall contain details on the following:

- (a) Details of the works (including service line) to be undertaken for providing electricity supply;
- (b) Charges for the above-mentioned works to be paid by the applicant in accordance with Annexure 10.12 to this Code as approved by the Commission;

Provided further that if the consumer chooses to get the extension work done on his/her own, he shall bear only supervision charges, as per the schedule of charges provided in Annexure 10.12 to this Code.

- (c) Amount of security deposit for new consumer as specified in Annexure 10.10 to this Code.

### **3.6.10 Payment made after Release of Demand note**

- (1) The applicant shall make the payment as per clause 3.6.10 (2) within 15 days of receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.
- (2) Payments shall be made by way of Cash, Banker's Cheque, Demand Draft or by online payment through bank transfer, debit/credit card and other electronic mode. However, the licensee may fix a limit above which payment is to be made by mode other than cash.
- (3) Any excess/deficient payment made by the consumer shall be adjusted in the

subsequent two bills.

### **3.6.11 Completion of Formalities**

On receipt of charges from the consumer on the basis of a demand note issued by the licensee, the licensee will take up the work and on supply being ready, shall inform the consumer. The Agreement will be executed between the consumer and the licensee and all formalities will be completed.

### **3.6.12 Release of New Electricity Connection to Different Categories of Consumers**

- (1) If the licensee is of the opinion that provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises for the period of supply for installation of the distribution transformer.
- (2) The overall timeline for releasing new electricity connection, from the date of receipt of application, as mentioned in Annexure 10.14.

Provided that the licensee may approach the Commission for extension of time specified above, in specific cases where extension of Distribution mains requires more time, along with details. In such cases, the licensee shall inform the consumer about the likely time of completion of works.

- (3) Where extension of supply requires erection and commissioning of new substation, the licensee shall submit to the Commission within 15 days of site inspection, a proposal for erection of such substation along with the time required for erection and commissioning of the same and get the Commission's approval. The licensee shall commence electricity supply to the applicant within the time period approved by the Commission:

Provided that where such sub-station is covered in the investment plan approved by the Commission, the licensee shall not be required to take any further approval from the Commission and shall complete erection of such sub-station within the time period specified in such investment plan.

Provided further that in cases where the sub-station is meant to extend supply to an individual consumer, the licensee shall commence erection of the substation only after receipt of necessary payment against demand note from the applicant.

- (4) The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, or delay

in consumer's obligation over which licensee has no reasonable control.

- (5) In case the applicant had opted to get the extension work done himself, after receiving written information from the applicant regarding completion of works, the licensee shall on the spot acknowledge the information and stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. The date of testing must be scheduled within 5 working days in Urban Areas and 7 working days in Rural Areas and 10 working days in Remote Areas from the date of receipt of such information:

Provided that if the electric installation exceeds 650 Volts, it will require to be inspected by the Electrical Inspector before commencement of supply.

- (6) The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the consumer installation is found satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the consumer and provide electricity supply within 7 working days of the date of testing.
- (7) If the licensee is not satisfied, applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 3.6.12 (5) of this Code.
- (8) After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within 27 working days of such re-testing.

### **3.6.13 Failure to comply with the Time Line. -**

- (1) If a distribution licensee fails to supply electricity within the period specified in clause **3.6.4 (9)** of this code , it shall be liable to a penalty **of Rupees One Thousand (Rs.1000/-)** for each day of default. Such amount of penalty payable by the licensee to consumer shall be adjusted in the subsequent electricity bill payable by consumer.
- (2) The liability of the licensee to pay penalty under this regulation shall be without

prejudice to the liability to pay compensation to the affected person as per the regulation notified under subsection (2) of section 57 of the Act.

- (3) The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way or acquisition of land or court order or any delay on account of causes or force majeure conditions, over which the licensee has no reasonable control.

### **3.7 Procedure for Providing Temporary Supply**

- (1) **The process of giving temporary connections to the consumers for construction activities or any temporary usage and the like shall be simplified by the distribution licensee and given on an urgent basis and not later than forty-eight hours and within seven days in case augmentation of the distribution system is required and this shall avoid any use of diesel generator sets for temporary activities in the area of the distribution licensee.**
- (2) **The temporary connection shall be through a prepayment meter or through consumer meters as defined in the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time”**
- (3) Temporary connection shall be granted for a period of up to 3 months at a time. For extension of the period of temporary supply, the procedure detailed in clause 3.7(13) of this Code shall be applicable.
- (4) The applicant shall apply for temporary supply in the format prescribed in Annexure 10.1 or 10.2 (as applicable) to this Code along with the documents prescribed in clauses 3.6.3 (1) - 3.6.3 (6) of this Code as well as a No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority:

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of section 54 of the Act:

Provided further 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.

- (5) The licensee shall process the application form as per the procedure given in clauses 3.6.4 - 3.6.7 of this Code.
- (6) During the inspection, the licensee shall examine the technical feasibility of the connection



applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 7 working days for LT and 15 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same.

Provided that no connection up to 10 kW shall be rejected on technical grounds.

- (7) If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with clause 3.6.9 of this Code, inclusive of an estimate of advance charges for electricity, within the timeline specified in clause 3.6.8 of this Code. Both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.10 - 3.6.12 (1) and 3.6.12 (4) - 3.6.12 (5) of this Code.
- (8) The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- (9) If the licensee is not satisfied, the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 3.6.12 (5) of this Code.
- (10) After re-testing of the consumer installation and payment of prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.
- (11) After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines given in Annexure 10.14 whichever is later.
- (12) If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.
- (13) After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Consumption security, after adjusting unpaid dues, shall be refunded by the licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator etc) and dismantling charges, 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 the licensee shall be liable to pay interest @ 1.5 % per month on the amount of refund

outstanding for the number of days beyond the last date of payment.

- (14) For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer a demand note of advance electricity charges for the period of extension within 7 working days of receiving the written request.
- (15) The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Urban Areas, and at least 8 days in advance in Rural Areas.
- (16) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

### **3.8 Modification in Existing Connections**

- (1) If any applicant wants transfer of connection due to any reason such as change of consumer's name due to change in ownership or occupancy of property, transfer to legal heir, etc. he shall apply to the Licensee in the prescribed format as given at Annexure to this code.
  - (f) Application format for change in name of registered customer due to change in ownership/ occupancy - Annexure 10.1;
  - (g) Application format for transfer of ownership to legal heir - Annexure 10.1;
  - (h) Application format for Conversion of Services / Change of Consumer Category /Shifting of - Premises Annexure 10.1;
  - (i) Application format for load enhancement/reduction - Annexure 10.1;
- (2) Application forms shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Photocopies of a blank form may be made by the consumer and shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

- (3) The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website etc. which minimise the applicant's interface with the utility during the process.
- (4) All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 3.6.3 (1) of this Code, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

### **3.9 Processing Application Forms for Modification of Existing Connections**

- (1) The licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- (2) The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/ databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database.
- (3) An application form shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- (4) An application shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 10.10 of this Code, after receipt of the application form.
- (5) The licensee shall process application forms for change in existing connections as detailed in this section.

### **3.10 Property Transfer with change of Name**

- (1) The Consumer shall not without prior consent in writing of the Distribution Licensee assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee nor shall part with or create any partial or separate interest there under in any manner.

- (2) A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure 10.1 (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

### **3.10.1 Change of Name due to change in Ownership of the Occupancy**

The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

- (a) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 10.1 to this Code, along with a copy of the latest bill duly paid;
- (b) The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No Objection Certificate from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code;
- (c) Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within 1 month from date of receipt of such application;
- (d) In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law;

- (e) Change of consumer's name shall be effected within two billing cycles after acceptance of application form.

### **3.10.2 Transfer of name to the Legal Heir**

The licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below;

- (a) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 10.1 to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/Deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code;
- (b) The change of consumer's name shall be affected within two billing cycles after acceptance of application;
- (c) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

### **3.10.3 Supply of Electricity to Divided Premises**

Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such 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 applicants.

### **3.10.4 Supply of Electricity in the case of Reconstruction of Existing Premises**

In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the

agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with clause 3.21.4 (6) of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

### **3.11 Conversion of Services**

- (1) The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure 10.1 to this Code. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code. For site inspection and issuance payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.5 (1) - 3.6.12 (1) of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, as mentioned in Annexure 10.14.
- (2) The licensee shall, within the specified period, seek the Commission's approval for extension of time limit whenever the above schedule cannot be met.

### **3.12 Reclassification of Consumer Category by the Licensee**

If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission's order, the licensee shall suo-moto reclassify the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a 30-day notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.

### **3.13 Shifting of Meter / Existing Connection**

- (1) The applicant shall apply for shifting the service connection in existing premises or for deviation of existing lines in the format prescribed in Annexure 10.1 to this Code. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.5 (1) - 3.6.12(1) of this Code.
- (2) The time schedule shall be observed for completing the works from the date of payment of charges as per Annexure 10.14.

- (3) Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

### **3.14 Reclassification of Consumer Category by the Consumer**

- (1) If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure 10.1 to this Code. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.5 (1) - 3.6.12 (1) of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.
- (2) If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.
- (3) For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity.

### **3.15 Load Enhancement**

- (1) Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure 10.1 to this Code. The licensee shall process the application form in accordance with clauses 3.9 (1) - 3.9 (4) of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.5(1) - 3.6.12 (1) of this Code.
- (2) The licensee's written intimation sent along with the demand note to the consumer shall cover the following:
  - (a) Whether the additional power can be supplied at existing voltage or at a higher voltage;
  - (b) Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
  - (c) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
  - (d) Change in classification of the consumer and applicability of tariff, if required.
- (3) The application form for enhancement of load shall not be accepted if the consumer is in

arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.

- (4) If supply of enhanced load is feasible, the consumer shall:
  - (a) Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 15 working days of receipt of the demand note; and
  - (b) Execute a supplementary Agreement.
- (5) Supply of enhanced load shall be provided in adherence to the timeline specified in clause 3.6.12(2) of this Code.
- (6) If the application is not decided by the licensee within the above-mentioned period of 30 days, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted.

### **3.16 Load Reduction**

- (1) Any application for reduction of connected load or contract demand shall be accepted only after six months from the date of original energisation for LT connections and only after one year from the date of original energisation for HT or EHT connections.
- (2) Request for reduction of connected load or contract demand shall be entertained only once in six months thereafter.
- (3) The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure 10.1 to this Code, along with the following documents:
  - (a) Details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved.
  - (b) Any other reason(s) for reduction of contract demand.
- (4) The licensee shall process the application form in accordance with clauses 3.9(1) - 3.9 (4) of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.5(1) - 3.6.7of this Code.
- (5) The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 10 working days from inspection



by a reasoned speaking order.

- (6) If the licensee sanctions the reduced load, the meter and service line may be changed if required and the cost recovered from the applicant. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in clause 3.6.8 and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 3.6.9 - 3.6.12 (1) of this Code.
- (7) If the application is not decided by the licensee within the above-mentioned period of 10 days from inspection, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 15 days, permission for reduction of contract demand shall be deemed to have been granted.
- (8) If the licensee has sanctioned load reduction through a speaking order, the same shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.
- (9) Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.

### **3.17 Annual Review of Contract Demand/Sanction Load**

- (1) In case of HT and EHT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more for at least four times during the last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter.
- (2) The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with clauses 3.6.4 - 3.6.10 of this Code. Enhanced supply shall be released in accordance with clause 3.6.11(2) of this Code.

### **3.18 Redressal of Grievances**

If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of

his grievance, as specified in the **prevalent Consumer Grievances Redressal Forum and Ombudsman Regulations** as amended from time to time.

### **3.19 Execution of Agreement**

- (1) The licensee may require the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply.
- (2) The agreement form shall be supplied by the licensee along with application form and shall be available on the licensee's website for download.
- (3) The agreement shall include the following:
  - (a) Name and address of the consumer/applicant;
  - (b) Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
  - (c) Sanctioned load/ contract demand;
  - (d) Purpose of usage of electricity;
  - (e) Declaration by the applicant/consumer.
    - (i) To abide by provisions of Act and this Code;
    - (ii) To pay for the supply of electricity based on the prevailing tariff rates;
    - (iii) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
    - (iv) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code
- (4) A copy of the agreement executed shall be given to the consumer/applicant. If there is no separate written agreement between the Distribution Licensee and the Consumer; the latter, after the supply of electricity has commenced, shall be deemed to be bound by terms and conditions of Supply Code.

### **3.20 Termination of Agreement**

- (1) An agreement shall be deemed to be terminated upon permanent disconnection of the consumer or where the consumer remains disconnected for a period of more than 6 months. Provided that the termination of agreement is without prejudice to the rights of the

Distribution Licensee or the consumer under the Act for recovery of any amounts due under the agreement.

- (2) A consumer may terminate the agreement after expiry of the initial period of the agreement after giving a notice of thirty (30) days to the Distribution Licensee. However, if the agreement is to be terminated before expiry of the initial period of agreement, the consumer shall be liable to pay charges for the balance period in the prevailing tariff on a consumption for the balance period worked out on pro rata basis on consumption during the initial period of the agreement.

Provided whenever an agreement is terminated by notice given by the consumer, the Distribution Licensee shall give a written intimation to the consumer within five (5) days after termination.

### **3.21 General Conditions of Supply**

#### **3.21.1 Connected Load**

The method of determination of connected load is given in Annexure 10.3 to this Code.

#### **3.21.2 Point of Supply**

- (1) Supply shall be given at a single point in the premises at the outgoing terminal of the licensee. The point of supply shall be determined by the licensee such that meters and other equipment are always accessible to the licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical. However, in special cases, the licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation and the requirements of the consumer.
- (2) At the point of commencement of supply the consumer shall provide main switch in the case of LT connection and circuit breaker in the case of HT and EHT. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of Regulation 35 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment shall be installed by the licensee at the point(s) of supply.
- (3) HT and EHT consumers shall install step- down transformers with a vector group

with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.

- (4) The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorised employee/representative of the licensee. Seals which are fixed on the meters/metering equipments, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipments and seals on the meters/metering equipments within the consumer's premises.
- (5) In the event of any damage caused to the licensee's equipments within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

### **3.21.3 Demand Note**

The demand note shall be prepared as per the provisions of this Code and on the basis of charges approved by the Commission from time to time. The licensee shall submit once in two years a petition / proposal to the Commission for approval of various charges to be charged by the licensee in demand notes. The demand note, once made for an applicant, shall be valid for two months. Disputes regarding the demand note may be referred to the Consumer Grievance Redressal Forum (CGRF) for adjudication.

### **3.21.4 Security Deposit**

- (1) A security deposit shall be made by all consumers to cover:
  - (a) in respect of consumption of electricity - load security; and
  - (b) in respect of the electricity meters/ metering equipments provided to such persons by the licensee - meter security.

#### **(2) Post Paid Metering**

- (a) Load Security

All consumers shall have to deposit an amount as specified in this Code against his consumption as load security to cover nonpayment of his monthly energy bill, as per Schedule of Tariff applicable from time to time.

The security deposit amount required to be maintained with the licensee will be computed as follows:

(i) For new consumer:

The new consumers shall pay an initial security deposit based on the estimated consumption as per prevailing tariff applicable to the category of consumer. The norm of computing consumption for the load security is incorporated in Annexure 10.10.

(ii) For existing consumer:

At the beginning of the financial year, 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, as per clause 3.21.6

Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

If the security deposit is reduced due to adjustment of outstanding dues, the same shall be adjusted within the subsequent two bills of the consumer.

Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the first financial year, but from the next financial year.

(b) Meter Security and Meter Rent

Meter security and meter rent are required to be paid by a consumer when the licensee provides a meter to a consumer without any charge towards cost of the meter. The meter security and meter rent to be paid in such case are specified in the Schedule of Various Electricity Charges incorporated at Annexure 10.13. When the licensee charges the cost of meter to the consumer or the consumer purchases the meter no security deposit or meter rent can be levied by the licensee.

(3) **Prepaid Metering**

No Load Security deposit will be taken for a service with prepaid meter. However, the consumer will have to pay meter security and meter rent as specified under clause 3.21.4(3) (b).

Where an existing consumer who has deposited a security amount subsequently opts

to receive supply through a prepaid meter, the amount of such security deposit shall, after deduction of all sum owing from such consumer, be either refunded to such consumer or treated as a part of the value of the prepayment credit to the account of such consumer, from which the value of his future consumption is to be deducted.

- (4) **Mode of Payment for Security Deposit:** - For LV consumer, having contract demand below 50 kW, the security deposit shall be deposited in the form of cash or demand draft drawn in favour of the license. For LV consumer having contract demand from 50 kW/55 kVA or above and/or HV/ EHV consumer, the security deposit may be deposited in the form either irrevocable Bank Guarantee valid for a period of one year and will be renewed before expiry or through Fixed Deposit Receipt with automatic renewal on any nationalized or scheduled commercial bank.
- (5) The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate on the 1st of April of the year shall be payable to the consumer.

#### **3.21.5 Interest on Security Deposit**

- (1) The licensee shall pay interest to the consumer at the State Bank of India base rate prevailing on the 1st of April for the year, payable annually on the consumer's security deposit with effect from date of such deposit in case of new connections energized after the date of this notification, or in other cases, from the date of notification of this Code. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.

#### **3.21.6 Review of Security Deposit**

- (1) At the beginning of the financial year, 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. Consumer is required to maintain a sum equivalent to his average payment for the period of one billing cycle plus one month (for other than industrial consumer) and one billing cycle (for industrial consumer) where 'average payment' shall be equal to the average of actual bills paid in the last financial year.  
Provided that for a consumer whose electricity connection is less than 1-year-old, the security deposit shall not be revised at the beginning of the financial year.
- (2) The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by

the licensee, as and when arises, shall be made through maximum of three electricity bills without any other formalities.

### **3.21.7 General Provisions Regarding Service Line and Apparatus**

- (1) The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switchgear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under his control.
- (2) The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected adversely. Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access /facility until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the license may explore mutually acceptable arrangement for continuation of the installation at the existing place.

### **3.21.8 Resale of Energy**

The consumer shall not supply any energy supplied to him by the licensee to another person or other premises unless he holds a suitable sanction or license for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the license or has been appointed as franchisee.

### **3.21.9 Access to Consumer's Premises**

- (1) The Distribution Licensee or any person duly authorised by Distribution Licensee may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:
  - (a) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the

Distribution Licensee;

- (b) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
  - (c) Removing where a supply of electricity is no longer required, or where the Distribution Licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.
- (2) A licensee or any person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:
- (a) Enter any premises or land referred to in clause 3.21.9(1) for any of the purposes mentioned therein;
  - (b) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.
- (3) Where a consumer refuses to allow the licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above clauses, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorised by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

#### **3.21.10 Failure of Supply due to Fuse Failure**

Should at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or call center or if there are sub-stations, to the nearest substation. Only authorised representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the licensee's seals placed to protect the licensee's apparatus are broken. The licensee should not allow his employees to carry out any repair or replacement of fuses in the consumer's installation.



## **Section – 4: Recovery of Charges**

### **4 Recovery of Charges**

- (1) The Distribution Licensee is authorized to recover charges for the supply of electricity from any person requiring such supply in accordance with the provisions of the Act and clause 4 of this Code.
- (2) The charges that a Distribution Licensee is authorized to recover under Regulation 4 of this Code include:
  - (a) Recovery of such expenses as may be reasonably incurred by the Distribution Licensee in providing electric line or electrical plant used for the purpose of giving supply, in accordance with clauses 4.1 (1) to 4.1 (7) below;
  - (b) Charges for electricity supplied by the Distribution Licensee in accordance with clauses 4.2.

#### **4.1 Recovery of Expenses for giving Supply**

- (1) The Distribution Licensee shall recover the expenses referred to in clause 4 (2) (a) above, in accordance with the principles contained in clauses 4.1 (1) to 4.1 (7) and based on the rates contained in the schedule of charges approved from time to time by the Commission.

Provided that the Distribution Licensee may, with the approval of the Commission, in case of any category of consumers, recover such expenses on the basis of an average or normative rate for providing the electric line or electrical plant for the purpose of giving supply.

- (2) Where the provision of supply to an applicant entails works of laying of service line from the distributing main to the applicant's premises, the Distribution Licensee shall be authorised to recover all expenses reasonably incurred on such works from the applicant, based on the schedule of charges approved from time to time by the Commission.

Provided that the Distribution Licensee shall be entitled to use such service-line to supply electricity to any other applicant, except if such supply is detrimental to the supply to the consumer already connected therewith.

- (3) Where an applicant seeks dedicated distribution facilities to his premises, the Distribution Licensee shall be authorised to recover all expenses reasonably incurred on such works from the applicant, based on the schedule of charges approved time to time by the Commission.

- (4) Where the Distribution Licensee has recovered the expenses referred to in clause 4.1 above at any time after the notification of these Regulations, the consumer shall be entitled to the depreciated value of such dedicated distribution facilities, upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations.

Provided that the Distribution Licensee shall be entitled to recover the expenses incurred towards permanent disconnection of the dedicated distribution facility of the consumer from its system in accordance with the schedule of charges as approved time to time by the Commission.

Provided that where such facilities have been provided by the consumer, then such facilities may be retained by the consumer upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations.

Provided however that where the discontinuance of supply is on account of the consumer's failure to pay any sum under Section 56 of the Act, the Distribution Licensee, in addition to the rights available under that Section, shall be entitled to adjust such sums due from the depreciated value of facilities to which the consumer is entitled under this clause 4.1 (4) or to retain facilities of such depreciated value as to cover such sums due from such consumer to the Distribution Licensee.

- (5) Where an applicant requires temporary supply then, notwithstanding anything contained to the contrary in these clauses 4.1 (1) to 4.1 (7), the Distribution Licensee shall be authorised to recover all expenses reasonably incurred for the purpose of giving such temporary supply and for the purpose of discontinuance of such temporary supply:

Provided that where the works relating to such temporary supply are carried out by the Distribution Licensee and paid for by the person requiring such temporary supply, then such person shall receive credit for the depreciated value of such -assets at the time of discontinuance of such temporary supply and return of facilities to the Distribution Licensee.

Provided however that where the works relating to such temporary supply are carried out by the person requiring such temporary supply, then such person shall be entitled to retain such assets at the time of discontinuance of such temporary supply.

- (6) The Distribution Licensee shall maintain the works for the purpose of giving supply to the consumer over the period of such supply.
- (7) Where an applicant has represented to the Distribution Licensee that he desires to carry out works under these clauses 4.1 (1) to 4.1 (7) through a Licensed Electrical Contractor and

the Distribution Licensee permits the applicant to do so, the Distribution Licensee shall not be entitled to recover expenses relating to such portion of works so carried out by the applicant.

Provided however the Distribution Licensee shall be entitled to recover, from the applicant, charges for supervision undertaken by the Distribution Licensee, at such rate, as may be approved in the schedule of charges by the Commission time to time.

#### **4.2 Charges for Electricity Supplied**

- (1) The Distribution Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the Commission:

Provided that in case of distribution of electricity in the same area by two or more Distribution Licensees, the Commission may fix only the maximum ceiling of tariff for retail sale of electricity.

- (2) The charges for electricity supplied under the clause 4.2 may include a fixed charge or demand charges, as applicable and any other charges in addition to a charge for actual electricity supplied, in accordance with terms and conditions of tariff as may be specified from time to time by the Commission.
- (3) The Distribution Licensee is also authorised to recover such surcharge and charges for wheeling as may be specified under the provisions of sub-section (2) and subsection (3) of Section 42 of the Act and such additional surcharge as may be specified under the provisions of sub-section (4) of Section 42 of the Act and terms & conditions for Intra-State Open Access Regulations - 2012, as amended time to time.
- (4) Unless otherwise specified, all HT and LT charges refer to one point of supply and each separate establishment shall be given separate point of supply.
- (5) In addition to the charges fixed by the Commission, consumers shall be required to pay all taxes, duties and other statutory charges as may be required under any law for the time being in force.

#### **4.3 Approval of Cost Data Book by the Commission**

- (1) The licensee shall submit once in a year, a proposal to the Commission for approval of the cost data book of the rates of materials and work at which the expenditure as per Section 46 of the Act is to be recovered by the licensee and as per Annexure-10.12 of this code/Regulation.
- (2) The licensee shall publish such proposal in its website and publish an abstract of the proposal

in one local daily and in one English daily having wide circulation in the State, as directed by the Commission.

- (3) The Commission shall, after conducting a public hearing on such proposal, scrutinize the proposal, determine the reasonable rates of materials and work and approve the cost data with or without modification.
- (4) The cost data approved by the Commission shall be published on the website of the licensee and it shall be valid at least for a period of one year from the date of its issue.

Provided that the Commission may, on request from the licensee, enlarge the period of validity of the cost data.

#### **4.4 Miscellaneous Charges to be Recovered**

- (1) A schedule of various Electricity Charges that shall be levied by the licensee is incorporated at Annexure 10.13 of this Code. The Commission may revise these charges from time to time through amendments or latest tariff order.
- (2) The licensee shall charge the consumers the costs for the materials and work as per Cost Data Book of clause 4.3 of above which shall be required for giving supply to the consumer. However, in case the consumer chooses to get the execution of the works done on his/her own, he shall bear only Supervision Charges, as per the Cost Data Book of license provision mentioned at Annexure 10.12 to this Code.

## **Section – 5: Metering, Billing and Payment**

### **5.1 Metering**

#### **5.1.1 Requirement of Meters**

- (1) No connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or prepayment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.
- (2) 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 under Section 55 of the Act. The licensee shall also comply with the above-mentioned regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.
- (3) At the time of seeking a new connection the consumer shall have the option to –
  - (a) purchase the meter, MCB or CB and associated equipment himself; or
  - (b) require that the meter, MCB or CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges.

Provided that For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter.

- (4) The distribution licensee shall ensure that tested and sealed meters of approved meter manufacturers are available to consumers for purchase and information of the places from where the consumers can purchase them is made available on its website.
- (5) The licensee is authorized to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises
- (6) The licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.

- (7) Apart from Smart Meters to be installed by the licensee(s), the licensee shall conform to the following types of meters for existing connections:
- (a) For LT connections - Electronic Meters with MDI.
  - (b) For HT/EHT consumers - 3 Phase Tri-vector meters with MDI. The meters shall have a facility for "Time of the Day" metering and storage of at least 45 days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features.
  - (c) In a situation where the licensee is facing problems in collection of energy dues, the licensee may install pre-paid meters. The meters shall conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations 2006 as amended from time to time.
- (8) If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- (9) If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub -station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.
- (10) If the licensee may, however, at its option provide/allow metering on the low-tension side for power supplied at high tension in order to economize cost of HT metering provided where the HT load is up to 50kW/ 55 kVA.

Provided where metering of the HT service connection is on the LT side i.e. on the secondary side of the transformer,

- (a) In case of existing HT consumers having loads up to 50 kW/ 55 kVA and the metering at LT, HT reading for billing purposes shall be computed by adding 2 percent to the Maximum Demand reading and 3 percent to the reading kWh recorded on the LT meters towards transformation loss.
- (b) The said transformation loss shall be added to the energy consumption, even when the recorded energy consumption is nil.

### **5.1.2 Supply and Installation of Meters and MCBs/CBs**

- (1) LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weather proof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee.
- (2) If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more installments as per the terms approved by the Commission. The consumer shall not be liable to pay meter rent for the period the meter remains defective. In case of connections where cost of the meter has been borne by the consumer or where payment of cost of the meter has been made under Central specific programme in respect of BPL/KJ consumers, no meter rental shall be charged from the consumer.
- (3) The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives. In case of multi- storied buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation, protected from rain/water drippings & adequate illumination. In case the service line exceeds 45 meters and extension of LT line is not immediately feasible for providing power supply, the licensee shall provide water proof steel box, having glass window and locking/sealing arrangement fixed on the electricity pole and install energy meter inside it. The cost of such box including installation charge shall be borne by the consumer and the consumer shall be responsible for its safety. Consumer shall also provide suitable box near the meter for placing/dropping the bill by meter reader, if found it necessary by the licensee. The cost for any common service items for providing power supply shall be borne by the consumer(s) on prorata basis to the area.
- (4) Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorized representative, after giving a notice period of 7 days.
- (5) The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorized representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorized representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs,

replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorized representative.

- (6) Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 as amended from time to time.
- (7) The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.
- (8) It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
- (9) A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of Meters) Regulations 2006 as amended from time to time. These check meters may be calibrated by the licensee upon payment of prescribed fee as per the cost guidelines of the Cost Book given in Annexure 10.12 to this Code (as determined by the Commission from time to time). However, check meter readings shall not be used for billing purpose by the licensee.

### **5.1.3 Reading of Meters**

- (1) The meter shall be read at least once in every billing cycle in urban, rural and remote areas by an authorised representative of the distribution licensee.
- (2) **All types of smart meters shall be read remotely at least once in a day and the other pre-payment meters shall be read by an authorised representative of the distribution licensee at least once in every three months and the data regarding energy consumption shall be made available to the consumer, through website or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount at least on daily**



basis.

- (3) **After the installation of smart meters, no penalty shall be imposed on the consumer, based on the maximum demand recorded by the smart meter, for the period before the installation date.**
- (4) **In case maximum demand recorded by the smart meter exceeds the Sanctioned Load in a month, the bill, for that billing cycle, shall be calculated based on the actual recorded maximum demand and consumers shall be informed of this change in calculation through Short Message Service or mobile application:  
Provided that the revision of the Sanctioned Load, if any, based on the actual recorded maximum demand shall be as under:**
  - (a) **in case of increase in recorded maximum demand, the lowest of the monthly maximum demand, where the recorded maximum demand has exceeded the sanctioned load limit atleast three times during a financial year, shall be considered as the revised Sanctioned Load, and the same shall be automatically reset from the billing cycle in next financial year; and**
  - (b) **in case of reduction of maximum demand, the revision of sanctioned load shall be done in accordance with provisions of the Supply codes/practice directions/Standard Operating Procedures issued by the respective Commission from time to time.**
- (5) In case of smart meters, the meters shall be read remotely at least once in every month and in case of other pre-payment meters, the meters shall be read by an authorised representative of the distribution licensee at least once in every three months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc. Consumers having smart pre-payment meters may also be given the data access for checking their consumption on real time basis.
- (6) For post payment meters, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail. In such a case, distribution licensee may not send any notice or provisional bill to the consumer.
- (7) For domestic consumer's, the licensee shall ensure that the meter is read during daylight hours by an authorised representative of the licensee. 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.

- (8) The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- (9) It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.
- (10) Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.
- (11) In case, for any reason, the meter is not read during a billing cycle the licensee shall prepare a provisional bill based on the average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch, and the licensee shall not generate more than two provisional bills for a consumer during one financial year **except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading**. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.
- (12) If the meter is rendered inaccessible on two consecutive meter reading dates, a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.
- (13) If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 days. Failing this, supply shall be disconnected.
- (14) The provisions of clauses 5.1.3 (7) and 5.1.3 (7) of this Code shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the

inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with clause 5.3.2 (2) of this Code.

- (15) When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/ provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.
- (16) If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge, determined as per the cost guidelines of the Cost Book given in Annexure 10.12 to this Code (or as determined by the Commission from time to time), shall be included in the next bill of the consumer.

#### **5.1.4 Testing of Meters**

(1) **Periodical Testing of Meters by the Licensee: -**

- (a) It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, as amended from time to time.
- (b) The licensee shall conduct periodical inspection/testing of the meters as per the following schedule:
  - (i) Single phase meters and LT 3-Phase meters: Once every five years;
  - (ii) HT meters including MDI: Yearly;

**Provided that in case of LT connections, the licensee shall ensure that at least 20% of total LT connections are tested every year in compliance of clause 5.1.4 (1) (b) (i) and report the status of compliance with 45 days of end of financial year.** Wherever applicable, CT and PT shall also be tested along with meters.

- (c) Test results shall be maintained as per the format given in Annexure 10.4 to this

Code.

**(2) Testing of Defective Meters**

- (a) The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test.
- (b) A consumer may request the licensee to test the meter on his premises if he doubts its accuracy, by applying to the licensee in the format given in Annexure 10.5 to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in clauses 5.1.4 (2) (d) - 5.1.4 (2) (g) of this Code.
- (c) The meter may be tested for accuracy at accredited laboratory notified by the Commission. The list of accredited laboratories notified by the Commission for testing of meters shall be available on the website of the licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the Details of various Electrical charges given in Annexure 10.13 to this Code (or as approved by the Commission from time to time)

**Provided that no test fee shall be charged from the consumer at the time of reporting if the meter is found to be defective or burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.**

- (d) The licensee shall inspect and check the correctness of the meter **within 15 working days of receipt of complaint in urban areas and within 20 working days of receipt of complaint in rural areas and 30 working days from receipt of complaint in remote area** about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc.

Provided that in case of complaint by a consumer regarding meter reading not being commensurate with his consumption of electricity, distribution licensee shall install an additional meter within 3 days from the date of receipt of the complaint, to verify the consumption, **for a period of three months to assess the consumption of the consumer.**

- (e) The distribution licensee shall give a copy of the meter test report to the consumer duly signed by both the distribution licensee or their authorised representatives and the consumer, and retain one such copy as acknowledgment. The distribution licensee shall communicate the date and time for such test to the consumer and convey the said consumer to present at the site for testing. However, if the consumer chooses not to be present at the site for testing, the distribution licensee will carry out such testing and shall give the copy of the meter test report to the consumer for signing.
- (f) In case, during testing, the meter is found to be inaccurate, the excess or deficit charges shall be adjusted in the subsequent **after meter reading is done through installation of correct meter**.
- (g) If a consumer disputes the results of testing, the meter shall be tested at a third-party testing facility selected by the consumer from the list of third-party testing agencies approved by the Commission. If it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test shall be borne by the distribution licensee. However, in case it is established that the results of this test are same as the results of the test performed by the distribution licensee then the cost of undertaking such test shall be borne by the Consumer. The meter test results and the meter data shall be issued to the consumer after such test has been completed and the said results are final and binding on both the consumer and the distribution licensee.
- (h) The list of third-party agencies approved by the Commission shall be available in their various offices as well as on the website of the distribution licensee.

#### **5.1.5 Replacement of Defective or burnt or stolen meters**

- (1) Replacement of defective/stolen/burnt meters shall be done either on consumer's complaint or upon inspection by the distribution licensee.
- (2) If the meter is prima facie found to be defective/stolen/burnt not due to causes attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within the timelines as specified in clause 5.1.5 (4) below.
- (3) If, after investigation, it is found that the meter has become defective/stolen/burnt due to causes attributable to the consumer, the necessary charges shall be recovered from

the consumer **as specified by the Commission in the Retail Supply Tariff Orders issued from time to time;**

- (4) The licensee shall replace the defective/stolen/burnt meter within twenty-four hours in urban areas, seventy-two hours in rural areas and 7 working days in remote areas.
- (5) Non-availability of meter shall not be a reason for delay in restoration of supply.
- (6) If the meter is installed outside the consumer's premises, distribution licensee shall be responsible for safe custody of the meter, and if the same is installed within the consumer's premises, the consumer shall be responsible for the safe custody of meter.

#### **5.1.6 Cost of Meters**

- (1) The Licensee shall not require in-principle approval of the Commission to procure the meters required for energizing new connection.
- (2) If the meters are required to be replaced on the directions of the Commission, for any reason whatsoever, the Licensee shall take prior approval of the Commission to procure the meters.
- (3) If meters are replaced before its useful life due to any reason attributable to the Licensee such as defect in procured lot, transients in distribution system, wrong booking of cases for unauthorized use or theft of electricity etc., the Licensee shall bear the cost of the meters and shall not be allowed in the Annual Revenue Requirement (ARR).
- (4) If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorised load by the consumer etc., the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of **clause 5.1.1 of this Code** within **3 working days in Urban Areas, 5 working days in Rural Areas and 10 working days in Remote Areas** after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable.
- (5) The licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter (useful life of the meter as per the depreciation schedule approved by the Govt. no of years after date of first instalment of the aforesaid meter) that was rendered defective/burnt:

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per clause 6.2.5 (3) of this

Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

- (6) If the meters are procured by the applicant/consumer for release of new connection or pursuant to the Commissions directions, the Licensee shall not levy any meter security and meter rent.

### **5.1.7 Adoption of New Technologies for Metering**

- (1) The Licensee shall prepare a plan for adoption of new technologies in metering such as pre-payment meters, time of the day meters (ToD), smart meters and automatic remote meter reading system through appropriate communication system, etc. and implement the same with the approval of the Commission.
- (2) Such meters shall conform to the technical requirements as notified by the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

Provided that, the Licensee may, after obtaining approval from the Commission, include in the service connection agreement, the necessary special conditions to suit the special metering system:

Provided further that when pre-payment meters are used to supply power, security for electricity charge shall not be collected and that the consumers shall be eligible for a rebate as approved by the Commission for making the pre-payment.

### **5.1.8 Net Metering/Gross Metering/Net Billing including Group Net Metering and Virtual Net Metering for Grid Interactive Distributed Renewable Energy Systems**

Metering in case of Grid Interactive Distributed Renewable Energy Systems shall be as per APSERC (Grid Interactive Distributed Renewable Energy System with Net Metering, Net Billing/Net Feed – In, Gross Metering and Its Related Matters) Regulations 2024 as amended from time to time.

## **5.2 Billing**

### **5.2.1 General**

- (1) The tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff **excluding** fuel surcharge and other charges, **at least one month** ahead of time, through distribution licensee's website as well as through energy bills **or Short Message Service or Mobile Application and the like.**

- (2) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed, and the bill shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic mode at least ten days prior to the due date of payment.
- (3) In case of non-receipt of original bill, the consumer shall be entitled to get a duplicate copy of the bill and shall also have the option to deposit self-assessed bill as per the procedure approved by the Commission:  
  
Provided that the excess or deficit payment, as the case may be in case of self-assessment, shall be adjusted in the next bill or bills, as the case may be.
- (4) In case of pre-payment metering, the distribution licensee shall issue the bill, to the consumer, on his or her request.
- (5) The distribution licensee shall intimate the consumer about despatch of bill through SMS or email, or by both, SMS and e-mail, immediately and the intimation shall consist of the details of bill amount and the due date for payment.
- (6) The distribution licensee shall also upload the bill on its website on the day of bill generation:  
  
Provided that the billing details of last one year for all consumers shall also be made available on the licensee's website.
- (7) The licensee shall issue the first bill within two billing cycles of energising a new connection.
- (8) In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 7 days.
- (9) If any bill is served with a delay not exceeding sixty days, the consumers shall be given **a rebate of two percent on the total bill amount.**
- (10) The information regarding the authority with whom grievance or complaint pertaining to bill can be lodged shall be provided along with the bill and the same shall also be made available on distribution licensees' website.
- (11) In case of vacation of premises, the distribution licensee shall arrange to take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period not exceeding seven days from the receipt of such



final payment

(12) The licensee shall also intimate the consumer, in the beginning of the financial year, of the following:

- (a) Probable week in which bill shall be issued by the licensee in every billing cycle;
- (b) Probable due dates for payment of bill; and
- (c) Rebates applicable to consumers, if any.

Provided that the due date for bill payment through cheques shall be 3 days in advance of the normal due date for bill payment, and the due date for bill payment through online bank transfer/credit card shall be 1 day in advance of the normal due date for bill payment.

(13) If a consumer does not receive the bill within 7 days of the bill issue date, he may obtain a duplicate bill from the concerned billing office of the licensee. The licensee shall issue a duplicate bill immediately if the consumer contacts the licensee's office in person/ telephonically, or on the date of receipt if sent by post. Non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date.

(14) The following information shall be included in the bill:

- (a) Address and telephone number of the billing office / distribution center;
- (b) Bill Number and Period of Bill;
- (c) Consumer Number, Name and Address;
- (d) Pole Number from which connection is served / Name of sub-division or center;
- (e) Date of issue of Bill;
- (f) Tariff category of consumer (i.e. domestic/ commercial etc.);
- (g) Tariff, rate of electricity duty and cess applicable;
- (h) Status of meter (OK/defective/not available);
- (i) Billing Status (Regular/ Assessed/ Provisional Bill with reason)
- (j) Supply details:
  - (i) Type of supply (i.e. single phase, three-phase LT or HT)
  - (ii) Contracted load/ Connected load
- (k) Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter)
- (l) Initial meter reading with date;
- (m) Final meter reading with date;

- (n) Multiplying Factor of the meter if any;
  - (o) Units consumed;
  - (p) Maximum demand;
  - (q) Due date of payment (separately specified for payment by cash, cheque, ECS, NEFT, Credit / Debit Card, etc. if necessary);
  - (r) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
    - (i) Energy Charges
    - (ii) Fixed Charges
    - (iii) Meter rent, if any
    - (iv) Capacitor surcharges
    - (v) Other Charges, if any
    - (vi) Electricity Duty
    - (vii) Power factor adjustment charges, if any
    - (viii) Reactive Energy Charges, if any
    - (ix) Time of Use charges, if any
    - (x) Surcharge for delay, if any
    - (xi) Arrears (with details)
    - (xii) Details of Subsidy, if any, under Section 65 of the Act
    - (xiii) Others (with details)
    - (xiv) Total amount due
    - (xv) Adjustment
    - (xvi) Net amount to be paid
  - (s) Modes of payment accepted;
  - (t) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
  - (u) Security Deposit held and required;
  - (v) Details of last six readings.
- (15) The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill at least twice a year:
- (a) Address(es) of collection centre(s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;
  - (b) Designation and address of the authority with whom grievance / complaints pertaining to bills can be lodged;
  - (c) Complete address(es) with telephone number(s) of the complaint centers, if

any;

- (d) Addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under Section 42 sub-clause 6 of the Act;
  - (e) Tariff Schedule applicable to the consumer; and
  - (f) Advertisements, if any.
- (16) The bill may contain additional information, if any, as desired by the licensee such as information related to safety, energy conservation, prevention of theft etc.

### **5.2.2 Procedure for Billing under Special Circumstances**

#### **(1) The Consumers with Unmetered Connections**

In the case where the consumers were given metered connection but meters are not yet installed, the provisional billing shall continue only for a maximum period of two billing cycles, during which the Licensees should ensure the meters get installed. Thereafter, the Licensees shall not be entitled to raise any bill from the consumers till meters are not installed. It is further clarified that the revenue loss on this account must be borne by the Licensees.

Provided to allow rebate to consumers who shift from unmetered to metered connection as decided by the Commission from time to time.

#### **(2) Billing when Meter Not Accessible**

In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the previous 3 billing cycles. However, the licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

#### **(3) Billing in case of defective/stuck/stopped/burnt meter**

- (a) In case of post-paid defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective. These charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective

meter;

Provided that in case of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective is not available, the defective meter shall be immediately replaced and the period for which the meter is not recording shall be adjusted based on the average consumption of next three months billing cycles after meter is replaced.

If frequency of recharging of prepaid metering is doubtful, the licensee shall check the consumer's premises for any mal-practices and action be taken accordingly.

- (b) 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), 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 average maximum demand as available for lesser period shall be considered. If neither the record of MDI of past year nor average maximum demand of lesser period is available, average record of MDI in the next three months after meter is replaced may be considered.

**(4) Billing in case of Lost Meters**

- (a) In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
  - (i) As per clause 6.2.5 (3) of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance.
  - (ii) As per clauses 5.2 .2 (3)(a) and 5.2.2 (3) (b) of this Code, in other cases. Special Reading and Billing of Meters in cases of Change of Occupancy or Vacancy of Premises for Domestic Consumers.
- (b) 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 a No Dues certificate from the licensee.
- (c) The consumer shall request in writing to the licensee for special reading to be

taken at least 15 days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.

- (d) The licensee shall arrange to take a special reading of the meter within 5 days of receiving the consumer's written request and issue a final bill including all arrears till the date of billing, at least 5 days before change of occupancy / vacancy of premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The final bill shall also include charges for the period between the date of special reading and date of vacancy of premises on a pro-rata basis.
- (e) 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 supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be effected.

**(5) Billing in case of Excess Load**

In cases where MDI is installed the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in Annexure 10.11 but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as per below:

- (a) In domestic category, 50% of the difference between the actual connected load and two times the contracted load;
- (b) In commercial category, 75% of the difference between the actual load and 1.33 times the contracted load; and
- (c) In other cases, difference between the connected load and the contracted load.

**5.3 Payment of Bills**

**5.3.1 Payment on Self-Assessment by the Consumer**

- (1) In case of non-receipt of bill, the consumer may deposit self-assessed bill for the period for which bill has not been received, provided that it is not less than the average

consumption during the billing cycle over the last six months. The excess/deficient 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 protest by the consumer after giving him an opportunity for reply and a personal hearing.

### **5.3.2 Advance Payment of Bills**

- (1) In case of post payment meters, when a domestic consumer gives prior information in writing about his continued absence from residence, the distribution licensee shall not send any notice or provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance and his supply line shall not be disconnected.
- (2) Interest shall be paid on advance amount paid as per clause 5.3.2(1) above, at the State Bank of India's prevailing interest rate for Savings Bank account.
- (3) Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.
- (4) Format for advance payment is prescribed at Annexure 10.12 to this Code.

### **5.3.3 Disputed Bills**

- (1) On receipt of the complaint, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.
- (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 7 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 15 days of receipt of the complaint. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay. Till the complaint on the bill is resolved, the consumer shall pay the amount 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) If the complaint is found to be correct by the licensee, a revised bill shall be issued within 7 working days of intimation of the same to the consumer. The consumer shall

make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.

- (4) If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

#### **5.3.4 Mode of Payment**

- (1) Consumer shall have the option to pay bills online or offline.
- (2) **Bill amount of more than one thousand rupees shall mandatorily be paid online. The Commission shall specify suitable incentive/rebate in Retail Supply Tariff Order from time to time for consumers using online means for payment of bills.**
- (3) For bill amounts less than or equal to one thousand rupees consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.
- (4) The distribution licensee shall establish online portal as well as sufficient number of collection centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount with ease.
- (5) Consumer making payment by cheque, demand draft or money order, on – line payment, debit card, credit card etc. cheques and demand drafts, it shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received or date of cheque whichever is later in the licensee's office, provided that the cheque is not dishonored.
- (6) Wherever necessary, the licensee shall ensure that a separate collection center is provided for senior citizens, physically challenged person and women.
- (7) The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues. In case a cheque is dishonored within the period

prescribed in clause 5.3.4 (1) of this Code, the licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonor of the cheque/non realization of the draft. If there are two instances of dishonor of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition, the licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act.

- (8) In addition to the mode of payments specified in clause 5.3.4 (1) of this Code, the licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.
- (9) Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, or remain closed for any other reason whatsoever the payment shall be due on the next working day.

### **5.3.5 Receipt of Bill Payment**

Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be acknowledged in the next bill.

### **5.3.6 Utilization of the amount Received**

All payments made by the consumer will be adjusted in the following order of priority:

- (i) Late payment surcharge;
- (ii) Arrears of electricity charges and corresponding arrears of electricity duty/tax;
- (iii) Current electricity charges and corresponding current electricity duty/tax;
- (iv) Miscellaneous charges.

### **5.3.7 Late Payment Surcharge**

Surcharge for delayed payment shall be levied as per the prevailing Tariff Order.

### **5.3.8 Instalment Facility and Incentive for early Payment**

The Licensee may, with prior approval of the Commission, formulate and implement a scheme including payment in instalment, incentive for early payment, payment through



electronic mode etc. for payment of bills by the consumers.

### **5.3.9 Recovery of Arrears**

No sum due from any consumer, on account of default in payment shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied.

## **Section – 6: Theft and Unauthorised Use of Electricity**

### **6.1 Theft of Electricity**

Whenever a case of theft of energy is detected, the Authorised Officer shall carry out assessment, in accordance with the procedure as laid down in the sections below:

#### **6.1.1 Procedure for Booking a Case of Theft of Electricity**

- (1) The licensee or supplier shall publish the list of the Authorised Officers prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- (2) An Authorised Officer, Suo-Motu or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- (3) The inspection team of the licensee or supplier, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer/ consumer representative before entering the premises. Photo Identity Card of the Authorised Officer shall clearly indicate that he has been nominated as Authorised Officer as per provisions of Section 135 of the Act.
- (4) 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 tampered meter, artificial means adopted for theft of energy).
- (5) 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.
- (6) No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.
- (7) In case sufficient evidence is found to establish direct theft of electricity, licensee or Supplier as per Section 135 sub-clause (1A) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection. The Authorised Officer of the licensee or Supplier shall within 2 working days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act.

- (8) The Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure 10.11 to this Code, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof or any other evidence which may be provided by the consumer:
- (a) Actual period from the date of commencement of supply to the date of detection of theft;
  - (b) Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;
  - (c) Actual period from the date of previous checking of installation to date of detection of theft;
  - (d) Meter Reading Instrument (MRI) data should be considered wherever available.
- (9) After establishing the duration period of theft, the Authorised Officer shall prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007, as amended from time to time and serve on the person under proper receipt.
- (10) In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- (11) In case of suspected theft, the Authorised Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorised representative and the Authorised Officer and the consumer have to sign on the seal borne on the meter. The licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in the presence of the consumer and the Authorised Officer at the licensee's testing lab which shall give a test report, in writing, which along with photographs / video graphs shall constitute evidence thereof. The Authorised Officer shall record reasons to suspect theft in the premises in his report:

Provided that if consumer insists, the testing of the meter will be carried out at a third party facility approved by the Commission.

- (12) The report shall be signed by the Authorised 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 authorised representative to either accept or give a receipt, a copy of the 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/Speed Post on the day or the next day of the inspection:

Provided that in case of suspected theft, if the consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within three days and connection shall be restored through original meter.

- (13) After detailed examination of the evidence and the consumption pattern of the consumer, if the licensee or supplier is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the licensee or supplier shall, within 7 days of inspection, serve a provisional assessment order assessed as per clause 6.1.4 (1) of this Code along with show cause notice to the consumer, giving reasons, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision and points on which reply has to be submitted. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- (14) In case a show-cause notice is not served even after 30 days from date of inspection by the licensee or supplier, the case of suspected theft shall be considered as dropped and no further action can be initiated against the consumer.
- (15) Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods such as remote control, high voltage injection etc. which interfere with the accurate registration of energy consumed. Theft of electricity may be established by analysis of metering data down-loaded by a third-party facility approved by the Commission. In case theft of energy is determined by way of meter down load, the provisional assessment order assessed as per clause 6.1.4 (1) of this Code along with show cause notice will be sent to the consumer/user. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation

of the person to whom it should be addressed.

- (16) The person, on whom an order has been served under clauses 6.1.1 (13) and 6.1.1 (15) of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Authorised Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

#### **6.1.2 Submission of Consumer's Reply**

- (1) The consumer shall submit his/ her reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clauses 6.1.1 (13) and 6.1.1 (15) of this Code.
- (2) In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 6.1.3 (1) and 6.1.3 (2) of this Code.

#### **6.1.3 Hearing in Case of Suspected Theft**

- (1) Within 5 days from the date of submission of consumer's reply, the licensee or supplier shall arrange a hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the licensee may proceed against the consumer.
- (2) During the hearing, the Authorised Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of theft is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.
- (3) In all cases where theft of electricity has been detected, the licensee or supplier shall file the case with Appropriate Court for decision in the matter unless the offence is compounded under Section 152 of the Act.
- (4) In case of the decision based on the consumer's reply/hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.

#### **6.1.4 Assessment Bill for Theft of Electricity**

- (1) Where it is established that there is a case of theft of energy based on the consumer's reply/ hearing, the Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure 10.11 to this Code, for the entire period during

which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection and prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 ,as amended from time to time and serve on the person under proper receipt.

- (2) In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- (3) The consumer shall be required to make the payment within 7 days of its proper receipt.
- (4) The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (1A) of Section 135 of the Electricity (Amendment) Act, 2007, as amended from time to time, restore the supply line of electricity within 48 hours of such deposit or payment.
- (5) If the person does not make payment within the stipulated time, the licensee or supplier shall proceed to recover its dues against the assessment order.
- (6) In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months pending adjudication by Appropriate Court.

#### **6.1.5 Default in Payment of Assessed Amount or Installments thereof**

In case of default in payment of the assessed amount, the licensee will, after giving a 15 days' notice, in writing, file a case against the consumer in the designated Special Court as per the provisions of Section 135 of the Act.

#### **6.1.6 Voluntary Declaration of Tampered Meters**

In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:

- (1) The tampered meter shall be replaced with a new meter by the licensee at the consumer's cost or by the consumer, as the case may be, immediately and the licensee shall raise the assessment bill at two times the normal tariff for the period of last six months reckoned from date of declaration.
- (2) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (3) The licensee shall not move the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.
- (4) In case of default in payment, the procedure for booking the theft case may be followed.

## **6.2 Unauthorized Use of Electricity (UUE)**

### **6.2.1 Procedure for Booking a case for Unauthorised Use of Electricity**

- (1) The licensee shall publish the list of Assessing Officers, prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- (2) An Assessing Officer, Suo-Motu or on receipt of reliable information regarding unauthorised use of electricity shall promptly conduct inspection of such premises and shall be present at the time of conducting inspection of such premises.
- (3) The inspection team of the licensee, headed by such Assessing Officer shall carry along with them their Visiting Cards and Photo Identity Cards. Photo Identity Card should be shown and Visiting Card handed over to the consumer before entering the premises.
- (4) The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as artificial means adopted for unauthorised use of electricity).
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorised use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilised for the purpose shall be kept as a proof.
- (6) The report shall be signed by the Assessing Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report, then the same has to be recorded in the inspection report and the report 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 shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed post on the day or the next day of the inspection.

- (7) Within three working days of the date of inspection, the Assessing Officer shall, analyse the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorised use of electricity has taken place, no further action will be taken.

### **6.2.2 Notice to Consumer**

- (1) If the Assessing Officer suspects that the unauthorised use of electricity has taken place, he shall serve a provisional assessment order assessed as per clauses 6.2.5 (2) and 6.2.5 (3) of this Code along with show cause notice to the consumer, giving reasons as to why a case of unauthorised use of electricity should not be booked against such consumer. The show cause notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- (2) The person, on whom an order has been served under clause 6.2.2 (1) of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.
- (3) If the provisional assessment amount is deposited within 7 days of serving such provisional assessment order on the consumer, reply to the notice shall not be necessary.

### **6.2.3 Submission of Consumer's reply**

- (1) The consumer shall submit his reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clause 6.2.2 (1) of this Code.
- (2) In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 6.2.4 (1) and 6.2.4 (2) of this Code.

### **6.2.4 Hearing in case of suspected Unauthorised use of electricity**

- (1) Within 5 days from the date of submission of consumer's reply, the licensee shall



arrange a hearing with the consumer.

- (2) During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of unauthorised use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

### **6.2.5 Assessment**

- (1) In cases where unauthorised use of electricity is not established based on consumer's reply submission/hearing, further proceedings shall be discontinued and case of unauthorised use of electricity shall be dropped immediately.
- (2) Where it is established that there is a case of unauthorised use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall assess the energy consumption taking into consideration the following:
  - (a) **Period of assessment:** If the Assessing Officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made 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 12 months immediately preceding the date of inspection.
  - (b) **Assessment charge:** The assessment for units assessed as per clause 6.2.5 (3) of this Code shall be done on the basis of applicable tariff and in accordance with the Electricity (Amendment) Act, 2007 and any subsequent amendments, excluding the consumption recorded by the meter or already billed during the assessment period at applicable tariffs.
  - (c) If a consumer is found indulging in more than one act of unauthorised use of electricity, the charges payable by the consumer in respect of each such unauthorised use shall be separately assessed and billed accordingly.
- (3) The methodology for assessment of consumption for unauthorised use of electricity shall be as follows:

**Assessment shall be based on the data obtained from the meter (in case of electronic meter through Meter Reading Instrument (MRI)) and shall be given**

**as: = Average Monthly consumption for the period of assessment (units) x  
Period of assessment (in months or fraction thereof), assessed as per clause  
6.2.5 (2)(a) of this Code:**

Provided the meter has been in working condition for at least 9 months of the assessment period:

Provided further that the connection of the consumer has been energized for at least nine months prior to the date of inspection for unauthorised use of electricity.

If the above conditions are not satisfied, then the assessment shall be as per the assessment formula given in clause of Annexure 10.11 to this Code.

- (4) The final assessment order shall be served on the consumer under proper receipt. The consumer shall be required to make the payment within 7 days of its proper receipt. A copy of the speaking order shall also be handed over to the consumer under proper receipt.
- (5) The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed by the State Government under section 126(2) of the Act.
- (6) Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within 7 days of service of assessment order upon him.
- (7) In case of non -payment of bill amount within 7 days of serving the final assessment order, the connection will be disconnected by serving a 15 days' notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- (8) When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

#### **6.2.6 Appeal to Appellate Authority**

- (1) Any person aggrieved by the final order served by the Assessing Officer may, within 30 days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the State Commission, to an Appellate Authority.

- (2) No appeal against an order of assessment under section 6.2.6 (1) above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- (3) The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order within 90 days of appeal being admitted and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final and shall not be appealable.
- (4) The consumer will be served with a revised bill as per final order of the Appellate Authority to be paid in 7 days.
- (5) If a consumer defaults in making the payment within 7 days of serving the final order of the Appellate Authority, the connection will be disconnected after serving a 15 days' notice which will not be reconnected until the bill amount is cleared. In case of non-payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- (6) An interest of 16% per annum will be charged on the amount as per final order of the Appellate Authority after thirty days from the date of final order, compounded every 6 months as per section 127(6) of the Act.
- (7) In case the Appellate Authority holds that no case of unauthorised use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.
- (8) In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the rate of 16 percent per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

## **Section – 7: Disconnection and Reconnection**

### **7.1 Disconnection**

- (1) The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc in case of temporary disconnection.
- (2) The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges given in this Code.

#### **7.1.1 Temporary Disconnection**

- (1) The supply may be disconnected temporarily in following cases:
  - (a) On non-payment of the licensee's dues: The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days to pay the dues. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;
  - (b) If the conduct/continuance of any business/industry/activity being carried out in any premises become unlawful due to lack of necessary permission or withdrawal of permission from the competent authority.
  - (c) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
  - (d) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection.
- (2) The supply shall be disconnected after giving a notice period of minimum 7 days. The

supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

- (3) The licensee shall, after the connection is temporarily disconnected as per clauses 7.1.1 (1) (b), 7.1.1 (1) (c) and 7.1.1 (1) (d), issue a notice to the consumer as per format given in Annexure 10.9 to this Code, to remove the cause of disconnection within 45 days failing which the supply shall be disconnected permanently.
- (4) The licensee may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re- connected in a unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all 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 clause 7.1.1 (1) (a).

### **7.1.2 Permanent Disconnection**

The supply shall be disconnected permanently in following cases:

- (c) On the termination of the Agreement;
- (d) If the cause for which the supply was temporarily disconnected is not removed within the notice period:
- (e) Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement whichever is later without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

### **7.1.3 Disconnection on Consumer's Request**

- (1) In case a consumer desires his meter to be permanently disconnected, he shall apply for the same in the format prescribed in Annexure 10.7 to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.
- (2) The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a

#### No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 working days after termination in the format given in Annexure 10.8 to this Code, failing which such intimation shall be deemed to have been given to the consumer.

- (3) The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the distribution licensee. The remaining security deposit shall be refunded to the consumer within seven working days.
- (4) In case the disconnection has been done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation within six working hours of receipt of past dues and other charges as applicable in case of urban area and within 24 working hours in case of rural areas.
- (5) The Pre-payment meters will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged.
- (6) In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 months' notice in advance or in lieu thereof pay 3 months' charges towards such deferment or cancellation of such phased demands.
- (7) Thereafter, the licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after disconnection.
- (8) HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

## 7.2 Reconnection

The licensee shall reconnect the consumer's installation within 2 days of payment of past dues, reconnection charges and Service Line Charges, as applicable, for that category of consumer, after getting necessary formalities completed from the consumer.

## Section – 8: General Provisions

### 8.1 General

- (1) **The distribution licensee shall provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised, etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.**
- (2) **The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps.**
- (3) The licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of code in each category, penalty leviable, penalty adjusted etc.
- (4) The licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website giving overall figure of such cases booked, decided and pending. The licensee shall also upload at its website all the reports sent to the Commission in accordance with this Code.

### 8.2 Provision for Load Shedding

- (1) Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the State Government or the licensee to maintain orderly grid operation. The licensee shall inform bulk/ HT consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.
- (2) **The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call center of the distribution licensee.**

### 8.3 Service of Notice

- (1) Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal

address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:

Provided that in the case of an individual, service of notice to the consumer's spouse or his authorised representative, and in the case of a firm, company or corporation, service of notice on the Managing Director, Director or Principal Officer or an authorised person of such a concern, shall be taken as sufficient service for the purpose of this Code.

- (2) If a consumer refuses or avoids receiving the notice, the service may be effected by:
  - (a) Affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
  - (b) Publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the Licensee.

Either of the above shall be deemed as sufficient for service of notice.

#### **8.4 Demand Side Management**

- (1) It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programs for Demand Side Management that may be launched by the licensee.
- (2) **For the purpose of Load Management and energy savings, the concept of Time of Day (ToD) Tariff was introduced by the Central Government. The Commercial and Industrial Consumers could thus avail the benefit of load shifting from Peak Hours to Off-Peak hours. The Time-of-Day tariff for Commercial and Industrial consumers having Maximum Demand more than 10 Kilowatt shall be made effective from 1<sup>st</sup> April, 2024 and for other consumers except agricultural consumers, the Time-of-Day tariff shall be made effective from 1st April, 2025 and a Time-of-Day tariff shall be made effective immediately after installation of smart meters, for the consumers with smart meters:**

**Provided that, the Time-of-Day Tariff specified by the Commission for Commercial and Industrial consumers during peak period of the day shall be 1.20 times the normal tariff and for other consumers, it shall be 1.10 times the normal tariff:**

**Provided further that, tariff for solar hours of the day, specified by the Commission shall be 20% less than the normal tariff for that category of consumers:**

**Provided also that the Time-of-Day Tariff shall be applicable on energy charge component of the normal tariff:**



**Provided also that the duration of peak hours shall not be more than solar hours as notified by the Commission or State Load Despatch Centre.**

### **Exemption**

- (1) The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.
- (2) Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the Distribution Licensee has no reasonable control.

### **8.5 Other General Provisions**

- (1) For creating proper awareness among consumers and licensee staff, the distribution licensee shall ensure to undertake the following steps, namely:
  - (a) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every office of the distribution licensee and downloadable from its website
  - (b) The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.
  - (c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service-related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.
  - (d) The distribution licensee shall arrange to display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results

obtained during the year, on its website.

- (2) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website and the distribution licensee shall indicate the area wise schedule of dates for replacement of such meter.

## **8.6 Repeal and Savings**

- (1) Save as otherwise provided in this Code, ..... is / are hereby repealed.
- (2) Notwithstanding such repeal:
  - (a) Anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act;
  - (b) The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code.

## **8.7 Power of Relaxation and Power to Remove Difficulties**

- (1) The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of this Code.
- (2) If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the matter may be expeditiously referred to the Commission. The Commission shall pass necessary orders after consulting the parties concerned, provided that the Commission may refuse to entertain the reference filed beyond 3 months' delay without sufficient cause.

**By Order of the Commission**

**Secretary**