



The Arunachal Pradesh Gazette

EXTRAORDINARY

PUBLISHED BY AUTHORITY

No. 536, Vol. XXVI, Naharlagun, Monday, December 30, 2019, Pausa 9, 1941 (Saka)

ARUNACHAL PRADESH STATE ELECTRICITY REGULATORY COMMISSION
ITANAGAR

NOTIFICATION

The 18th November, 2019

No. APSERC/NOTIFICATION/32/2019. — In exercise of the powers conferred by Section 50 and clause (x) of sub-section (2) of Section 181 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, 2013**'.

Short title, scope extent and commencement:

1. This Code shall be called "Arunachal Pradesh State Electricity Regulatory Commission (**Electricity Supply Code) Regulation, 2020**" (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 1st April, 2020 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.

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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 land/premises who files an application form with a licensee, in accordance with the provisions of the Act, the rules, the regulations and the Order made there under, for purposes such as:
 - (a) Supply of electricity including temporary connection;
 - (b) Increase or reduction in sanctioned load or contract demand;
 - (c) Change of category;
 - (d) Issues related to billing or change of particulars related to connection; disconnection or reconnection of supply; termination of agreement or for other services, etc.

-
- (7) **"Application"** means an application form complete in all respects in the appropriate format, as required by the Distribution Licensee, along with documents showing payment of necessary charges and other compliances;
- (8) **"Application form"** means an application form complete in all respects in the appropriate format, as required by the Distribution Licensee, 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 prepared for different categories of consumers by the licensee;
- (17) **"Billing demand"** means highest of the following: -
- (a) the contract demand or the sanctioned demand wherever contract demand has not been provided in the supply agreement;
 - (b) the maximum demand indicated by the meter during the billing cycle.
- (18) **"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;
- (19) **"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;
- (20) **"Commission"** means the Arunachal Pradesh Electricity Regulatory Commission as referred to in sub-section (1) of Section 82 of the Act;
- (21) **"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;
- (22) **"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;
- (23) **"Connection Point"** means a point at which the consumer's installation and / or apparatus are connected to Distribution Licensee's distribution system;
- (24) **"Consumer"** means any person who is supplied with electricity for his / her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act 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 licensee, the Government or such other person, as the case may be. A consumer is specified as a:
- (a) **'Low Tension Consumer (LT Consumer)'** if he obtains supply from the licensee at low or medium voltage;
 - (b) **'High Tension Consumer (HT Consumer)'** if he obtains supply from the licensee at High Voltage;
 - (c) **'Extra High-Tension Consumer (EHT Consumer)'** if he obtains supply from the licensee at Extra High Voltage;
- (25) **"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;

- (26) **"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;
- (27) **"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;
- (28) **"Date of Commencement of Supply"** is the date when the licensee energizes the consumer installation by connecting to the Distribution mains;
- (29) **"Demand Charge"** for a billing period refers to a charge levied on the consumer based on the contracted/ sanctioned load or maximum demand, whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (30) **"Disconnection"** means the physical separation of user or consumer from the system;
- (31) **"Distribution mains"** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (32) **"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;

- (33) **"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 or suspended; and
 - (b) any apparatus connected to any such line for the purpose of carrying electricity;
- (34) **"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;
- (35) **"Emergency Rostering"** means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (36) **"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;
- (37) **"Extra High Voltage (EHV)" or "Extra High Tension (EHT)"** means a voltage exceeding 33 kV;
- (38) **"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;
- (39) **"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;
- (40) **"Fixed Charges"** shall be as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission;
- (41) **"Franchisee"** means a person authorized by a Distribution Licensee to distribute electricity on its behalf in a particular area within his area of supply;
- (42) **"High Voltage (HV)" or "High Tension (HT)"** means a voltage level between 650 V and 33 kV ;
- (43) **"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;
- (44) **"Interconnection"** shall have the same meaning as "connection point" as defined in sub clause 1.3(23) as above;
- (45) **"License"** means a license granted under Section 14 of the Act;
- (46) **"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;
- (47) **"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;

- (48) **"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:

$$\text{Load factor in percentage} = \frac{(\text{Actual units consumed in a given period} \times 100)}{(\text{Contracted load in kW} \times \text{No. of hours in the period})}$$

- (49) **"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 by the Central Electricity Authority (CEA) from time to time;
- (50) **"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 30 (thirty) minutes or as specified by the Commission, during the billing period;
- (51) **"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;
- (52) **"Minimum Charge"** shall be as approved by the Commission in the prevailing tariff order for the licensee;
- (53) **"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;
- (54) **"Occupier"** means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (55) **"Overhead Line"** means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (56) **"Phased Contract Demand"** means contract demand agreed to be availed in a phased manner;
- (57) **"Point of Supply"** means the point at the incoming terminals of switchgear installed by the consumer;
- (58) **"Power Factor"** is the cosine of the electrical angle between the voltage and current vectors in an AC electrical circuit;
- (59) **"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;
- (60) **"Rural Areas"** means the areas covered by Gram Panchayats and connected by road;
- (61) **"Remote Areas"** means areas not connected by road;
- (62) **"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 in the absence of an Agreement between the Distribution Licensee and the consumer;
- (63) **"Service Line"** means any electric supply line through which electricity is, or is intended to be, supplied:
- to a single consumer either from a distributing main or immediately from the Distribution Licensee's premises; or
 - 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;
- (64) **"Supplier"** means any entity authorised to supply electricity to consumer under the provisions of the Act;
- (65) **"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;
- (66) **"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;
- (67) **"Theft"** shall mean theft of electricity as defined in Section 135 of the Act;
- (68) **"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;
- (69) **"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;

- (70) **"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;
- (71) **"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.

2. System of Supply and Classification of Consumers

2.1 System of Supply

The Distribution Licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 as amended from time to time, if any. 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.

22. 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.

2.3 Duty of Licensee to Maintain the Specified Voltage Levels

The voltage at the point of supply shall remain within the limits as specified hereunder:

- In the case of low tension, +/- 6%.
- In the case of high tension, + 6% to - 9%.
- In the case of extra high tension, as per IEGC 5.2 (s).

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, 1Phase | - | 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.

2.5 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, 2010, 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, 2010 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 Clause 36 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 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 Clause 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time.

2.12 Use of Earth Leakage Protective Device

- (1) An earth leakage protective device so as to disconnect the supply instantly on the occurrence of earth fault or leakage of current shall be connected, to every electrical installation of installed capacity 2 kW and above supplied at 230 V (single phase) and in all installation supply at 400 V (3 phase), as provided under clause 42 of the Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010 as amended time to time. The maximum earth leakage threshold for tripping for such leakage protective device should not exceed 30 milliamps for domestic connections and 100 milliamps for all other installation, so as to disconnect the supply instantly on the occurrence of earth fault or leakage of current.

- (2) In the event of removal of earth leakage protective device of the consumer after initial installation of it, Distribution Licensee may disconnect the supply, subject to the provisions of the Acts, Rules and Regulations for the time being in force, after giving fifteen days' notice and shall not reconnect the same till earth leakage protective device is installed by the consumer.
- (3) Notwithstanding the provisions in any agreement, an earth leakage circuit breaker of sufficient rating shall be provided, in accordance with clause 52 (v) and 54 (v) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time on the Low Voltage side to detect the leakage in all luminous sign installations and X-ray installations.

2.13 Protection of Transformers

The following protection as mandated under clause 35 (3) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010, 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:

| Nature of Supply | Size of Installation | Max. Current Demand |
|------------------------------|---|--|
| Single phase/ three phase | (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, 2010, 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:
 - (e) 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 Arunachal Pradesh State Grid Code Regulation, 2018 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 Arunachal Pradesh State Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2016 as amended from time to time.

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 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. Normally no document, which has not been so listed, will be required for processing application forms for new connection. Security deposit determination norm (details 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 application of this clause, separate establishments/ premises shall mean -

- (a) Having distinct set up and staff or
- (b) Owned or leased by different persons or
- (c) Covered by different licences 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 the 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-Storeyed Building of more than 15-meter Height

Requirements of clause 36 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 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) - Annexure 10.1.
 - Application form for release of new connection (High Tension/ Extra High Tension) - Annexure 10.2.
- (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. Legible photocopies of a blank form may be made by the consumer, which 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, which minimise the applicant's interface with the utility during the process.
- (4) 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 or land possession certificate, 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 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) For all application forms pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding short comings 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 and Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form.
- (3) 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.
- (4) 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.
- (5) 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.

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) 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 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time in the presence of the applicant and his Licensed Electrical Contractor or his authorised representative. The licensee shall maintain a record of test results in the format given in Annexure 10.4 as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010, 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 authorised 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 authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised 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 any licensee fails to comply with the time frame stipulated under Regulation 85 he shall be liable to pay penalty as may be determined by the Commission in accordance with subsection (3) of section 43 of the Act.
- (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) 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.

- (2) For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.
- (3) 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.

- (4) The licensee shall process the application form as per the procedure given in clauses 3.6.4 - 3.6.7 of this Code.
- (5) 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.

- (6) 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.
- (7) The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- (8) 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.
- (9) 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.
- (10) 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.
- (11) If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.
- (12) 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.
- (13) 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.
- (14) 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.
- (15) 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.

- (a) Application format for change in name of registered customer due to change in ownership/ occupancy - Annexure 10.1;
 - (b) Application format for transfer of ownership to legal heir - Annexure 10.1;
 - (c) Application format for Conversion of Services / Change of Consumer Category /Shifting of - Premises Annexure 10.1;
 - (d) 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 unauthorised 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) - 3.6.7 of 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 AP SERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2015, 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 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:
- in respect of consumption of electricity - load security ; and
 - 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 charge 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 licensee 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.

4. Recovery of Charges

- (1) The Distribution Licensee is authorised 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 authorised 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.

5. Metering, Billing and Payment

5.1 Metering

5.1.1 Requirement of Meters

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued 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.

- (2) 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.
- (3) At the time of seeking a new connection the consumer shall have the option to either:
- Purchase the meter, MCB/CB and associated equipment himself from a vendor(s) provided the equipment's are of a make and specification approved by the licensee from time-to-time; or
 - 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 equipment's, as approved by the licensee.
- (4) The licensee is authorised 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. 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.
- (5) The meters for new connections may be of following type(s):
- For LT connections - Electronic Meters with MDI.
 - 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.
 - 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.
 - 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.
 - 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.
 - 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,

- 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.
- 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

- 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.
- 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.
- 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-storeyed 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 metres 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 authorised 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 authorised representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorised 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 authorised 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 once in every billing cycle and the consumer shall extend all facilities to the licensee or his authorised representatives to read the meter. In respect of domestic consumer's meter shall preferably be read during daylight hours.
- (2) The meter shall be read 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.
- (3) 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.
- (4) 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.
- (5) 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.
- (6) 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.
- (7) 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.

- (8) 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.
- (9) The provisions of clauses 5.1.3 (7) and 5.1.3 (8) 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.
- (10) 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.
- (11) 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: Once every five years;
 - (ii) LT 3-phase meters: Once every 3 years;
 - (iii) HT meters including MDI: Yearly;
- 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 laboratory 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 cost guidelines of the Cost Book given in Annexure 10.12 to this Code (or as determined by the Commission from time to time)
- Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.
- (d) The licensee shall inspect and check the correctness of the meter within 10 working days of receiving the complaint in urban areas and within 15 working days of receiving the complaint in rural areas and 20 working days in remote area.
- (e) Before testing a consumer's meter, the licensee shall give 4 days' advance notice in urban areas and 7 days' advance notice in rural areas and 10 days' advance notice in remote areas intimating the date, time and place of testing so that the consumer or his authorised representative may be present at the testing.

- (f) The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer / authorised representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.
- (g) The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill.
- (h) If a consumer disputes the results of testing, he may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance, as specified in the APSERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2015 as amended from time to time.

5.1.5 Replacement of Meters

(1) Defective Meters

- (a) The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- (b) If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in 5.1.4 (2) (d) - 5.1.4 (2) (g) of this Code.
- (c) If the meter is actually found to be not recording due to causes attributable to the licensee, the licensee shall replace the non-working (stuck, running slow, fast or creeping) meter within 10 working days in urban areas and within 15 working days in rural areas and within 25 working days in remote area.
- (d) If the meter is actually found to be not recording due to causes attributable to the consumer, the procedure laid down in clause 5.1.6 (4) shall be followed with respect to cost of meter. The licensee shall replace the non-working (stuck, running slow, fast or creeping) meter within 7 working days in urban areas and within 10 working days in rural areas and within 15 working days in remote area.

(2) Burnt Meters

- (a) 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 by passing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage.
- (b) If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burntout meter within 10 working days of receiving the complaint in urban areas and within 25 working days of receiving the complaint in rural areas.
- (c) If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in clause 5.1.6 (4) shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

(3) Lost Meters

- (a) Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.
- (b) Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per clause 5.2.2 (4)(a) of this Code.

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 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) 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:
- (a) 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 5.1.1(1)-5.1.1(4) 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.
- (b) If the meter was owned by the licensee, the licensee shall install a new meter at its own cost. Provided that in both the scenarios detailed in sub clauses 5.1.6 (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 Commission's directions, the Licensee shall not levy any meter security and meter rent.
- (7) If a consumer disputes the results of testing, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved 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 decided by the Commission 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).
- Provided further that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.
- (8) In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee's office or sub-station. The licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter that was lost.

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 in the Rooftop Solar Grid Interactive Systems

Metering in the Rooftop Solar Grid Interactive Systems Based On Net Metering Regulation APSCRC, 2016, as amended from time to time. Both the net meter and gross meter shall be tested before the installation. In case, Solar Energy is generated at different locations, injection may be done in different points.

Based on site specific and/or tariff requirement (when a solar tariff or generation based incentive is provided), there shall be no bar in gross metering and separate accounting of consumption (import) and injection (export) of solar power.

5.2 Billing

5.2.1 General

- (1) The licensee shall 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.
- (2) The licensee shall also intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details.
- (3) The licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer. The licensee may give an option of Spot Billing to domestic and commercial consumers in a notified distribution area.
- (4) The licensee shall issue the first bill within two billing cycles of energising a new connection. 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 14 days.
- (5) The bill will be delivered to the consumer immediately in case of spot billing under acknowledgment by the consumer. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/courier at least 10 days prior to the due date of payment.
- (6) 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.
- (7) 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.
- (8) 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.
- (9) 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 a consumer's premises remains vacant for some duration and he intends to make advance lump sum payments from which the billed amount may be deducted in installment subsequently, he can apply to the licensee in the format prescribed at Annexure 10.12 to this Code.
- (2) In such cases the consumer shall deposit an amount that covers the fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.
- (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.

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 may pay the bill by cash (up to Rs 10,000), cheque, demand draft or money order, on-line payment, debit card, credit card etc. 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. 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 dishonoured.
- (2) The payment may be made:
 - (a) In person at the designated collection offices of the licensee during specified times; or
 - (b) By post or courier; or
 - (c) By deposit in the drop-boxes maintained by the licensee at designated locations; or
 - (d) By bank transfer through the internet; or
 - (e) By any other scheme notified by the licensee for acceptance of bill payment.
- (3) The licensee shall establish sufficient number of collection centers at suitable locations with necessary facilities where consumer can deposit the bill amount with ease and without undue congestion. Wherever necessary a separate collection centers should be provided for senior citizens, physically challenged person and women.

- (4) 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 dishonoured 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 dishonour of the cheque/non realization of the draft. If there are two instances of dishonour 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.
- (5) 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.
- (6) 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.

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 Unauthorised 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:
- Period of assessment:** If the Assessing Officer reaches to the conclusion that unauthorised 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.
 - 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.
 - 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 appellants. 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.

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 reconnected 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:

- (a) On the termination of the Agreement;
- (b) If the cause for which the supply was temporarily disconnected is not removed within the notice period:

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) 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.
- (4) 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.
- (5) 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.

8. General Provisions**8.1 General**

- (1) 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.
- (2) 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

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.

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

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.

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 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.

8.6 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

Sd/-

Secretary

APSERC, Itanagar

9. References**(a) Regulations as per Arunachal Pradesh State Electricity Regulatory Commission:**

This Code shall be read in conjunction with the following Regulations of this Commission:

- Arunachal Pradesh State Electricity Regulatory Commission (Standards of Performance for the Distribution Licensee) Regulations, 2016 as amended time to time.
- Arunachal Pradesh State Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2015 as amended from time to time.
- Arunachal Pradesh State Electricity Regulatory Commission (Rooftop Solar Grid Interactive Systems Based on Net Metering) Regulation, 2016 as amended from time to time.
- Arunachal Pradesh State Electricity Regulatory Commission (Terms and Conditions of Intra-State Open Access) Regulations, 2012 as amended from time to time.

(b) Regulations as per Central Regulatory Body:

- The Electricity Act, 2003, as amended time to time.
- The Electricity (Removal of difficulties) Order, 2005 vide S.O. 790(E), dated 8th June 2005 of the Ministry of Power, Govt. of India related to Inclusion of measures to control theft in Electricity Supply Code.
- Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time.
- Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, as amended from time to time.
- Central Electricity Authority (Grid Standards) Regulations, 2010, as amended from time to time.
- Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010, as amended from time to time.
- Central Electricity Authority (Technical Standards for Connectivity of the Grid) Regulations, 2007 as amended from time to time.
- Central Electricity Authority (Technical Standards for Connectivity of the Distributed Generation Resources) Regulations, 2012 as amended from time to time.

Annexure 10. 1 Application Form - New Connection/ Load enhancement /Load Reduction/ Reconnection(Agriculture)/Change of Name/Shifting/Temporary Supply/ Conversion of Service/ Change of Consumer Category (Low Voltage Services(Form A-1)

Date of Application

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

Note- Applicant is requested to fill his/her name with all details clearly and to sign.

Further details available on website _____ (Licensee's website address)

| | | |
|----------------------|--|---|
| Licensee's Office | | Applicant's recent Passport size Photograph |
| Office Address | | |
| For Office Use Only. | | |
| SR No. | | |
| M.R.No & Date | | |
| Application No. | | |
| Consumer No. | | |
| Contract Load | | |
| Applicable Tariff | | |

I / We hereby request you for New Connection/ Load Enhancement / Load Reduction/ Reconnection (Agriculture)/ Change of Name/ Shifting/ Temporary Supply/ Conversion of Service/ Change of Consumer Category at Low Voltage services for the premises owned / occupied by me/ us.

Details of Applicant & Premises (where power supply is required): (Please mark ? where applicable)

1: Application for;

| | | | | |
|----|------------------|--|----|-----------------------------|
| 1. | New Connection | | 6. | Shifting |
| 2. | Load enhancement | | 7. | Temporary Supply |
| 3. | Load reduction | | 8. | Conversion of Service |
| 4. | Reconnection | | 9. | Change of consumer category |
| 5. | Change of Name | | | |

For Load enhancement/Load Reduction/Reconnection/Change of Name/Shifting/Conversion of service/Change of Consumer Category:

| | |
|------------------|-----------------|
| Name Of Consumer | Consumer Number |
| | |

2 : Purpose of usage of Power Supply

| | | | | |
|---|---------------|--|---|-----------------------|
| 1 | Residential | | 5 | Agriculture |
| 2 | Commercial | | 6 | Water works |
| 3 | Industrial | | 7 | Street Light |
| 4 | Institutional | | 8 | Other- Please specify |

3 : Type of Industry/Commercial Unit/ Institution

| |
|--|
| |
| |

4 : Legal Status of the applicant

Owner Tenant Nearest Connection No.

5 : Full name of Applicant & Address (where power supply is demanded)

| | | | |
|----------------------------------|-------------|----------------------------|--|
| Name of Applicant | Surname | | |
| | First Name | | |
| | Middle Name | | |
| | | | |
| Name of Society/Apartment/Estate | | | |
| | | | |
| | | | |
| House No./Flat No. | | Plot/Sub-Plot/ Shed No. | |
| Street/ locality | | | |
| Ward No./Nearest Landmark | | | |
| Village/Town/City | | | |
| Taluka | | | |
| District | | | |
| Pin Code | | | |

6 : Present Postal Address (For correspondence)

| | | |
|---------------|------------|---------|
| | | |
| Telephone No. | Mobile No. | e-mail: |
| | | |

7 : Load Detail (kW/ HP)

| | | | | |
|----------------------------------|----------------|--|----------------------------------|------------|
| Single Phase (upto 7kW) | | Three Phase (Above 7 kW - upto 50 kW) | | |
| Particular | New Connection | Existing Contracted Load | Additional/ Reduction of Load | Total Load |
| Light, Fan & Other Appliances | | | | |
| Motive Power Load | | | | |
| Total | | | | |

8 : PDC Reconnection / Shifting /(Only for AG Connection)

Name of Consumer (Copy of Bill to be attached)

Consumer Number

| | | | |
|----------------------|--|--|--|
| Existing L.S. Number | | New L.S. Number (in case of Shifting) | |
| | | | |
| L.S. No | | L.S. No | |
| Village | | Village | |

9. Change of Name

Consumer Number

Name of Old Consumer

Name of New Consumer

10 : Conversion of service

| | | | |
|---|---|---|--|
| 1 | If request is for conversion of service (Tick whichever applicable) | (a) Conversion from LT single phase to LT 3-phase (b) Conversion from LT 3-phase to LT single phase (c) Conversion from LT to HT (d) Conversion from HT to LT (e) Others (Please specify) | |
|---|---|---|--|

| | | | |
|---|--|---|--|
| 2 | If request is for change in consumer category mention the tariff category to which consumer wants to shift | (See list of all tariff categories attached with this form) | |
|---|--|---|--|

11. List of Documents to be attached

I. Identity Proof submitted along with this application form:

| | | |
|--|---|--|
| If Applicant is a person (Tick any one) | (i) Electoral identity card; | |
| | (ii) Passport; | |
| | (iii) Driving license; | |
| | (iv) Ration card; | |
| | (v) Photo identity card issued by Government agency | |
| | (vi) PAN card; | |
| | (vii) Photo Certificate from any village level Government functionary | |
| | (viii) Aadhar Card | |
| 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. | |

II. Proof of ownership of occupancy for which electricity connection is required (Tick any one)

| |
|--|
| (i) Copy of sale deed or lease deed or in the case of agricultural connections a copy of khasra/khatauni/khata nakal |
| (ii) Registered General Power of Attorney |
| (iii) Municipal tax receipt or Demand notice or other related document |
| (iv) Letter of allotment |
| (v) An applicant who is not an owner but an occupier of the premises shall along with anyone of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises |

III. Proof of current address (Tick any one)

| | | |
|------|---|--|
| i | Electoral identity card | |
| ii | Passport | |
| iii | Driving license | |
| iv | Ration card | |
| v | Photo identity card issued by any Government agency | |
| vi | Statement of running Bank Account | |
| vii | Most recent Water / Telephone / Electricity / Gas connection Bill | |
| viii | Income Tax assessment order | |
| ix | Aadhar Card | |

IV. Any other document as applicable (Please specify) _____

12. Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No

13. Any electricity dues outstanding for the premises for which connection applied for: Yes/ No

14. Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No

(For questions 12, 13 & 14 if the answer is 'Yes' in any case please provide details on a separate sheet)

15. Declaration

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/We desire and agree with the Distribution Licensee to avail power supply for the abovementioned purpose and of the load shown in this application form for the period not less than two years from the first day of the month next to date of commencement of power supply by the licensee.
- (c) I/ We have read the APERC (Electricity Supply Code) and agree to abide by the conditions mentioned therein.
- (d) I/ We will deposit electricity dues regularly as per the applicable electricity tariff and other charges.
- (e) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date :

Signature :

Place :

Name :

In case of thumb impression, Signature & name of witness is necessary.

In case of Firm/ Partnership/ Ltd. Company, Power of attorney Holder's signature must be supported by official seal

Note: Apart from documents for identity proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form.

1. 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;
2. In case of Public and/or Private Limited Company - The applicant shall furnish a 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;
3. Other documents applicable only for select consumer categories:
 - (a) Industrial consumers: Valid Industrial License, if applicable;
 - (b) Agricultural consumers: No Objection Certificate from competent government authority for tube wells, if required;
 - (c) Non-Domestic Khokhas and Temporary Structure: No Objection Certificate for Khokha or temporary structure from the Nagar Nigam / Nagar Palika / Nagar panchayat / Gram Sabha / Gram Panchayat / land development authority / land owning agency;
 - (d) BPL category consumers: BPL card issued by the appropriate State Government Authority.
4. In case of change in name to other than legal heir: No Objection Certificate from the existing consumer if available/possible and registered sale deed/ lease deed/succession certificate (if any other document, please specify).
5. In case of change of name to legal heir: Registered deed/succession or legal heir certificate/mutation deed/ (if any other document, please specify), and NOC from other legal heir(s) in case the connection is to be changed in the name of one of the legal heirs. In case the existing consumer is deceased, death certificate is required.
6. In case of application for load enhancement/ load reduction/ conversion of service/ change of consumer category/ shifting of premises: A work completion certificate and test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
7. Where new industrial connection or addition to the load of existing connection need clearance from the pollution or environmental angle, the applicant shall submit "NO OBJECTION CERTIFICATE" from the competent authority to the Distribution Licensee.
8. All the documents submitted shall be self-attested.

Annexure 10. 2. Application form- New Connection/ Load enhancement/Load Reduction/Change of Name(High Tension/ Extra High Tension Service)

HT Connection No. Date of Application

Note- Applicant requested to fill his/her name with all details clearly and to sign.

Further details available on website _____ . (Licensee's website address)

| | |
|-------------------|--|
| Licensee's Office | |
| .Office Address | |

| | | |
|-------------------|---------------------|---|
| | For Office Use Only | Applicant's recent Passport size Photograph |
| SR No. | | |
| M.R.No. & Date | | |
| Application No. | | |
| Consumer No. | | |
| Contract Load | | |
| Applicable Tariff | | |

I / We hereby request you for new connection/alteration in existing connection/ temporary connection to supply electrical energy at high voltage/ extra high voltage for the premises owned / occupied by me/ us.

| | | | | | | | | |
|----|--|--------------------------------|----------|----------|----------|--------|-------------------------------|-----------|
| 1 | Name of the Applicant/ Organization | | | | | | | |
| 2 | Name of \father \husband\ Director\ Partner\Trustee: | | | | | | | |
| 3 | Connection Type | | New | | Transfer | | Addition/Reduction in Load | |
| | | Name of the original Consumer: | | | | | | |
| 4 | Address for communication | | | | | | | |
| 5 | Address where the new connection is applied for/ existing connection is required to be shifted(Indicate landmarks to identify the location) | | | | | | | |
| 6 | Voltage at which supply is required (kV) (Please tick the category applicable) | 11 kV | 33 kV | 66 kV | 110 kV | 132 kV | 220 kV | 400 kV |
| | | | | | | | | |
| 7 | Type of supply (Permanent/ Temporary) | | | | | | | |
| 7a | If Temporary supply, specify period of requirement | From (date) | | | | | | |
| | | To (date) | | | | | | |
| 8 | Details of Contract Demand applied for (in kW/ kVA): | | | | | | | |
| 9 | Basis for projection of Contract Demand -Diversity Factor assumed | | | | | | | |
| | Phasing of Contract Demand required (Yes/No) | | | | | | | |

| | | | | | |
|---|---|------------------------------------|-----|-----|----|
| 10 | If Yes, then provide the following details in the given format CD required (kVA) along with remarks, if any | Tentative date from which required | | | |
| 11 | Tentative date from which power supply is required | | | | |
| 12 | Purpose of Installation | | | | |
| 13 | Category of tariff opted for | | | | |
| 14 | Production capacity | | | | |
| 15 | Category of Industry (Tick the applicable one) | SSI | MSI | LSI | |
| 16 | Legal Status of the applicant (viz. Ownership/ Partnership/ Private Ltd. / Public Ltd./ Society/ Govt. Dept./ Govt. Undertaking) | | | | |
| 17 | Name of Institution developing Industrial Premises | | | | |
| 18 | Possession Letter or No-Objection Certificate | | | | |
| 19 | Issued by the Institution (attach a copy) | | | | |
| 20 | Whether the above unit ever operated at some other place or applied for connection? (If yes, please provide details) | (a) Sanctioned Load: | | | |
| | | (b) Connection No.: | | | |
| | | (c) Arrears of payment (if any): | | | |
| 21 | If electricity connection for the premises was requested in the past? (If yes, please provide details) | (a) Sanctioned Load: | | | |
| | | (b) Connection No.: | | | |
| | | (c) Arrears of payment if any): | | | |
| 22 | Status of land acquisition | | | | |
| 23 | Whether the requisite consent/ NOC (if applicable as per the list of Pollution Control Board) has been obtained fromas per statutory requirements (If yes, attach a copy) | | | | |
| 24 | Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes /No | | Yes | | No |
| 25 | Any electricity dues outstanding for the premises for which connection applied for : Yes/ No | | Yes | | No |
| 26 | Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, partner, Director or Managing Director: Yes/ No | | Yes | | No |
| (For questions 24,25 and 26 if the answer is 'Yes' in any case, please provide details on a separate sheet) | | | | | |

Declaration

I/ We hereby declare that

- The information provided in this application is true to my knowledge.
- I/ We have read the APERC (Electricity Supply Code) and agree to abide by the conditions mentioned therein.
- I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

- (d) I/ We will own the responsibility of security and safety of the meter and metering equipment's and the installation thereafter.

Date :

Signature:

Place :

Name

In case of Firm/ Partnership/ Ltd. Company, Power of attorney Holder's signature must be supported by official seal

Note: The following documents shall be attached with the application form:

1. Proof of ownership of the premises.
2. A map indicating the proposed location of the plant/ office and the point where supply is required. The map should also clearly show all the boundary of the premises, the public road/s (with name/s of the road/s) inside and outside of the premises/ land, roads, lands, roads belonging to outside agency innervating the premises, if any.
3. License/ NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries).
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

Annexure 10.3 Procedure for Determination of Connected Load

(Domestic Connection)

Name of applicant: _____

Service Connection No. (for existing connections): _____

Address of applicant: _____

Electrical equipment's proposed to be put to use:

(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)

| Item | Load per item (Watts) | No. | Total load (Watts) |
|-----------------------------|-----------------------|-----|--------------------|
| 1 | 2 | 3 | $4 = 2 \times 3$ |
| CFL | 15 | | |
| Bulb | 60 | | |
| Tube light | 50 | | |
| Fan | 60 | | |
| Tape-recorder/ Music system | 100 | | |
| Television | 90 | | |
| Mixie | 375 | | |
| Electric iron | 750 | | |
| Fridge | 150 | | |

| | | | |
|--|------|-------|--|
| Cooler | 250 | | |
| Heater (for cooking and water heating) | 1000 | | |
| Washing machine | 750 | | |
| Geyser | 2000 | | |
| Microwave oven | 2000 | | |
| Air Conditioner (1 Ton) | 1500 | | |
| Air Conditioner (1.5 Ton) | 2250 | | |
| Computer | 100 | | |
| Printer | 150 | | |
| Pump-set | 375 | | |
| | | Total | |

Annexure 10. 4 Test Result Report of Applicant's Installation

Regulation 31 of Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time

(To be filled by licensee's representative)

Reference No.: _____

Date _____

1. Name and address of the Consumer
2. Details of the installation
3. Short circuit fault level of the installation
4. Date of Commissioning of installation (In case of additional supply or reconnection)
5. Results of the tests conducted

| Sl. No. | Equipment | Test Conducted | Test Results | Remarks |
|---------|-----------------------------|---------------------------------------|-----------------|---------|
| 1 | Linked switch with Fuse (s) | (a) Mechanical Operation | Smooth/Troubles | |
| | | (b) Rating of Fuse | -----Amp | |
| | | (c) Contact of Blades | Full/Partial | |
| 2 | Isolator | (a) Mechanical operation | OK/Not OK | |
| | | (b) Remote operation | OK/Not OK | |
| | | (c) Local operation | K/Not OK | |
| | | (d) Measurement of contact resistance | micro Ohm | |
| | | (e) Interlocking with earth switch | OK/Not OK | |
| | | (f) Interlocking with CB | OK/Not OK | |
| | | (g) IR values | MOhm | |
| | | Open condition | ----- | |
| | | Close condition | ----- | |
| 3 | Circuit Breaker S/ No. | (a) Rating of the Circuit Breaker | | |
| | | (i) Type | | |
| | | (ii) Voltage | _____ kV | |
| | | (iii) Normal Current | _____ AMps | |
| | | (iv) Rupturing Capacity | _____ kA | |
| | | (b) IR Values | | |

| Sl. No. | Equipment | Test Conducted | Test Results | Remarks |
|---------|-------------|--|---------------------------------|---------|
| | | Open condition | ----- | |
| | | Close condition | ----- | |
| | | (c) Contact Resistance | _____ M Ohm | |
| | | (d) Mechanical Operation gap (Sec) | Instant smooth/ Time OK/ Not OK | |
| | | (e) Remote Operation | OK/Not OK | |
| | | (f) Local Operation | OK/Not OK | |
| | | (g) Interlocking with isolater | OK/Not OK | |
| | | (h) Interlocking with earth switch | OK/Not OK | |
| | | (i) Alarm and trip for OTI/ WTI/ Buckholz/ PRV | OK/Not OK | |
| | | (j) Earth Fault Relay | OK/Not OK | |
| | | (k) Over voltage relay | OK/Not OK | |
| | | (l) Under voltage relay | OK/Not OK | |
| | | (m) SF6 Pressure Alarm and trip operation test | OK/Not OK | |
| 4 | Transformer | (a) Insulation resistance Value | | |
| | | (i) HT to LT | _____ M Ohm | |
| | | (ii) HT to Earth | _____ M Ohm | |
| | | (iii) LT to Earth | _____ M Ohm | |
| | | (b) Break down Voltage Test | | |
| | | Oil Sample - I (Top) | _____ kV | |
| | | Oil Sample - II (Bottom) | _____ kV | |
| | | (c) Vector Group Test | OK/Not OK | |
| | | (d) Polarity Test | OK/Not OK | |
| | | (e) Magnetizing Balance | OK/Not OK | |
| | | (j) Tan Delta Test (as per capacity) | OK/Not OK | |
| | | (g) Oil level in conservator tank | OK/Not OK | |
| | | (h) Oil level in breather cup | A/T _0C A/T _0C | |
| | | (i) OTI/WTI settings | OK/Not OK | |
| | | (k) OTI / WTI Alarm and Trip operation | OK/Not OK | |
| | | (l) Operation of Buchholz relay | OK/Not OK | |
| | | (m) Operation of PRV | OK/Not OK | |
| | | (n) Oil leakage | OK/Not OK | |
| | | (o) Interlock of door switch for dry Transformer | _____ Cms | |
| | | (p) Clearance for side clearance: | _____ Meters | |
| | | Between two Transformers : (P) | _____ Ohm | |
| | | Body Earth resistance | N1__ Ohm | |
| | | Neutral Earth resistance | N2__ Ohm | |

| Sl. No. | Equipment | Test Conducted | Test Results | Remarks |
|------------------|--|---|------------------------|---------|
| 5 | DG Sets S No for 1. Alternator 2. Engine | (a) Interlocking with other Supply Sources | OK/Not OK | |
| | | (b) Body Earth resistance | ____ Ohm | |
| | | (c) Neutral Earth resistance | N1 __ Ohm N2 __ Ohm | |
| 6 | Cable Size: Sq mm | (a) Insulation Resistance Values | | |
| | | (i) Ph-Ph | ____ M Ohm | |
| | | (ii) PH -Earth | ____ M Ohm | |
| | | (iii) Ph-Earth + Other Ph | ____ M Ohm | |
| | | (b) Bending Radius | OK/Not OK | |
| 7 | Earthing | (a) Metal and Size of Earth Strips | Cu/Al/GI __ Sq mm | |
| | | (b) Type of Earthing | | |
| | | (i) Plate Earthing | Yes/No | |
| | | (ii) Pipe Earthing | Yes/No | |
| | | (iii) Counter Poise Earthing | Yes/No | |
| | | (c) Value of Earth resistance of earth electrodes for | N1 __ Ohm N2 __ Ohm | |
| | | (i) Reactor Neutral | (R) __ Ohm (Y) __ | |
| | | (ii) Las | (B) __ Ohm | |
| | | (iii) Structure | ____ Ohm | |
| | | (iv) Frame/Bodies of equipment | ____ Ohm | |
| (v) Motors | ____ Ohm | | | |
| 8 | Potential Transformer | (a) Ratio Test | OK/ Not OK | |
| | | (b) Polarity Test | OK/ Not OK | |
| | | (c) BDV of Oil | ____ kV | |
| | | (d) IR Test | (R) P-E __ M Ohm | |
| | | | (Y) P-E __ M Ohm | |
| (B) P-E __ M Ohm | | | | |
| 9 | Current Transformer | (a) Ratio Test | OK/ Not OK | |
| | | (b) Polarity Test | OK/ Not OK | |
| | | (c) BDV of Oil | ____ kV | |
| | | (d) IR Test | (R) P-E __ M Ohm | |
| | | | (Y) P-E __ M Ohm | |
| (B) P-E __ M Ohm | | | | |
| 10 | Transmission Line | (a) Physical condition of conductor / tower | Ok/Not OK | |
| | | (b) Check of tower accessories | Ok/Not OK | |
| | | (c) Tower footing resistance | __ Ohm | |
| | | (d) Conductor continuity test | Ok/Not OK | |
| | | (e) Check of ground clearance | Ok/Not OK | |
| | | (f) Check of electrical clearance along the route | Ok/Not OK | |

General Observations

| Sl. No. | Items | Observation |
|---------|---|-------------|
| 1 | Check of required phase to phase, phase to ground and sectional clearance | |
| 2 | Check for equipment layout and overall installation details | |
| 3 | Test of resistance of earth mat or earth electrodes as applicable | |
| 4 | Check of consumer's pre-commissioning test reports of individual equipments | |
| 5 | Check of manufacturer's routine /type test reports of individual equipments | |
| 6 | Whether Inspector's approval if applicable is obtained | |
| 7 | Whether owner's self-certification about compliance with the Regulations is obtained? | |
| 8 | General observations and views (specific deviation from the requirements of the Regulations shall be clearly brought out) | |

Name, Signature and seal of Authority

Annexure 10. 5 Meter Related Complaints / Request for Testing of Meter

(Tick the applicable purpose)

Complaint reference No.: _____ (to be given by licensee)

1. Service Connection No.: _____
2. Name of the consumer: _____
3. Address and Telephone No. of the consumer: _____
4. Brief description of the complaint - Burnt out / Completely stopped / Fast meter / Seal broken / Testing of Meter
5. Initial cost of meter was borne by (tick one): Consumer / licensee
6. Complainant desires to provide/has provided a new meter for replacement (Yes/No):
7. Any other information

Date :

(Signature of Consumer)

(For Office Use)

1. Site verification report
Signature (concerned official)
2. Comments of concerned official
Signature (concerned official)

Acknowledgement

Complaint reference no. : _____ (to be given by licensee)

Complaint received by : _____ (name and designation)

Date of receiving complaint : _____

Signature / Seal of licensee's representative

Name and Designation:

Annexure 10.6 Format for Inspection Report in case of UUE/Theft

Date of Inspection:

SI no.

Inspection Agency:

| | | | |
|---------------------------------|---|-------|--------------------------|
| Service Connection No. | | | |
| Name of Consumer | | | |
| Consumer category | | | |
| Address: | | | |
| Load Details | | | |
| (a) Sanctioned/Contracted Load | | | |
| (b) Billing Load | | | |
| (c) Total Connected Load | | | |
| Type of Irregularity: | | | |
| Unauthorised Use of Electricity | Excess Load | Theft | Other(Specify in detail) |
| | | | |
| INSPECTION RESULT: | | | |
| Meter No. (Painted): | CT Box Seal No.: | Found | |
| Meter No. (Dial): | Meter Box Seal No.: | Found | |
| Reading (kWh): | Meter Terminal Seal No.: | Found | |
| Reading (kVAh): | Half Seal No.: | Found | |
| Reading (kVARh): | Working Meter: | | |
| MDI: | Cable Status: | | |
| Power Factor: | CT Ratio: | | |
| Size: | Type: | | |
| | | | |
| Shunt Capacitor (Tick one) | Shunt Capacitor _____ No. of _____ rating and _____ make found installed in working order to maintain the power factor or | | |
| | No shunt capacitor found installed. Power factor measured | | |

Generator: kVA found installed with/without permission

Details of Seals

Other observations by Inspection Team:

Note to Consumer: You are requested to please appear before _____ on the time and date mentioned in the Show-Cause Notice issued by inspection team member/police officer.

Signature of Consumer

Name of Consumer: _____

Signature of Assessing/Authorised Officer(s):

Signature: 1. _____ 2. _____ 3. _____ 4. _____
 Name: 1. _____ 2. _____ 3. _____ 4. _____
 Designation: 1. _____ 2. _____ 3. _____ 4. _____
 Employee No.: 1. _____ 2. _____ 3. _____ 4. _____

Annexure 10. 7 Request for Permanent Disconnection & Termination of Agreement

Service Connection No. _____

Name of the consumer: _____

Consumer category: _____

Contracted load: _____

Address: _____

It is requested that the above connection may be disconnected and the relevant Agreement with the licensee be terminated forthwith.

Note: The following documents are attached with the application form:

1. Copy of last bill
2. Copy of payment receipt of last bill

Thank you.

Date : _____

Signature of the consumer

Name:

Place : _____

Phone No.:

Address :

Acknowledgement

Application of _____ (name of applicant) complete in all respects for disconnection and termination of Agreement has hereby been received at this office on _____ (date).

In this regard, the applicant is given a reference No. _____ to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

Annexure 10. 8 Format for Intimation to Consumer after Termination of Agreement

Licensee's Office

Date. _____

Office Address

Service Connection No. _____

_____ (Name of consumer)

_____ (Address of consumer)

This is to inform you that an agreement dated _____ against Service Connection No. _____ between yourself and _____ (name of licensee) regarding supply of _____ kW/MW (contracted load) in the _____ consumer category has been terminated w.e.f. _____ (date) on account of (reason)

Your supply has been disconnected permanently.

After final adjustment of all charges and energy bills an amount of:

1. Rs. _____ is payable to you for which Cheque No. _____ is enclosed.
2. Rs. _____ is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

Thank you.

Sincerely,
Signature / Seal of licensee's representative
Name and Designation:

Annexure 10. 9 Format for Intimation to Consumer after Temporary Disconnection of Supply

Licensee's Office Address _____

Date _____

Service Connection No.: _____

Name of consumer: _____

Consumer category: _____

Contracted Load: _____

Address of consumer: _____

This is to inform you that your supply has been temporarily disconnected with effect from _____ (date) due to the following reason(s):

You are requested to remove the cause of disconnection and intimate this office at the earliest. You are also requested to pay a sum of Rs. _____ towards disconnection & re-connection charges and _____ (mention if any other dues are to be deposited, with a detailed break-up).

If the cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, within 45 days of this notice your supply shall be disconnected permanently without any further notice.

Thank you.

Sincerely,

Signature / Seal of licensee's representative

Name and Designation

Annexure 10. 10 Determination of Security Deposit amount

(a) Security Deposit amount (other than Industrial Consumer) = Load (kW) x Load Factor of the category in which consumer falls x (one billing cycle + 30 days) x 24hrs x Current tariff (Rs./kWh) of the consumer category

(b) Security Deposit amount (for Industrial Consumer) = Load (kW) x Load Factor of the category in which consumer falls x one billing cycle (No. of days) x 24hrs x Current tariff (Rs./kWh) of the consumer category

| Sl. No. | Particulars | Load factor |
|---------|----------------------------|-------------|
| 1 | Domestic | 30% |
| 2 | Commercial | 50% |
| 3 | LT Industrial | 50% |
| 4 | HT/ EHT Industrial: | |
| | • Single shift industries | 50% |
| | • Double shift industries | 75% |
| | • Continuous industries | 100% |
| 5 | Agriculture / Water Supply | 33% |
| 6 | Street lights | 40% |
| 7 | Signals & blinkers | 75% |
| 8 | Railway Traction | 50% |

Annexure 10. 11 Assessment of Energy in cases of Theft

1. The assessment formula for calculation of the consumption due to theft of electricity shall be as under:

$$\text{Units assessed} = L \times D \times H \times F$$

Where,

L = Load (Connected load found in the consumer's premises during the course of inspection) in kW;

D = Period of assessment in days;

H = Average number of hours per day of power supply made available in the distribution mains feeding the consumer. It will be based on hours of supply recorded in the meter of the consumer /check meter of the consumer /meter of the distribution transformer, supplying power to the assess/meter on the feeder installed in the power sub-station, supplying power to the assess/records available in the power sub-station or grid sub-station;

F = Load factor, which shall be taken for different categories of use as given below:

| Sl. No. | Particulars | Load factor |
|---------|---|-------------|
| 1. | HT (including load above 75 kW for non-domestic and above 107 HP or 100 kVA for industries on LT) | 100% |
| 2. | LT Industrial (107 HP or 100 kVA) | 75% |
| 3. | Non- domestic (up to 75kW) | 50% |
| 4. | Domestic (up to 75 kW) | 40% |
| 5. | Domestic HT (including load above 75kW on LT) | 40% |
| 6. | Agriculture | 50% |
| 7. | Water supply | 50% |
| 8. | Street light | 50% |
| 9. | Direct theft-All categories | 100% |

Assessment of energy in case of temporary connection

2. In the case of temporary connection, the assessment of units consumed for theft of electricity shall be done as under:

$$\text{Units assessed} = L \times D \times H$$

Where,

L = Load (found connected at the time of inspection) in kW;

D = Period of assessment in days; and H = 6 hours for agriculture connections and 12 hours for other.

Annexure 10.12 Cost Data Book

This Cost Data Book is for the purpose of guidance only (And shall be Updated by the Deptt. of Power in the context of Arunachal Pradesh) and is subject to ratification by the Commission.

- A. Cost of material for erection of 1 km of 33 kV line on 11 meter ST/PCC poles with standard span of 116 meters**

| Sl. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|--|------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 1 | 11 Mtr. Long Pole (PCC WL-360Kg, ST-540 SP56) | Nos | | | | | |
| 2 | GI V cross-arm with top Bracket including clamp | Kg | | | | | |
| 3 | GI Channel X-arm including clamps and braces | Kg | | | | | |
| 4 | 100 mm ² ACSR Conductor | km | | | | | |
| 5 | PG Clamps for 100 mm ² ACSR Conductor | Nos | | | | | |
| 6 | 33 kV Pin Insulators (polymer/porcelain) with GI Pins (10KN) | Nos | | | | | |

| SI. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|---|------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 7 | 33 kV Disc Insulators (polymer/porcelain) Complete with fitting (70KN) | Nos | | | | | |
| 8 | Galvanized Nuts and Bolts | kg | | | | | |
| 9 | Danger Plates with Clamps | Nos | | | | | |
| 10 | Anti-Climbing Device with Clamps | Nos | | | | | |
| 11 | Earthing Complete by GI Pipe 40 mm or GI Rod 20mm 2.5 mtr long through GI Strip. | Nos | | | | | |
| 12 | Red Oxide | Ltr. | | | | | |
| 13 | Aluminium Paint | Ltr. | | | | | |
| 14 | Cement bottoming 1:2:4 mix as per REC standards .6cum/pole | Nos | | | | | |
| 15 | Stone Pad (300 mm x 300 mm x 75 mm) | Nos | | | | | |
| 16 | Aluminium Jointing Sleeves | Nos | | | | | |
| 17 | Galvanised Stay Set with 50 x 8 mm stay clamp, guy insulator(2Nos.), anchor plate (300x 300 x 8 mm), nut-bolts, 2 Nos turn-buckles, 1.8m long, 20 mm diameter solid GS stay rod & 7/4.00 mm dia GI stranded wire complete | Nos | | | | | |
| 18 | Guard netting complete | Span | | | | | |
| 19 | Total Material Cost | | | | | | |
| | Cost of 150 mm ² ACSR Conductor | | | | | | |
| | Cost of 200 mm ² ACSR Conductor | | | | | | |

Note : Depending upon the site conditions where reduction of spans is necessitated, the number of poles may be enhanced subject to maximum of 30% increase.

ABSTRACT OF COST FOR ERECTION OF 1 KM OF 33 kV LINE ON 11 METER ST/PCC POLES WITH STANDARD SPAN OF METERS

| SI. No | PARTICULARS | PCC Pole | ST Pole |
|--------|--|----------|---------|
| | | Amount | Amount |
| 1 | Cost of Material | | |
| 2 | Contingency @ 3% of cost of material | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 25% for PCCP & 15% for STP (*) | | |
| 4 | Labour charges and transportation charges for Hilly Terrain/Congested areas with 10% appreciation on labour charges at 3 (*) | | |
| 5 | Supervision charges on cost of labour @15% of 3/4 | | |
| 6 | Total Amount for Normal Terrain/ Hilly Terrain/ Congested areas | | |

*GST to be included as per applicable.

B. Cost of material for erection of 1 km of 11 kV line on 9 meter ST/PCC poles with standard span of ----- meters

| Sl. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|--|------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 1 | 9 Mtr. Long Pole (PCC WL-300Kg , ST-540 SP33) | Nos | | | | | |
| 2 | 11 Mtr. Long Pole (PCC WL-360Kg, ST-540 SP56) | Nos | | | | | |
| 3 | GI V cross-arm with top Bracket including clamp | Kg | | | | | |
| 4 | GI Channel X-arm including clamps and braces | Kg | | | | | |
| 5 | 50 mm ² ACSR Conductor | km | | | | | |
| 6 | PG Clamps for 50 mm ² ACSR Conductor | Nos | | | | | |
| 7 | 11 kV Pin Insulators (Polymer/ Porcelain) with Pins (5 KN) | Nos | | | | | |
| 8 | 11 kV Disc Insulators (Polymer/ Porcelain) Complete with fitting, (45 KN) | Nos | | | | | |
| 9 | Galvanized Nuts and Bolts | kg | | | | | |
| 10 | Danger Plates with Clamps | Nos | | | | | |
| 11 | Anti-Climbing Device with Clamps | Nos | | | | | |
| 12 | Earthing Complete by GI Pipe 40 mm or GINos Rod 20mm 2.5 mtr long through GI Strip. | | | | | | |
| 13 | Red Oxide | Ltr. | | | | | |
| 14 | AluminiumAluminum Paint | Ltr. | | | | | |
| 15 | Cement bottoming 1:2:4 mix as per REC standards 0.5cum per pole | Nos | | | | | |
| 16 | Stone Pad (300 mm x 300 mm x 75 mm) | Nos | | | | | |
| 17 | Aluminum Jointing Sleeves | Nos | | | | | |
| 18 | Galvanised Stay Set with 50x8mm stay clamp, guy insulator(2Nos.), anchor plate (200x 200 x 6 mm), nut-bolts, 2 Nos turn-buckles, 1.8m long, 16 mm diameter solid GS stay rod & 7/3.15 mm dia GI stranded wire complete | Nos | | | | | |
| 19 | Total Material Cost | | | | | | |
| | cost of 20 mm ² ACSR Conductor | | | | | | |
| | cost of 30 mm ² ACSR Conductor | | | | | | |
| | cost of 100 mm ² ACSR Conductor | | | | | | |

Note: Depending upon the site conditions where reduction of spans is necessitated, the number of poles may be enhanced subject to maximum of 30% increase.

ABSTRACT OF COST FOR ERECTION OF 1 KM OF 11 kV LINE ON 9 METER ST/PCC POLES WITH STANDARD SPAN OF METERS

| Sl. No. | PARTICULARS | PCC Pole | ST Pole |
|---------|--|----------|---------|
| | | Amount | Amount |
| 1 | Cost of Material | | |
| 2 | Contingency @ 3% of cost of material | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 25% for PCCP & 15% for STP (*) | | |
| 4 | Labour charges and transportation charges for Hilly Terrain/Congested areas with 10% appreciation on labour charges at 3 (*) | | |
| 5 | Supervision charges on cost of labour @15% of 3/4 | | |
| 6 | Total Amount for Normal Terrain/ Hilly Terrain/ Congested areas | | |

*GST to be included as per applicable.

C. Cost of material for erection of 1 km of 3 phase 4 wire LT line on 8-meter PCC/ST poles with standard span of Meters

| SI. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|---|-------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 1 | 8 Mtr. Long Pole(PCC WL-250Kg , ST-540 SP15) | Nos | | | | | |
| 2 | 9 Mtr. Long Pole(PCC WL-300Kg , ST-540 SP33) | Nos | | | | | |
| 3 | GI U-Clamps for Shackle Insulators | Kg | | | | | |
| 4 | 50 mm ² ACSR Conductor | km | | | | | |
| 5 | Shackle Insulators (polymer/porcelain) (16KN) | Nos | | | | | |
| 6 | Galvanized Nuts and Bolts. | kg | | | | | |
| 7 | Danger Plates | Nos | | | | | |
| 8 | Anti-Climbing Device with Clamps | Nos | | | | | |
| 9 | Earthing Complete by GI Pipe 40 mm or GI Rod 20mm 2.5 mtr long through GI Strip. | Nos | | | | | |
| 10 | Red Oxide | Ltr. | | | | | |
| 11 | Aluminium Paint | Ltr.. | | | | | |
| 12 | Cement bottoming 1:2:4 mix as per REC standards.45cum /pole | Nos | | | | | |
| 14 | Stone Pad (300 mm x 300 mm x 75 mm) | No | | | | | |
| 15 | Aluminium Jointing Sleeve | No | | | | | |
| 16 | LT Line Spacers | No | | | | | |
| 17 | Galvanised Stay Set with 50x8mm stay clamp, guy insulator(2Nos.), anchor plate (200x 200 x 6 mm), nut- bolts, 2 Nos turn-buckles, 1.8m long, 16 mm diameter solid GS stay rod & 7/3.15 mm dia GI stranded wire complete | No | | | | | |
| 18 | Total Material Cost | | | | | | |
| | Cost of 20 mm ² ACSR Conductor | | | | | | |
| | Cost of 30 mm ² ACSR Conductor | | | | | | |
| | Cost of 100 mm ² ACSR Conductor | | | | | | |

Note: Depending upon the site conditions where reduction of spans is necessitated, the number of poles may be enhanced subject to maximum of 30% increase.

ABSTRACT OF COST FOR ERECTION OF 1 KM OF 3P4W LT LINE ON 8 METER ST/PCC POLES WITH STANDARD SPAN OF --- METERS

| SI. No | PARTICULARS | PCC Pole | ST Pole |
|--------|--|----------|---------|
| | | Amount | Amount |
| 1 | Cost of Material | | |
| 2 | Contingency @ 3% of cost of material | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 30% for PCCP & 20% for STP (*) | | |
| 4 | Labour charges and transportation charges for Hilly Terrain/Congested areas with 10% appreciation on labour charges at 3 (*) | | |
| 5 | Supervision charges on cost of labour @ 15% of 3/4 | | |
| 6 | Total Amount for Normal Terrain/ Hilly Terrain/ Congested areas | | |

*GST to be included as per applicable.

D. Cost of material for Construction/ Erection of 1 km of 1 phase 2 wire LT line on 8-meter PCC/ST poles with standard span of ----- meters

| SI. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|---|------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 1 | 8Mtr. Long Pole (ST pole 540 SP-15 & PCC pole WL-250kg) | Nos | | | | | |
| 2 | GI U-Clamps for Shackle Insulators | Kg | | | | | |
| 3 | 50 mm ² ACSR Conductor | km | | | | | |
| 4 | Shackle Insulators (polymer/porcelain) (16KN) | Nos | | | | | |
| 5 | Galvanized Nuts and Bolts. | kg | | | | | |
| 6 | Danger Plates | Nos | | | | | |
| 7 | Anti-Climbing Device with Clamps | Nos | | | | | |
| 8 | Earthing Complete by GI Pipe 40 mm or GI Rod 20mm 2.5 mtr long through GI Strip. | Nos | | | | | |
| 9 | Red Oxide | Ltr | | | | | |
| 10 | Aluminium Paint | Ltr | | | | | |
| 11 | Cement bottoming 1:2:4 mix as per REC standards 45cum /pole | Nos | | | | | |
| 12 | Stone Pad (300 mm x 300 mm x 75 mm) | No | | | | | |
| 13 | Aluminium Jointing Sleeve | No | | | | | |
| 14 | LT Line Spacers | No | | | | | |
| 15 | Galvanised Stay Set with 50x8mm stay clamp, guy insulator(2Nos.), anchor plate (200x 200 x 6 mm), nut- bolts, 2 Nos turn-buckles, 1.8m long, 16 mm diameter solid GS stay rod & 7/3.15 mm dia GI stranded wire complete | No | | | | | |
| 16 | Total Material Cost | | | | | | |
| | Cost of 20 mm ² ACSR Conductor | | | | | | |
| | Cost of 30 mm ² ACSR Conductor | | | | | | |
| | Cost of 100 mm ² ACSR Conductor | | | | | | |

Note: Depending upon the site conditions where reduction of spans is necessitated, the number of poles may be enhanced subject to maximum of 30% increase.

ABSTRACT OF COST FOR CONSTRUCTION OF ERECTION OF 1 KM OF 1P2W LT LINE ON 8 METER ST/PCC POLES WITH STANDARD SPAN OF 67 METERS

| SI. No | PARTICULARS | PCC Pole | ST Pole |
|--------|--|----------|---------|
| | | Amount | Amount |
| 1 | Cost of Material | | |
| 2 | Contingency @ 3% of cost of material | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 30% for PCCP & 20% for STP (*) | | |
| 4 | Labour charges and transportation charges for Hilly Terrain/Congested areas with 10% appreciation on labour charges at 3 (*) | | |
| 5 | Supervision charges on cost of labour @ 15% of 3/4 | | |
| 6 | Total Amount for Normal Terrain/ Hilly Terrain/ Congested areas | | |

*GST to be included as per applicable.

E. Cost Estimate of Distribution Substations**(1) Typical estimate of material cost for erection of pole mounted 16 kVA / 25 kVA distribution sub-station**

| Sl. No. | PARTICULARS | Unit | 16kVA | | | 25kVA | | |
|---------|---|------|-------|------|--------|-------|------|--------|
| | | | Qty | Rate | Amount | Qty | Rate | Amount |
| 1 | 11/0.433KV, 3-phase Distribution Transformers with Bimetallic Terminal Connectors Energy Level-2, Aluminium wound | No | | | | | | |
| 2 | Gapless Surge Arrestor, 9 KV , 10 KA , LA with polymer/ porcelain housing, Stn. Type | Set | | | | | | |
| 3 | 11KV GO, AB Switch 3-Phase, 3-Pole, 400 Amp | Set | | | | | | |
| 4 | 11 kV D O Fuse 3phase 400A | Set | | | | | | |
| 5 | 25 mm ² Single-Core Cable, 1.1KV Grade, PVC Insulated Stranded Conductor FRLS type | Mtr | | | | | | |
| 6 | 9 Mtr. Long Pole(ST-540 SP33) | Nos | | | | | | |
| 7 | 11 kV Disc Insulators (polymer/porcelain) with fitting (45KN) | Nos | | | | | | |
| 8 | GI Channel/Angle/Flat of sizes including clamps | Kgs | | | | | | |
| 9 | Galvanized Nuts and Bolts. | Kgs | | | | | | |
| 10 | 32/63 amps TPN Switch Disconnecter Fuse Unit | No | | | | | | |
| 11 | Cement bottoming 1:2:4 mix as per REC standards .5cum /pole | Nos | | | | | | |
| 12 | Earthing of substation --Excavation of earth pit of dia 650 mm & depth 3000 mm, installation of Earthing pipe of 40 mm Nominal bore & 4mm wall thickness & length 2.5 mtr long as Per IS 1239. GI Strip for neutral earthing of size 75 mm x 10 mm & 50 mm x 6 mm for connection of transformer body, G.O Set & lightning arrestor as per IS 2629/85, GI nuts & bolts, refilled with earth enhancement materials and earth Chamber made of brick masonry with RCC slab cover. | Nos | | | | | | |
| 13 | Total Material Cost | | | | | | | |

(2) Typical estimate of material cost for erection of pole mounted 63 kVA / 100 kVA / 200kVA distribution sub-station

| Sl. | Particulars | Unit | Qty | 63 kVA | | 100 kVA | | 200 kVA | |
|-----|---|------|-----|--------|--------|---------|--------|---------|--------|
| | | | | Rate | Amount | Rate | Amount | Rate | Amount |
| 1 | 11/0.433KV, 3-phase Distribution Transformers with Bimetallic Terminal Connectors Energy Level-2, (Aluminium wound upto 200KVA, Copper wound for 250KVA or higher KVA ratings) | No | | | | | | | |
| 2 | Gapless Surge Arrestor, 9 KV , 10 KA , LA with polymer/porcelain housing, Stn. Type | Set | | | | | | | |
| 3 | 11 kV G.O AB Switch, 3-phase, 3 pole 400A | Set | | | | | | | |
| 4 | 11 kV D O Fuse 3 phase 400A | Set | | | | | | | |

**Abstract of cost for erection of pole mounted 16 kVA / 25 kVA/63kVA/100kVA/200kVA Distribution
Sub-station
Amount in Rs.**

| Sl. No. | PARTICULARS | 16 kVA | 25 kVA | 63 kVA | 100 kVA | 200 kVA |
|---------|--|--------|--------|--------|---------|---------|
| | | Amount | Amount | Amount | Amount | Amount |
| 1 | Net cost of Material | | | | | |
| 2 | Contingency @ 3% of cost of material | | | | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 15% of material (*) | | | | | |
| 4 | Labour charges for Hilly Terrain/ Congested areas with 10% appreciation on labour charges at 3 (*) | | | | | |
| 5 | Supervision charges on cost of labour @15% of 3/4 | | | | | |
| 6 | Total Amount for Normal Terrain/ Hilly Terrain/ Congested areas | | | | | |

*GST to be included as per applicable

F. Cost of material for erection of 1 km of 50 mm², LT ABC on 8 m PCC/ ST pole with minimum span of 50 meters

| Sl. No. | PARTICULARS | Unit | Qty | PCC Poles | | ST Poles | |
|---------|--|--------|-----|-----------|--------|----------|--------|
| | | | | Rate | Amount | Rate | Amount |
| 1 | 8 Mtr. Long Pole(PCC WL-250Kg , ST-540 SP15) | Nos | | | | | |
| 2 | 9 Mtr. Long Pole(PCC WL-300Kg , ST-540 SP33) | Nos | | | | | |
| 3 | 50 mm ² AB (LT) Cable (3 x 50 + 1 x 16 + 1 x 35 mm ²) XLPE (1.1kV, 3+1 C, Al) | km | | | | | |
| 4 | Suspension/Tension Clamp with eye hook | Nos | | | | | |
| 5 | Straigh Through Cable Jointing Kit | Set | | | | | |
| 6 | Galvanized Nuts and Bolts. | kg | | | | | |
| 7 | Danger Plates | Nos | | | | | |
| 8 | Anti-Climbing Device with Clamps | Nos | | | | | |
| 9 | Earthing Complete by GI Pipe 40 mm or GI Rod 20mm 2.5 mtr long through GI Strip. | Nos | | | | | |
| 10 | Red Oxide | Litre. | | | | | |
| 11 | Aluminium Paint | Litre. | | | | | |
| 12 | Cement bottoming 1:2:4 mix as per REC standards .45cum/pole | Nos | | | | | |
| 13 | Stone Pad (300 mm x 300 mm x 75 mm) | No | | | | | |
| 14 | Insulating Piercing Connectors | No | | | | | |
| 15 | PG Clamps | No | | | | | |
| 16 | Galvanized Stay Set with 50x8mm stay clamp, guy insulator(2Nos.), anchor plate (200x 200 x 6 mm), nut-bolts, 2 Nos turn-buckles, 1.8m long, 16 mm diameter solid GS stay rod & 7/3.15 mm dia GI stranded wire complete | No | | | | | |
| 17 | Total Material Cost | | | | | | |
| | Cost of 70 mm ² AB Cable (3x70+1x16+1x50) | | | | | | |
| | Cost of 120 mm ² AB Cable (3x120+1x16+1x70) | | | | | | |

Note: Depending upon the site conditions where reduction of spans is necessitated, the number of poles may be enhanced subject to maximum of 30% increase.

ABSTRACT OF COST FOR ERECTION OF 1 KM OF LT ABC ON 8 MTS PCC/ ST POLE Amount in Rs.

| Sl. No. | PARTICULARS | PCC Pole | | | ST Pole | | |
|---------|---|--------------------|--------------------|---------------------|--------------------|--------------------|---------------------|
| | | 50 mm ² | 70 mm ² | 120 mm ² | 50 mm ² | 70 mm ² | 120 mm ² |
| 1 | Cost of Material | | | | | | |
| 2 | Contingency @ 3% of cost of material | | | | | | |
| 3 | Labour charges and transportation charges for Normal Terrain @ 15% for PCCP & 10% for STP (*) | | | | | | |
| 4 | Labour charges and transportation charges for Hilly Terrain/Congested areas with 10% appreciation on labour charges (*) | | | | | | |
| 5 | Supervision charges on cost of labour @15% of 3/4 | | | | | | |
| 6 | Total Amount for Normal Terrain/Hilly Terrain /Congested areas | | | | | | |

*GST to be included as per applicable

G. Cost data for domestic and non-domestic service connection (single phase) with electronic meter

| Sl. No. | Particulars | Unit Rate | Rate | Chargeable to DISCOM | | Chargeable to Consumers | | Total Amount |
|---------|--|-----------|------|----------------------|--------|-------------------------|--------|--------------|
| | | | | Qty | Amount | Qty | Amount | |
| 1 | Single Phase Electronic meter (5 A to 20 A) housed in a PP box | Per Unit | | | | | | |
| 2 | M.C.B. 16 A | Per Unit | | | | | | |
| 3 | P.V.C. Cable Single Core 2.5 Sq.mm | Per Meter | | | | | | |
| 4 | G.I. Wire No. 6 | Per Kg | | | | | | |
| 5 | P.V.C. Pipe 25 mm | Per Meter | | | | | | |
| 6 | P.V.C. Bends 25 mm | Per Unit | | | | | | |
| 7 | Misc. items (meter board & bolts & nuts etc.) | Lumsum | | | | | | |
| 8 | Total Cost of Material | | | | | | | |
| 9 | 3% Contingencies on Materials | | | | | | | |
| 10 | Labour & Transport | | | | | | | |
| 11 | GST as applicable on Labour & Transport | | | | | | | |
| 12 | 10% Estt. & General charges on Materials | | | | | | | |
| | Total Cost in Rs. | | | | | | | |

H. Cost data for domestic and Non-Domestic Service Connection (three phase) (Electronic)

| Sl. No. | Particulars | Unit Rate | Rate | Chargeable to DISCOM | | Chargeable to Consumers | | Total Amount |
|---------|---|-----------|------|----------------------|--------|-------------------------|--------|--------------|
| | | | | Qty | Amount | Qty | Amount | |
| 1 | 3 Phase Electronic Energy Meter (10 A - 40 A) with PP Box | Per Unit | | | | | | |
| 2 | 3 Phase 63 A M.C.B. | Per Unit | | | | | | |
| 3 | P.V.C. Cable Single Core 2.5 Sq.mm | Per Meter | | | | | | |
| 4 | G.I. Wire No. 8 | Per Kg | | | | | | |
| 5 | P.V.C. Pipe 40 mm | Per Meter | | | | | | |
| 6 | P.V.C. Bends 40 mm | Per Unit | | | | | | |
| 7 | Misc.items (meter board & bolts & nuts etc.) | Lumsum | | | | | | |
| 8 | Total Cost of Material | | | | | | | |
| 9 | 3% Contingencies on Materials | | | | | | | |
| 10 | Labour & Transport | | | | | | | |
| 11 | GST as applicable on Labour & Transport | | | | | | | |
| 12 | 10% Estt. & General charges on Materials | | | | | | | |
| | Total Cost in ₹ | | | | | | | |

I. Poly phase service connection charges for erection of 1 no. industrial service (below 20 h.p.) (electronic meter)

| Sl. No. | Particulars | Unit Rate | Rate | Chargeable to DISCOM | | Chargeable to Consumers | | Total Amount |
|---------|--|-----------|------|----------------------|--------|-------------------------|--------|--------------|
| | | | | Qty | Amount | Qty | Amount | |
| 1 | 3-Phase (10 - 40 A) Electronic meter housed in a PP box | Per Unit | | | | | | |
| 2 | 3 Phase 63 A M.C.B. | Per Unit | | | | | | |
| 3 | P.V.C. Cable Single Core 10 Sq.mm | Per Meter | | | | | | |
| 4 | G.I. Wire 8 mm | Per Kg | | | | | | |
| 5 | P.V.C. Pipe 40 mm | Per Meter | | | | | | |
| 6 | P.V.C. Bends 40 mm | Per Unit | | | | | | |
| 7 | Misc. items viz. link clips, wooden box, bolts & nuts etc. | Lumsum | | | | | | |
| 8 | Total Cost of Material | | | | | | | |
| 9 | 3% Contingencies on Materials | | | | | | | |
| 10 | Labour & Transport | | | | | | | |
| 11 | GST as applicable on Labour & Transport | | | | | | | |
| 12 | 10% Estt. & General charges on Materials | | | | | | | |
| | Total Cost in ₹ | | | | | | | |

J. Cost data for release of poly phase agricultural service erected on support

| Sl. No | Particulars | Per Unit | Qty. | Rate in ₹ | Amount in ₹ |
|--------|--|----------|------|-----------|-------------|
| 1 | 10-40 A with PP Box with trivector features | Each | | | |
| 2 | 3 Phase 63 A M.C.B. | Each | | | |
| 3 | P.V.C. Cable 6 Sq.mm Single Core | Each | | | |
| 4 | Installation of 2 KVAR Capacitor | Each | | | |
| 5 | Misc. items such as Bolts, Nuts & Board etc. | L.S. | | | |
| 6 | Total Cost of Material | | | | |
| 7 | 3% Contingencies on Materials | | | | |
| 8 | Labour & Transport | | | | |
| 9 | GST as applicable on Labour & Transport | | | | |
| 10 | 10% Estt. & General charges on Materials | | | | |
| | Total Cost in ₹ | | | | |

K. Cost data for street light service connection (single phase)

| Sl. No. | Particulars | Per Unit | Qty. | Rate in ₹ | Amount in ₹ |
|---------|---|----------|------|-----------|-------------|
| 1 | 1 Phase (5-20A) Electronic Meter housed in a PP box | Each | | | |
| 2 | 1 Phase 20 A M.C.B. | Each | | | |
| 3 | Light sensitive switch | Each | | | |
| 4 | P.V.C. Cable 4 Sq.mm Single Core | Mts. | | | |
| 5 | P.V.C. Pipe 25 mm | Mts. | | | |
| 6 | P.V.C. Bends 25 mm | Each | | | |
| 7 | Moulded Distribution Box | Each | | | |
| 8 | Wooden, Plugs, clamps, bolts, nuts, link clips etc. | Each | | | |
| 9 | Total Cost of Material | | | | |
| 10 | 3% Contingencies on Materials | | | | |
| 11 | Labour & Transport | | | | |
| 12 | GST as applicable on Labour & Transport | | | | |
| 13 | 10% Estt. & General charges on Materials | | | | |
| | Total Cost in ₹ | | | | |

L. Cost data for erection of 33/11 kv substation with psc poles, 1 x 5 MVA power transformers and 3 no. 11 kv feeders with 11 kv 2 MVAR capacitors bank

| Sl. No | Particulars | Qty. | Rate | Unit | Amount |
|--------|---|------|------|------|--------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 (a) | Lands and Rights | | | | |
| (b) | Plantation of Trees | | | | |
| 2 | Control Room and Consumer service centre (including furniture) | | | | |
| 3 | Station Auxiliaries | | | | |
| (a) | Peripheral, Security Fencing, Approach road, retaining wall around switchyard with gravel filling, gate and bore well | | | | |
| (b) | Yard lighting | | | | |
| (c) | Fire fighting Equipment | | | | |

| 1 | 2 | 3 | 4 | 5 | 6 |
|-----|--|---|---|---|---|
| (d) | P&T Phone and wireless set | | | | |
| 4 | Foundations for structures, PTRs & breakers | | | | |
| 5 | Bus bars, Jumpers, Connectors claps etc. | | | | |
| 6 | Control Cables | | | | |
| 7 | Structural Steel | | | | |
| 8 | 9.1 meters PSCC poles | | | | |
| 9 | 8 meters PSCC poles | | | | |
| 10 | Transformers | | | | |
| (a) | 33/11kv 5 MVA Power Transformer | | | | |
| (b) | 3-Phase 25 KVA (CSP) (AI) | | | | |
| 11 | Circuit Breakers (including trivector meters) | | | | |
| (a) | 20 KA 11 kv feeder VCB including Control panel and CTs (NF=3) | | | | |
| (b) | 20 KA 11 kv LV VCB including Control panel and CTs | | | | |
| 12 | Control Circuit Panels | | | | |
| (a) | AC Supply Panel | | | | |
| (b) | Alarms Panel | | | | |
| 13 | Instrument Transformers | | | | |
| (a) | 11kv P.T (3 Phase) | | | | |
| 14 | Lightning Arrestors | | | | |
| (a) | 33KV 10KA | | | | |
| (b) | 11KV Line Type (NF=3) | | | | |
| (c) | 11KV Station Type 10 KA | | | | |
| 15 | Isolating Switches | | | | |
| (a) | 33KV 800AAB Switch | | | | |
| (b) | 11KV 800AAB Switch (NT X 1+1) | | | | |
| (c) | 11KV 400AAB Switch (NF X 2+2) | | | | |
| (d) | 33KV Horn Gap Fuse Set (1XNT) | | | | |
| 16 | Data Acquisition equipment (SIM, modem, cabling etc.) | | | | |
| 17 | 24 Volts 40 AH Battery Set including Battery Charger | | | | |
| 18 | 2MVAR 11KV Capacitor Bank along with Associated Equipment | | | | |
| 19 | Earthing of Power Transformer VCBs, AB Swiches, Structures with 75x8mm GI Flat | | | | |
| | Sub-Total | | | | |
| | 3% Contingencies on items 7 to 17 | | | | |
| | 1% T&P Charges on items No. 7 to 17 | | | | |
| | 10% Erection and transport and commissioning charges on items 7 to 17 | | | | |
| | GST as applicable on Labour & Transport | | | | |
| | 10% Establishment and General Charges | | | | |
| | Total | | | | |

Annexure 10. 13 Details of Various Electricity Charges

| Miscellaneous Electricity charges | | | | |
|--|--|--------------------|--|--|
| Sl. No. | Heading of Electricity Charge | Units | Charges (Rs) | Remark |
| 1 | 2 | 3 | 4 | 5 |
| 1 | Registration cum processing fees | Per applicant | 50 (for LT); 1000 (for HT); 5000 (for EHT) | As per clause 3.6.2 |
| 2 | Meter Rent :Monthly charges for hiring of the meters | Rs. / Meter /Month | | As per clause 5.1.6 Meter rental shall not be levied in case a consumer elects to purchase the meter by its own. |
| | 1-Ph LT | | 20 | |
| | 3-Ph LT (whole current) | | 50 | |
| | 3-Ph LT (with CT) | | 100 | |
| | 11 kV HT | | 500 | |
| | 33 kV HT | | 750 | |
| | 132 kV EHV | | 1000 | |
| 3 | Shifting/Fixing/Re-fixing of meter on consumer request | ₹ Per shift | | As per clause 3.13 |
| | Shifting of Meter | | 200 | |
| | If shifting is in the interest of the Discom | | Free of cost | |
| 4 | Security amount for providing Electric Plant & Meter to the premises of consumers (interest bearing/refundable) | | | |
| | Load Security Deposit: | | (a) For new consumer: Calculated as per Annexure 10.10 | (a) As per clause 3.21.4(2)(a)(i) |
| | | | (b) For existing consumer : Review the consumption pattern of the consumer from April to March of the previous year | (b) As per clause 3.21.4(2)(a)(ii) Note:Load Security Deposit shall not be levied to pre-paid consumers. |
| | Meter security | | The amount of security deposit for meter security shall normally be the price of the meter as fixed by the licensee from time to time. | Meter security deposit shall not be levied in case a consumer elects to purchase the meter of his own. |
| 5 | Interest on Security Deposit | | Pay interest at the State Bank of India base rate prevailing on the 1st of April for the year | As per Clause 3.21.5 |
| 6 | Meter testing Charges | ₹/Meter / Testing | For each time (Rs) | As per clause 5.1.4 |
| | First testing and inspection of new installation | | Free of cost | |
| | Single Phase LT Energy Meter | | 50 | |

| 1 | 2 | 3 | 4 | 5 |
|----|--|-----------------------------------|--------|-----------------|
| | Three Phase LT Energy Meter - whole Current | | 100 | |
| | Three Phase LT Energy Meter -CT operated | | 200 | |
| | HT Energy Meter - Trivector | | 1000 | |
| | LT-CT (per CT) | | 100 | |
| | CT/PT unit | | 1500 | |
| | HT-CT alone (per set) | | 750 | |
| | 132/220kV Metering Equipment | | 1000 | |
| 7 | Testing of consumer's Installation on request of consumer | Rs. Charges per Installation | | |
| | Single phase | | 100 | |
| | Three phase | | 200 | |
| | HT / EHT supply | | 1000 | |
| 8 | Charges for testing of Transformer oil | ₹ per testing | | |
| | Testing of transformer oil | | 200 | |
| | Disconnection and Reconnection | ₹ per connection or disconnection | | As per clause 7 |
| | Disconnection charges any purposes other than non-payment of bills | | | |
| | Single phase | | 150 | |
| | Three phase | | 250 | |
| | HT consumers (11kV above) | | 750 | |
| | Reconnection charges due to non paymentnon-payment of bills | | | |
| | Single phase | | 150 | |
| | Three phase | | 250 | |
| | HT consumers (11kV above) | | 750 | |
| 9 | Change of name of ownership | upto 5 kW | Rs 50 | |
| | | above 5 kW | Rs 200 | |
| 10 | Charges for replacement of connection wire, cut out, fuse etc | | | |
| | For Cable and wire | | | |
| | 1-Ph connection | Rs per connection | 250 | |
| | 3-Ph LT connection | Rs per connection | 400 | |
| | 3-Ph HT connection | Rs per 100 meters of the HT line | 700 | |
| | For Cut out & fuse | Rs per cut out | 10 | |
| | | Rs per fuse | 3 | |

| 1 | 2 | 3 | 4 | 5 |
|----|---|--|---|----------------------------|
| 11 | Reduction or enhancement of load/ conversion of service/ reclassification of consumer/ request for permanent disconnection | each Service | | |
| | LT 1-Ph | ₹ | 75 | |
| | LT 3-Ph | ₹ | 200 | |
| | LT Industrial | ₹ | 300 | |
| | HT connection | ₹ | 750 | |
| 12 | Surcharge/Penalty for late payment of bill | | Simple interest @2% will be charged as penalty on outstanding bill amount each 30 days successive period or part thereof until the amount is paid in full | As per clause 5.3.7 |
| 13 | Rebate | | 3% on the bill amount on current bills (for early payment) | As per clause 5.3.8 |
| | | | 5% on recharge amount on pre-paid meter | |
| 14 | Temporary Connection | In addition to normal processing fee as per Sl.no.1 additional fee need to be paid | ₹ 1000 (LT); ₹ 5000 (HT). | As per clause 3.8 |
| 15 | Meter not read during a billing cycle (provisional bill) | | Average consumption of last three billing cycles (not generate more than two during one financial year) | As per clause 5.1.3 (6) |
| 16 | Meter not made accessible on two consecutive meter reading (at least days after the date of notice) | | Penalty charges shall be 5% of average billing amount for the last 12 months | As per clause 5.1.3 (8) |
| 17 | HT Consumers and metered on the LT side | | Shall be charged 3% percent over the metered consumption on LT side | As per clause 5.1.1 (8)(a) |

** (These Charges may undergo change, from time to time by the Commission through latest Tariff Order)

Annexure 10. 14 Timeline for Issue of Different Services**Timeline for Issue of Demand Note**

| Particulars | No. of working days from receipt of application form | | | |
|---|--|--|---|---------|
| | Urban Areas | Rural Areas | Remote Areas | |
| Extension of distribution mains not required | Within 10 working days | Within 15 working days | Within 15 working days | |
| Extension of distribution mains / system required | | | | |
| (1) In case of LT service connections | Within 10 working days | Within 15 working days | Within 20 working days | |
| (2) In case of HT service connections | Within 20 working days | Within 30 working days | Within 40 working days | |
| (3) In case of EHT service connections | Within 45 working days | Within 45 working days | Within 50 working days | |
| Timeline for Releasing New Electricity Connection (Energisation) | | | | |
| Activity | Urban | Rural | Remote Area | |
| New connection/ additional load where supply can be provided from existing network | FY (20-21) | 30 days | 45 days | 55 days |
| | FY(21-22) | 25 days | 40 days | 50 days |
| | FY (22-23) onwards | 20 days | 35 days | 45 days |
| New connection/ additional load where supply can be provided after extension / augmentation of network | LT 30 days HT 90 day EHT 180 days | LT 45days HT 120 days EHT 210 days | LT 55 days HT 145 days EHT 240 days | |
| Timeline for Release of Temporary Connection | | | | |
| Release of temporary connection | Urban | Rural | Remote Area | |
| 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 | |
| Timeline for Conversion of Service | | | | |
| Conversion of Service | Urban Areas | Rural Areas | Remote Area | |
| (1) Conversion from LT single phase to LT three phase or vice-versa | Within 30 working days | Within 40 working days | Within 50 working days | |
| (2) Conversion from LT to HT or vice-versa | Within 90 working days | Within 120 working days | Within 145 days working | |
| Shifting of Meter / Existing Connection | | | | |
| (a) Shifting of Meter: 7 working days | | | | |
| (b) Shifting of LT lines: 20 working days | | | | |
| (c) Shifting of HT lines: 45 working days | | | | |
| (d) Shifting of Transformer: 45 working days | | | | |

By Order of the Commission

Sd/-
Secretary
APSERC
Itanagar.