

Classification of Supply-

Supply shall generally be given at the following voltages on the basis of contracted load:

Consumers availing supply at lower voltage than above classification will be required to pay Low Voltage Supply Surcharge as prescribed the Commission from time to time. Similarly, consumers availing supply at voltage higher than above classification will get High Voltage Supply Rebate as prescribed by the Commission from time to time.

| Category | System of Supply |
|---|--|
| Low Tension | |
| All installations with a contracted load less than 5 kW | Single phase at 230 V |
| All installations with a contracted load of 5 kW or more and upto 50 KW | 3 Phase, 4 wire at 440 V |
| High Tension | |
| Contracted load exceeding 50 kW and up to 2000 KW | 3 Phase at 6.6 kV / 11 kV / 22 kV |
| Contracted load exceeding 2000 kW and up to 10000 KW | 3 Phase at 33 kV |
| Extra High Tension | |
| Contracted load exceeding 10000 kW | 3 Phase at 66 kV/ 110 kV/ 132 kV/ 220 kV |

Charges for Supply

Charges for supply of electricity shall be as per the tariff schedule approved by the Commission from time to time. The charges may include:

- (1) Charges for supply of energy (fixed, demand, energy charges etc.) as determined for the licensee by the Commission in the latest tariff order for the licensee;
- (2) Statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law;
- (3) Wheeling charges and/or cross-subsidy surcharge and additional surcharge, if any, as determined by the Commission;
- (4) Rental, if any, towards meters and other electric plant & equipment of the licensee, as approved by the Commission;
- (5) Miscellaneous charges such as penal charges for exceeding contract demand, late payment surcharge, and any other charges applicable as approved by the Commission from time to time.

Licensee's obligation to supply

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

- (1) the supply of power is technically feasible;

- (2) the applicant has observed the procedure specified in this Code; and
- (3) the applicant agrees to bear the cost of supply and services as specified in the Code

Licensee's obligation to extend the distribution system and consumer's share in the cost

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.

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. A part of such expenses shall be met by system strengthening/ capacity building charges if any.

The cost of extension and up-gradation of the system for meeting demand of new consumers shall be recovered from the new consumers through system loading 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.

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 11.18 to this Code.

Conditions for Grant of Connection

The licensee shall prominently display on its website and wherever feasible, in its offices, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications.

Connection to unauthorised colonies/areas shall not be granted in case of a restraining/prohibition order by the government or competent authority.

Procedure for providing New Electricity Service Connection

Application Form

The applicant shall apply for release of new connection in the following format as given in the Annexure to this Code:

- (1) for release of new connection (Low Tension) - Annexure 11.1
- (2) for release of new connection (HT/ Extra HT) - Annexure 11.2
- (3) for declaration/undertaking to be signed at the time of receiving electricity supply - Annexure 11.3

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.

Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clauses 4.18 - 4.23 of this Code.

Registration-cum-processing fees of Rs. 10,000/- for HT and Rs. 50,000/- for EHT shall be levied while applying for new connection. These charges shall be adjusted by the licensee while issuing the demand note.

4.23 Other documents applicable only for select consumer categories:

- (1) Industrial consumers: Valid Industrial License, if applicable;
- (2) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
- (3) 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.

The licensee shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list shall be displayed on the licensee's website or the Notice Board/Blackboard kept at the local office of the licensee, to be updated daily.

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.

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 11.18 of this Code, after receipt of the application form

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 11.8 to this Code or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 1 Timeline for issue of demand note

| Particulars | No. of working days from receipt of application form | | |
|---|--|---------------------------|---------------------------|
| | Class-I Cities | Urban Areas | Rural Areas |
| Extension of distribution mains not required | Within 10 working days | Within 10 working days | Within 15 working days |
| Extension of distribution mains / system required | | | |
| (1) In case of LT service connections | Within 10 working days | Within 10 working days | Within 15 working days |
| (2) In case of HT service connections | Within 20 working days | Within 20 working days | Within 30 working days |
| (3) In case of EHT service connections | Within 45 working days | Within 45 working days | Within 45 working days |

The demand note shall contain details on the following:

- (1) Details of the works (including service line) to be undertaken for providing electricity supply;
- (2) Charges for the abovementioned works to be paid by the applicant in accordance with Annexure 11.21 to this Code:

Provided that if the applicant 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 applicant 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 applicant 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 11.21 to this Code:

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in clause 4.41 of this Code, failing which the licensee may, on giving 15 days' notice, treat the application form for supply as cancelled.

(4) Amount of security deposit as specified in Annexure 11.18 to this Code.

The overall timeline for releasing new electricity connection, from the date of receipt of application, shall be as under:

Table 2 Timeline for releasing new electricity connection (energisation)

| | | | |
|--|--|--|--|
| New connection/ additional load where supply can be provided from existing network | 30 days | 40 days | 50 days |
| New connection/ additional load where supply can be provided after extension/augmentation of network | LT 30 days HT 90 days EHT 180 days | LT 40 days HT 120 days EHT 210 days | LT 50 days HT 145 days EHT 240 days |
| Erection of substation to extend supply | On case to case basis as approved by the Govt. | On case to case basis as approved by the Govt. | On case to case basis as approved by the Govt. |

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.

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 below, whichever is later.

Table 3 Timeline for release of temporary connection

| Release of temporary connection | Class-I Cities | Urban Areas | Rural Areas |
|--|--------------------------|---------------------------|---------------------------|
| Where supply can be provided from existing network | 5 days | 10 days | 15 days |
| Where supply can be provided after extension/augmentation of network | LT 30 days HT 90 days | LT 45 days HT 120 days | LT 60 days HT 145 days |

Tatkal Yojana for Temporary Connection

The licensee shall give temporary supply at a notice of 48 hours, if it is technically feasible, on payment of an additional fee of Rs. 1000 for LT connections and Rs. 5000 for HT/EHT connections.

Procedure for Modification in Existing Connections

Application Form

The applicant shall apply for change in existing connection in the following format as given in the Annexure to this Code:

- (1) Application format for change in name of registered customer due to change in ownership/occupancy - Annexure 11.4
- (2) Application format for transfer of ownership to legal heir - Annexure 11.5
- (3) Application format for Conversion of Services / Change of Consumer Category /Shifting of Premises - Annexure 11.6
- (4) Application format for load enhancement/reduction - Annexure 11.7

Security Deposit

A security deposit shall be made by all consumers to cover:

- (1) the estimated power consumption for the billing cycle period plus one month; and
- (2) payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to person.

The estimated security deposit amount for different categories while releasing new connections shall be calculated as per the methodology given in Annexure 11.18 to this Code. In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given:

Subsequently, the security deposit shall be revised annually as per the procedure defined in clause 4.120 of this Code. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

Interest on Security Deposit

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.

Mode of Payment of Charges

All payments shall be made by way of Cash (up to Rs 10,000), Banker's Cheque, Demand Draft or Money Order. Cheques and demand drafts 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.

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 licence 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

Requirement of Meters

No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act. The licensee shall also comply with the abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

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.

5.3 At the time of seeking a new connection the consumer shall have the option to either:

- (1) Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided the equipments are of a make and specification approved by the licensee from time-to-time; or
- (2) Require that the meter, MCB/CB and associated equipment be supplied by the licensee.

The consumer shall indicate this option in the application form and licensee shall supply him with the list of approved vendor(s) and make(s). Once the consumer has procured the meter, the licensee shall test, install and seal the meter.

The licensee shall make available on its website an updated list of makes and specifications of meters and other equipments, as approved by the licensee.

5.9 If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more instalments as per the terms approved by the Commission. In case of connections where cost of the meter has been borne by the

consumer, no meter rental shall be charged from the consumer.

5.22 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. 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

Cost of Replacement of Defective/ Burnt/ Lost Meters

5.39 If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee.

5.40 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 cost of the meter shall be borne by the consumer as specified below:

(1) If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of clauses 5.1 -5.4 of this Code within 7 working days, after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable.

(2) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost:

Replacement of Burnt Meters

5.46 In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply immediately bypassing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.

Billing in case of Disputed Bills

- 6.23 On receipt of the complaint, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.
- 6.24 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.
- 6.25 If the complaint is found to be correct by the licensee, a revised bill shall be issued within 5 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.

- 6.26 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.