

Consumer Rights & Obligations

(1) All consumers have the right to

- (i) Access to reliable and safe electric Power.
- (ii) Receive clear and complete billing information about the charges as per contract terms and conditions for available services.
- (iii) Receive accurate bills timely.
- (iv) Access to information about service connection, quality of service, service problems, meter readings, billing procedures, service charges, price structures, complaint procedures, disconnection, and termination of contract and pay points.
- (v) Receive advance notification for temporary termination of service indicating the circumstances under which the service is required to be terminated and also the tentative period of termination.
- (vi) Access to fair, courteous and expeditious complaint resolution mechanisms to redress grievances and seek settlement measures.
- (vii) Receive treatment equally to other similar Customers, free of prejudice or disadvantage and
- (viii) Have confidential information respected & protected.

(2) At the same time, the Consumers too have responsibilities to

- (i) Pay electricity Bills in full, promptly and honestly and collect the APR from the right authority.
- (ii) Observe the terms of electric-service-connection contract.
- (iii) Pay in advance applicable security deposits for electric services and collect the APR from the appropriate authority.
- (iv) Allow the record of consumption to be reflected in the appropriate metering device faithfully and accurately without interference.
- (v) Use electricity for only those purposes as per contracted terms and tariff category.
- (vi) Allow only the employees/authorized representatives of the utilities to enter the premises in reasonable time for purposes of inspection, installation, reading, testing, removal, replacement or disposal of their apparatus/electric meters.

- (vii) Give prior information in writing to the utility when intending to change residence.
- (viii) Ensure not to use electricity unlawfully via illegal connections, metering tampering or any other device that interferes with normal Supply & Service connection.
- (ix) Co-operate with employees/representatives of the service provider and support programmes on the effective and efficient use of electricity.
- (x) Inform the utility timely in case of exigencies.
- (xi) Save electrical energy as much as possible.
- (xii) Use energy efficient appliances only.
- (xiii) Abide by Codes, regulations and Acts made by appropriate Government/ Commission.

6 Utility Obligations

A utility is licensed by the Regulatory Commission to either transmit or distribute and supply electricity to different categories of consumers. In that regard, a licensee has an obligation to supply electricity to consumers to their satisfaction. Through this Charter, the licensee has committed itself to fulfill the following responsibilities.

- (i) Provide reliable electricity-reliable in terms of both quality and quantity.
- (ii) Provide safe electricity.
- (iii) Dispatch accurate bills timely.
- (iv) Attend to faults & rectify it as soon as possible.
- (v) Educate consumers on energy tips such as, Energy Conservation, Demand Side Management and use of energy efficient appliances.
- (vi) Be pro-active when handling complaints of any kind.
- (vii) Inform Consumers of planned Power outages in advance.
- (viii) Draw the awareness of the consumers to the Consumer Grievances Redressal System available in the utility.