

**MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION
SHILLONG**

NOTIFICATION

(29TH MARCH 2012)

No.MSERC/MESC-2012/77/ 16 :In exercise of 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, the Meghalaya State Electricity Regulatory Commission hereby makes the following regulations, the same having been previously published in the Meghalaya Gazette namely, the Meghalaya Electricity Supply Code, 2012.

(J B Poon)

Secretary

Meghalaya State Electricity Regulatory Commission

THE MEGHALAYA STATE ELECTRICITY REGULATORY COMMISSION

(MEGHALAYA ELECTRICITY SUPPLY CODE 2012)

(01 of 2012)

**CHAPTER – 1
GENERAL**

1.1 Short Title, Extent and Commencement

- (1) This Code shall be called the Meghalaya Electricity Supply Code, 2012
- (2) This Code details the obligation of the Licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the Distribution Licensee to provide efficient, cost effective and consumer friendly services to the consumers.
- (3) It specifically details the following.
 - (a) The procedure for new connection, wiring in consumer premises, service connection matters, procedure for enhancement and reduction of load, meters, procedure for replacement of defective meters, billing, disconnection, re-



connection, assessment of load, changes in existing connection, matters related to unauthorized use/theft of electricity and Licensee's complaint handling system.

- (b) Sample of different formats for new connection, agreement for supply of electricity, test reports, etc.
- (4) All the Forms and Formats annexed to the Code are for guidance. The Licensee may make suitable amendments in the Forms/Formats, if required so, after seeking prior approval of the Commission and such forms shall be posted on the website of the Distribution Licensee for use by the consumers.
- (5) This Code shall apply to all distribution licensees and the consumers of electricity in the State of Meghalaya and shall also apply to all other persons who are exempted under Section 13 of the Electricity Act, 2003.
- (6) It shall come into force on the date of its publication in the official Gazette of Meghalaya.
- (7) It shall extend to the whole State of Meghalaya.

1.2 Definitions

In these Regulations, unless the context otherwise requires:

- (a) **'Act'** means The Electricity Act, 2003 (No. 36 of 2003) as amended from time to time.
- (b) **'Agreement'** with its grammatical and cognate expressions means an agreement entered between the licensee and the consumer under the provisions of this Code.
- (c) **'Apparatus'** means, electrical apparatus and includes all machines, fittings, accessories and appliances.
- (d) **'Area of Supply'** means, the area within which a distribution licensee is authorized by his license to supply electricity.
- (e) **'Authorized officer'** means, the officer of the licensee authorized in this behalf by the Appropriate Government or any other Administrative Authority under section 135 (2) of the Act.
- (f) **'Breakdown'** means, an occurrence relating to the equipment for supply of the electric energy including electrical line that prevents its normal functioning.
- (g) **'Bulk supply'** means the supply given to other states and non-industrial purpose having mixed load of domestic, commercial and other types, who maintain their own distribution system.
- (h) **'Code'** means, the Meghalaya Electricity Supply Code 2012.
- (i) **'Commission'** means, the Meghalaya State Electricity Regulatory Commission constituted under Section 82 of the Act.



- (j) **'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.
- (k) **'Connected Load'** means, aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises, which can be simultaneously used. This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down in these Regulations.
- (l) **'Consumer'** means, any person who is supplied with electricity for his own use by a licensee engaged in the business of supplying electricity to the public under the 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, and covers such other person, as the case may be;
- (i) **'Low Tension Consumer (LT Consumer)'** if he obtains supply from the licensee at low voltage.
- (ii) **'High Tension Consumer (HT Consumer)'** if he obtains supply from the licensee at High Voltage.
- (iii) **'Extra High Tension Consumer (EHT Consumer)'** if he obtains supply from the licensee at Extra High Voltage.
- (m) **'Consumer's installation'** means, any composite electrical unit including electric wires, fittings, motors and apparatus, portable and stationary, erected and wired by or on behalf of the consumer at the consumer's premises.
- (n) **'Consumption'** means consumption of electricity.
- (o) **'Contract demand'** means, the Load in kW, kVA or HP, as the case may be, agreed to be supplied by the licensee and contracted by the consumer and specified in the agreement (where 1HP = 0.746 KW).
- (p) **'Contracted Load'** means, the connected load which the consumer requires and as specified in the agreement or in the sanction accorded for the service.
- (q) **'Cut-out'** means any appliance for automatically interrupting the supply or flow of electrical energy through any conductor when the current rises above a predetermined quantum, and shall also include fusible cut-out.
- (r) **'Date of commencement of supply'** means the date immediately following the date of expiry of a period of one month in case of LT supply and three months in case of Ht/EHT supply, from the date of intimation to an intending consumer of the availability of power or the date of actual availing of supply by such consumer, whichever is earlier.

- (s) **‘Demand Charge’** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand calculated as per the procedure provided in the Tariff Order of the Commission.
- (t) **‘Distribution main’** means the portion of any main with which a service line is, or is intended to be connected.
- (u) **‘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;
- (v) **‘Distribution Utility’** means the Meghalaya Power Distribution Corporation Limited (MePDCL)
- (w) **‘Earthed’ or ‘connected with earth’** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger.
- (x) **‘Electric line’** means any line which is used for carrying electricity for any purpose and includes –
- (i) 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
 - (ii) any apparatus connected to any such line for the purpose of carrying electricity;
- (y) **‘Electrical Inspector’ or ‘Inspector’** means an Electrical Inspector appointed under sub-section 1 of section 162 of the Electricity Act, 2003 (36 of 2003), by the Appropriate Government or any other Administrative Authority.
- (z) **‘Electricity’** means, Electrical Energy –
- (i) Generated, transmitted or supplied for any purpose, or
 - (ii) Used for any purpose except the transmission of a message.
- (aa) **‘Energy charge’** means a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied.
- (bb) **‘Extra High Voltage (EHV)’ or ‘Extra High Tension (EHT)’** means the voltage, which exceeds 33,000 volts, alternating current, 50 HZ frequency, conditions subject, however, to the percentage variation allowed under the CEA Regulations.
- (cc) **‘Forum’** means the forum set up by the licensee, in line with Meghalaya State Electricity Regulatory Commission (Redressal of Grievances) Regulations, 2007 or its amendments for redressal of grievances of consumers.



- (dd) 'Generation Utility' means the Meghalaya Power Generation Corporation Limited (MePGCL)
- (ee) '**Group User**' means and include Cooperative Group Housing Society, registered under Cooperative Societies Act or a person representing his employees.
- (ff) '**High Voltage (HV)**' or '**High Tension (HT)**' means the voltage higher than 400 volts, AC, 50 HZ, but which does not exceed 33,000 volts, Alternating current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations.
- (gg) "**Holding Company**" means Meghalaya Energy Corporation Limited (MeECL)
- (hh) "**Indian Electricity Rules**" or "**I.E. Rules**" means the Indian Electricity Rules, 1956, to the extent saved by the Act or the rules made under the Act there after.
- (ii) '**Initial period of agreement**' means the period of two years in case of LT supply and five years in case of HT/EHT supply starting from the date of commencement of supply as per agreement. The initial period of agreement shall continue till the end of the month, in which the end date of the two/five year's period expires.
- (jj) '**Installation**' means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy.
- (kk) "**Licensee**" means a person who has been granted a license under section 14 of the Act.
- (ll) '**Licensed Electrical Contractor**' means a contractor licensed by the Government of Meghalaya.
- (mm) '**Load factor**' means the ratio of the total number of units consumed during a given period to the total number of units which may have been consumed had the contracted demand / sanctioned load been maintained throughout the same period, subject to availability of supply from the distribution licensee and shall usually be expressed as a percentage.
- (nn) '**Low Voltage (LV)**' or '**Low Tension (LT)**' means the voltage, which does not exceed 230 volts at single phase and 400 Volts at three phase, alternating Current 50 HZ under normal conditions subject, however, to the percentage variation allowed under the CEA Regulations.
- (oo) '**Maximum demand**' in each month shall be the highest load measured in KVA or KW by maximum demand indicator of the meter that may be required to be installed as per CEA's regulations on metering.



- (pp) **‘Meter’** means an equipment used for measuring electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVARh etc. including accessories like Current Transformers (CT) and Potential Transformers (PT), cables, where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices like switches or MCB/ load limiter or fuses used for protection and testing purposes.
- (qq) **‘Month’** means, the calendar month or the period between meter reading date in a particular month and the corresponding meter reading date of the immediately succeeding month.
- (rr) **‘Occupier’** means the owner or person in occupation of the premises where electrical energy is used or proposed to be used.
- (ss) **‘Overhead line’** means, any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system.
- (tt) **‘Power Factor’** means, the average monthly power factor and shall be the ratio expressed as a percentage of the total kilowatt hours to the total kilovolt ampere hours supplied during the month; the ratio being rounded off to two decimal figures.
- (uu) **‘Premises’** includes any land, building or structure.
- (vv) **‘Service-line’** means, any electric supply-line through which electrical energy is, or is intended to be, supplied (a) to a single consumer either from a distribution main or immediately from the supplier’s premises, or (b) from a distribution main to a group of consumers in the same premises or in adjoining premises supplied from the same point of the distribution main. The distribution main shall ordinarily mean the Low Tension distribution unless otherwise specified.
- (ww) **‘System’** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply.
- (xx) **‘Standards of Performance of Distribution Licensee Regulations’** means the Meghalaya State Electricity Regulatory Commission (Standards of Performance) Regulations, 2010.
- (yy) **‘Tariff Order’** means the Tariff Order (s) of the Commission as may be applicable in a particular case.
- (zz) **‘Theft of Electricity’** has the meaning assigned to it under section 135 of the Electricity Act, 2003.
- (aaa) **‘Transmission Utility’** means the Meghalaya Power Transmission Corporation Limited (MePTCL).



- (bbb) '**Assessing Officer**' in accordance with the explanations under Section 126 of the Act
- (ccc) '**Appeallate** Authority' in accordance with the Section 127(1) of the Act.
- (ddd) '**CEA Regulations**' means regulations notified by the Central Electricity Authority

All other expressions used herein although not specifically defined herein, but defined in the Act, shall have the meaning assigned to them in the Act. The other expressions used herein but not specifically defined in these Regulations or in the Act but defined under any law passed by the Parliament applicable to electricity industry shall have the meaning assigned to them in such law.

Subject to the above, the expressions used herein but not specifically defined in these Regulations or in the Act or any law passed by the Parliament shall have the meaning as is generally assigned in the electricity industry.

In case of any inconsistency between these Regulations and the Terms & Conditions existing on the notified date, the provisions and meanings contained in these regulations shall prevail.

CHAPTER-2

SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

2.1 System of Supply

(1) The declared frequency of the alternating current (AC) shall be 50 HZ. The Licensee shall as far as possible supply and maintain uninterrupted power supply in a frequency band as given in CERC (Indian Electricity Grid Code) Regulations. The declared voltage of AC supply shall be as follows:

(a) Low Tension (LT)

(i) Single Phase: 230 volts between, a phase and neutral

(ii) Three Phase: 400 volts between any two phases.

(b) High Tension (HT) - Three Phase: 11 kV, 22 kV, 33 kV between phases.

(c) Extra High Tension (EHT) - Three Phase: 66 KV, 110 kV, 132 kV, 220 kV between phases.

(3) The licensee shall design and operate the distribution system in conjunction with the transmission systems. The licensee shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated within the permissible limits as in CEA's Regulations/ Grid Code.

These are subject to change as and when deemed necessary by the Competent Authority.

2.2 Voltage of Supply to Consumers

The supply voltage for different contract demands or contract loads shall be as follows or as otherwise specified in Tariff order.

Supply voltage	Contract load
230V single phase AC	up to 5 KW
400V and above three phase 4 wires AC	above 5 KW and up to 50 KW
11kV and above Including 33kV three phase 3 Wire AC	above 50 KW
132kV and above three phase 3 Wire AC	5000 KW and above



Provided that, depending on system availability or condition, the licensee, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation.

Load for energy intensive consumer such as Arc/Induction furnaces, rolling mills, re-rolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumers. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.

Consumers availing supply at lower voltage than as prescribed above will be required to pay low voltage supply surcharge as may be prescribed by the Commission from time to time. The Licensee may depending upon the technical condition of the distribution system gives supply at a voltage and phase other than the classification of supply subject to the Commission's approval.

2.3 Classification of Consumers

- (1) The classification of consumers, tariff and conditions of supply shall be as fixed by the Commission from time to time in the tariff order or otherwise.
- (2) Where a consumer has been classified under a particular category and is billed accordingly and if it is subsequently found that the classification is not correct, the consumer shall be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days. The licensee shall finalize the classification, after due consideration of the consumer's submissions in accordance with the provision of the Code.
- (3) No additional category other than that approved by the Commission shall be created by the Licensee.



CHAPTER 3**NEW SERVICE CONNECTION****3.1 Licensee's obligation to supply of electricity to a consumer on request**

A licensee shall on an application by the owner or occupier of any premises, located in its area of supply, give supply of electricity to such premises within one month after receipt of application on payment of requisite charges and completing required formalities as defined in the supply-code and EA2003.

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-station, the distribution Licensee shall supply the electricity (including enhancement of load) to such premises immediately after completion of such extension or commissioning of sub-station or within such period as specified in the Code.

Provided further that in case of application for supply from a village or hamlet or area where no provision for supply of electricity exists, the Commission shall extend the period as specified in the Code on a case-to-case basis.

- (1) An application for supply or an additional supply of electricity by an lawful owner or an occupier of the premises shall be accompanied with an application fee as prescribed in the Schedule of Miscellaneous & General Charges and in force from time to time, along with other relevant documents as specified in the application form. The application form as appended at Annexure-1 & 2, for LT supply and for HT & EHT supply shall be available in the local office of the licensee free of cost.
- (2) An intending consumer, who is not the owner of the premises he occupies, shall give proof of his being in lawful occupation of the premises and also execute an indemnity bond indemnifying the licensee, against any losses on account of disputes arising out of release of service to the occupant. No Objection (NOC) from the owner shall also be required.
- (3) Where the supply line to the consumer's premises from the licensee's mains has to go upon, over or under the adjoining premises of any other person (and whether or not the adjoining premises is owned jointly by the consumer and such other person) the consumer shall arrange at his own expense, necessary way-leave and permission in writing from the partly / parties concerned, through court



affidavit. The licensee shall not be bound to afford supply until the way leave or permission is granted. Should, however, the way-leave or permission be withdrawn, the supply will be cut off forthwith.

- (4) It shall not be incumbent on the licensee to ascertain the validity of way-leave or permission obtained by the consumer.
- (5) A consumer requiring supply for industrial purposes shall obtain the necessary license or permission from the local authority or any other competent authority as might be required under the statute, prior to the requisitioning of supply from the licensee. Even after giving the connection, the supply shall come to an end in case it is found the said connection violates the prevailing statute in the State.
- (6) An intending consumer, who is the owner of the premises, shall give proof of his ownership.
- (7) Notice before connection.

The consumer requiring up to 10kW load must give not less than one month's notice before supply or additional supply is required. In case of other consumers, longer period of notice may be required to enable the distribution utility to make necessary arrangements for such supply, which will be subject to its availability in the system.

- (8) The licensee shall ensure that laying of lines including clearances are meeting standards as prescribed in Rules and CEA's Regulations.
- (9) Purchase of existing property
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 the licensee. In case, such No Dues Certificate has not been obtained by the previous owner before changing ownership of property, the new owner may approach the Licensee for such a certificate which shall be given by the Licensee within 1 month of the receipt of such application. The Licensee shall intimate in writing the dues outstanding on the premises or issue a No Objection Certificate to the applicant.



3.2 Licensee's obligation to extend the Distribution System

- (1) The Licensee shall have obligation for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply. Wherever the existing transformation capacity is loaded up to 80% of its capacity, the licensee shall prepare a scheme for augmentation of such transformation capacity.
- (2) The Licensee shall meet the cost for strengthening / up-gradation of the distribution system to meet the demand of the existing consumers as well as future growth in demand through its annual revenues or funds arranged by the licensee and this cost shall be allowed to be recovered from the consumers through tariff by the Commission subject to prudence check.
- (3) In all cases of new connections, the consumer shall bear the Service Connection Charges that is the cost of service connection from the Distribution Mains to the point of supply and cost of extension of mains, if required as approved by the Commission from time to time.
- (4) For uniformity and simplification in calculating the actual cost of extension, the licensee shall prepare a ready reckoner to show the per-unit material cost of LT line, HT line, substation of different capacities etc. The licensee shall update the ready reckoner every year, under intimation to the Commission.
- (5) In case the connected / contracted load of any new connection is projected to be more than 50 kW, a separate transformer of adequate capacity shall be installed at consumer's cost. The space /room with required for housing the transformer, sub- station, switch gears, meters and panels shall be provided by the consumer, free of cost, which is easily accessible to the licensee.
- (6) The service connection/ extension of distribution mains, notwithstanding that it has been paid for by the consumer shall be the property of the licensee. The licensee shall maintain it at its cost and shall also have the right to use the same service connection/ extension for supply of energy to any other person but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network.

- (7) When the licensee completes the work of extension of distribution mains and is ready to give supply, the licensee shall serve a notice on the consumer to take power supply within one month in case of LT and three months in case of HT or EHT. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and thereafter the consumer shall be liable to pay charges as applicable, as per the agreement.

3.3 Laying of Service lines

- (1) On receipt of application, subject to availability of power, an authorized representative of the licensee shall inspect the premises and fix a point of entry of the service line and the position of the service cut-outs/MCB and meters etc in consultation with the applicant and / or his licensed electrical contractor, prior notice of which will be sent to the applicant. The position of the equipments and apparatus of the licensee shall be so fixed as to permit easy access to the employees of the licensee at any time. The licensee will in no case fix its apparatus or any of its property in a place which entails entry by its employees into religious quarters, rest room etc.
- (2) Having agreed on the position of service line, the licensee shall prepare an estimate of the cost involved on the basis of standard rates and send it to the applicant for payment in full before the service line is laid. It is the duty of the licensee to ensure that charges in every field office for new connections are uniform for similarly placed consumer getting same contracted load from them. If consumer is not satisfied with the estimates of the licensee, he may approach grievance handling mechanism of the licensee or report the matter to forum.
- (3) The applicant shall provide free of cost necessary land (reasonably required) belonging to the applicant and afford all reasonable facilities for bringing in not only the overhead lines / cables from the licensee's system for servicing the consumer but also overhead lines / cables connecting the licensee's other installation as well as other consumers and shall permit the licensee to provide all requisite switchgear and connections thereto on the above premises and furnish supply to such other consumers through cables and terminals situated on the consumer's premises, provided that, supply to the consumer in the opinion of the licensee is not thereby unduly affected.



- (4) Service lines shall as far as possible, be laid by the licensee in the order of the dates of receipt of payment for service line charges.
- (5) The service line once laid shall not be transferred / interfered with or shifted from one place to another except by the licensee.
- (6) If a consumer desires to have the position of the existing service line altered, the licensee may in its discretion permit shifting of a service line subject to the following conditions:
 - (a) That the consumer shall make advance payment and observe all formalities as may be required by the local office of the licensee to arrange such alteration. The advance payment shall include dismantling charges, transport charges, erection charges, replacement charges and all other cost of materials and labour as may be applicable and decided by the local office of the licensee.
 - (b) The consumer shall execute the new agreement for the new service line before shifting. The new agreement shall commence from the date of charging the new service line by the licensee.
 - (c) The old agreement shall be deemed to have been terminated from the date of coming into force of new agreement at the new place after alteration.
- (7) The cost of poles, overhead supply lines, meters, plant and equipment, shall be borne by the consumer along with any other miscellaneous expenses prescribed in the Schedule of Miscellaneous & General Charges and in force from time to time.
- (8) The consumer shall execute the agreement in the prescribed form for the new service before service connection is given.
- (9) In case of LT supply, the licensee will provide service line from the nearest distribution mains.
- (10) No service connection shall be provided to a consumer having induction motors of capacity 3 BHP and above or having welding transformer, unless suitable capacitor of adequate capacity, as prescribed by the licensee is installed.
- (11) In case of service connection to the premises where the number of applicants is more than one, and the total connected load is above 50kW, the applicant shall provide free of cost necessary land (reasonably required) belonging to the applicant for installation of the transformer.
- (12) Notwithstanding anything contained in CEA Regulations, only dry type of transformers shall be used for installations inside the residential / commercial buildings.



- (13) The room for installation of transformer shall necessarily be in the periphery of the ground floor.
- (14) Oil filled transformer installed indoors shall conform to the provisions of relevant CEA Regulations.
- (15) In case of LT supply, any length of service connection beyond 30 meters requires LT line extension the cost of extension of LT line with service connection up-to the premises is payable by the intending consumer.

3.4 Service connection / extension work got done by consumers

Where the licensee permits the applicant to carry out works of laying service line and / or dedicated distribution facilities for the power supply requisitioned by him, the licensee shall not be entitled to recover expenses relating to such portion of work so carried out by the applicant.

Provided, that the licensee shall be entitled to recover from the applicant, supervision charge and testing fees as prescribed in the Schedule of Miscellaneous & General Charges and in force from time to time.

Provided, further that the applicant shall get the works carried out by a licensed electrical contractor, as per the estimate and lay-out approved by the licensee. The material purchased by the applicant in such cases should conform to relevant BIS specification or its equivalent and should bear its mark where applicable. The licensee may ask for documentary evidence to verify the quality of material. The consumer should get the work done within the time frame approved by the licensee, failing which the licensee may, on giving fifteen days notice, treat this applicant for supply as cancelled.

3.5 Release of New Connection

- (1) The Applicant shall apply for release of a new connection in the Formats as given in the Annexure-1&2 of this Code.
- (2) Application for a new connection of electricity supply or for enhancement/reduction of load shall be made in duplicate in the prescribed form, copies of which shall be available free of cost from the local office of the licensee. The licensee shall also post the application forms on its website. Photocopies of a blank application form or the form downloaded from the website of the licensee may also be used by the applicant and shall be accepted by the Licensee. Any



assistance or information required in filling up the form should be given to the consumer by the licensee. The Licensee may modify the formats if so required to meet any requirement that may arise in accordance with the provisions of Regulations so that the formats are consistent with the Act, prevailing Rules or Regulations as the case may be.

- (3) All information relating to procedure, processing fees, Charges, security, designated officers for releasing new connection, Forum and their address and telephone nos. shall be displayed on the notice boards of all the sub offices and offices of licensee.
- (4) The Licensee shall provide new avenues for applying for new connections or modification in existing connection through websites, call centers, etc which minimize the applicant's interface with the utility during the process.
- (5) The consumer shall furnish, along with the application form, attested true copies of following documents. The licensee may ask for the following original documents, from the consumer, if required, for verification.

(6) Proof of Ownership/Occupancy

- (a) Proof of ownership of the premises, such as registered sale deed or partition deed or succession or heir certificate or will of the owner,
OR
Proof of occupancy, such as power of attorney or lease deed or rent agreement or copy of allotment order issued by the owner of the property. In case of tenancy, permission (NOC) of landlord along with proof of ownership of the premises shall be required.
- (b) In case of a partnership firm, partnership deed, authorization in the name of the applicant for signing the requisition form and agreement.
- (c) In case of a Public or Private Limited Company, Memorandum and Articles of Association and Certificate of incorporation together with an authorization in the name of the applicant for signing the requisition form and agreement along with permanent address.
- (d) NOC from Headman/Nokmas



(7) Proof of Identification

Application for new connection is to be accompanied with a photograph of the applicant and identity proof of the applicant. Any one of the following identity proofs may be submitted:

- (a) Electoral identity card
 - (b) Pass port
 - (c) Driving license
 - (d) Ration card
 - (e) Photo identity card issued by Government agency
 - (f) PAN card
 - (g) Certificate of residence or identity from the Headman / Nokma / Village level worker / Primary school teacher / in-charge of primary health centre.
- (8) The Licensee shall verify the application and the attached documents at the time of receipt of application. Written acknowledgement shall be issued on the spot, If the application is complete, otherwise it should mention the shortcomings, if the application is incomplete.
- (9) The Licensee shall maintain a permanent record of all application forms received in an application priority register or data base in the computer. Each application form shall be allotted a permanent application number for identification purpose serially in the order in which it was received. The Licensee shall keep the registers, data base updated with stage wise status of disposal of each application form as given in 3.8. Status of pending applications with allotted serial number shall be displayed on the website of the distribution company.
- The release of connection shall be made strictly in order of date of receipt of application (First Come-First Serve) provided all formalities from the consumer's end shall be completed in the time as prescribed in the supply code.
- (10) If any information furnished in application form is found wrong or the installation is defective or the energisation would be in violation of provision of Act / Electricity Rules / Tariff Order, the licensee shall reject the application with due notice to the consumer. This condition shall also apply even after release of connection and licensee shall disconnect such connections.
- (11) Licensee shall not be responsible if the reasons for delay are on account of right of way, acquisition of land, technical feasibility, delay in clearances from other offices of the Government and lack of transmission capacity etc, over which the licensee has no reasonable control, provided the reasons for the expected

delay are communicated to the applicant within the period specified for energisation.

- (12) An application for supply or an additional supply of electricity by an owner or an occupier of the premises shall be accompanied with an application fee as prescribed in the Schedule of Miscellaneous & General charges in force from time to time, along with other relevant documents specified in the application form. The application forms for LT, HT& EHT are appended to this Code.
- (13) The licensee shall release the connections with in the time frame as specified at regulation 3.7, provided all required formalities and charges are made by the consumer.

3.6 Supplies to Different Categories of Consumers

(A) LT Supply

- (1) In case of a low tension consumer, the consumer must in all cases provide linked quick break main switch / MCCB/main fuse on each pole other than the earth neutral. The said switch must be erected within one meter of the licensee's meter board or any such other position as shall be approved by the authorized representative. Where a conductor forming part of the consumer's system is to be connected to the earthed neutral conductor, an indication of a permanent nature shall be provided by the consumer at the point where such connection is to be made to enable the conductor to be distinguished from any live conductor. The consumer shall provide a cable loop at least one meter for earth connection to the licensee's meter board. In case of multi storey building, CEA's regulations, shall be complied with.
- (2) The Licensee shall verify the application and documents at the time of receipt of application. If the application is incomplete, the shortcomings shall be intimated to the applicant for compliance in writing within 3 working days. After a complete application is received from the consumer, the licensee shall issue a written acknowledgement to the consumer immediately within 2 working days of receipt of the completed application form. The licensee shall intimate the consumer the proposed date of inspection, which should be within the next 5 working days in urban areas and 10 working days in rural areas.
- (3) On receipt of application, the Licensee shall inspect the premises of the applicant and the applicant along with the licensed electrical contractor or



his representative shall be present during the inspection. Inspection shall be carried out in accordance with CEA Regulations on safety. During the inspection, the Licensee shall:

- (i) Specify the point of supply and the place where meter and the cut-out/ MCB shall be fixed.
- (ii) Specify the layout of the proposed lines and substation and estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.
- (iii) Verify other particulars mentioned in the application form, as required.
- (iv) The licensee shall inspect the work completed by the consumer including earthing and release supply only after work is found satisfactory.
- (v) If the Licensee is not satisfied, he shall intimate to the applicant shortcomings on the spot. The applicant shall get the defects rectified.
- (4) The licensee shall prepare an estimate for release of connection. The estimate shall include security deposit, charges for laying the service line, extension of distribution mains (if required) & material, and service connection charges etc, as per the Supply Code and cost data book under intimation to the Commission from time to time.

The Licensee shall publish a cost data book, and make it available to any interested person at a reasonable charge, and shall also place it on their website. The estimate shall be in accordance with the data published in the cost data book.

If the work is to be done by the developer/ applicant / development authority, the Licensee may charge supervision charges as a percentage, of the estimated cost as specified in cost data book, which shall be deposited with the licensee before work begins. In other cases, Licensee shall commence the work after the applicant has deposited the cost of the estimate.

A final bill shall be prepared after completion of the work by the Licensee.

- If the final bill exceeds the cost of the estimate, the difference shall be deposited by the applicant before connection is energized.
- If the bill is less, the difference shall be adjusted in subsequent electricity bills issued towards current consumption of the applicant.

- (5) In case it is possible to extend supply from the existing mains, the licensee shall intimate the consumer, within 20 days, the amount of security deposit and other charges as applicable. The amount shall be payable in full within



7 working days, after which only any work for laying the service line will be taken up. The licensee will also intimate to consumer to execute the agreement for the service connections.

- (6) In case it is necessary to extend distribution mains for giving supply to the consumer, the licensee shall intimate the consumer, within 15 days in urban areas and within 20 days in rural areas, an advice containing the charges for extension of the distribution main, laying the service line, the amount of security deposit, any other charges as applicable and will also intimate if any additional formalities are required to be carried out by the consumer. In case where the consumer has to lay the service line and extension of mains, the consumer shall pay the supervision charges on cost of extension of the distribution mains and laying the service line in addition to payment of other charges as may be applicable. The amount shall be payable in full within 7 working days along with completion of formalities, after which only any work for laying the distribution mains and service line can be taken up.
- (7) Licensee on request of consumer may extend the date of payment beyond 7 days, upto 15 days but this extended time shall not be counted for delay in giving connection, and no compensation shall be paid during the said period. In case the consumer fails to complete the formalities within 15 days, the licensee shall give him notice to complete the formalities within the next 15 days failing which, his requisition for supply shall be cancelled. Thereafter the consumer shall have to apply afresh for supply or additional supply as the case may be.
- (8) On deposit of charges as indicated above by the consumer, execution of the agreement and intimation that the service line and extension work have been completed, the licensee shall intimate the consumer, within 3 working days, the date of testing of the consumer's installation. The consumer shall ensure that the licensed electrical contractor, who has carried out the wiring, is present during the testing.
- (9) On testing the consumer's installation including earth, if the licensee/competent authority is satisfied with the test results, the licensee shall arrange to install the meter with the cut-out or MCB, seal the meter in presence of the consumer and provide supply.



(B) LT Supply to Multi-Consumer Complex Including Commercial Complexes:

- (10) For the purpose of providing new power supply to a building or a group of buildings having more than one connection with a total load exceeding 30 kW, the premises shall be considered as a multi-consumer complex. Such new connection shall be provided with single meter. However this shall not restrict the individual owner for applying for individual connection and the licensee shall sanction such connection on LT. The applicant / developer / development authority shall be responsible to develop, construct the entire infrastructure including distribution transformer required for distribution network from the sub-station 33/11KV up-to the connection outlets in individual owner's premises, at his own cost. The cost of construction/augmentation of 33/11 kV power sub-station if required shall be borne by the licensee.

Note: The developer/ builder/ society/ consumer includes any agency whether Government, local body or private that constructs the Multi-Consumer Complex.

- (11) Meters shall normally be provided at the ground floor in accordance with the procedure stated in Chapter 7 of these regulations.
- (12) The land/room required for housing the transformer substation and meters shall be provided by the developer /builder/ society/ consumer free of cost for which rent or premium shall not be paid by the licensee. Transformers should preferably be placed in open areas. In case of installation of transformer in a room or closed area is unavoidable, all safety measures as per prevailing rules and regulations shall be taken.
- (13) Connections for multi-consumer complex including common facilities like lift, water pumps etc. may be given in the name of the builder/developer/society, if it is supplied at a single point.
- (14) In case the original approved plan is for a multi-consumer complex, but the builder/developer/ society/ consumer desires to avail connection for a portion of it, the connection shall be provided treating it as multi-consumer complex.
- (15) If a building comes under the category of multi-consumer complex and if a separate distribution transformer of sufficient capacity is necessary, for giving supply to such building which was not provided earlier, it will be provided at the cost of the builder/developer/ society/ consumer. Alternatively, the builder/ developer/ society/ consumer shall bear the



additional cost to augment the capacity of the existing 11/0.4kV substation, if found necessary by the licensee.

- (16) On receipt of requisition from the builder/developer/ society/ consumer for supply of electricity to multi-consumer or commercial complexes, the licensee shall take action for extending the supply as per procedure given in Clauses 3.6 (1) to 3.6 (9), as may be applicable.

(C) LT Supply to Housing Colonies and Multi storied Buildings:

- (17) The developer/ builder/ society/ consumers of a housing colony shall bear the cost of extension including the cost of 11 kV line, distribution transformer and LT lines/ LT cables. The cost of construction / augmentation of capacity of power sub-station of 33/11 kV if required, shall be borne by the Licensee.

[Note: The developer/ builder/ society/ consumer includes any agency whether Government, local body or private that constructs the building/ colony.]

- (18) On receipt of requisition from the builder/developer/ society/ consumer for supply to housing colony, the licensee shall take action for extending the supply as given in Clauses 3.6 (1) to 3.6 (9) above, as applicable.

Supply to Group Users

- (19) The Group user shall be eligible to opt supply by a distribution licensee at a single point provided that the supply shall be primarily used for residential purpose including the loads of common amenities for the group user like pumps for pumping water supply and lighting of common area. The Group user shall inform the details of every non-domestic activity along with the connected load to the licensee at the time of seeking connection or at the time of enhancement in contract demand. Licensee may give separate supply for non-domestic use if viable.
- (20) On receipt of requisition in manner specified under regulation 3.5 from the group user, the licensee shall verify the application and the attached documents at the time of receipt of application. In case of a Cooperative Group Housing Society, a certified copy of the registration of the Cooperative Group Housing Society shall also be annexed along with the application requiring supply at single point.



- (21) The provisions of this code shall not in any way affect the right of a person residing in the housing unit sold or leased by Cooperative Group Housing Society to demand supply of electricity directly from the distribution licensee of the area on the following terms and conditions:
- (i) The Cooperative Group Housing society must permit any person of the society to avail supply of electricity from the Distribution licensee directly.
 - (ii) The Cooperative Group Housing Society shall have no objection in respect of the following:
 - (a) The electricity supply by the licensee to such person shall be served from the licensee's distribution network.
 - (b) Extension of adequate distribution network by the licensee to release the supply to such person.
 - (c) Providing access for the licensee's representative to approach at any point of time to network of licensee in the premises of the group user including the point of supply to such consumer to discharge service obligations without any resistance.
 - (d) The meter shall be installed by the licensee at the appropriate place in the premises of such consumer and the reading and billing of electricity for consumption by such consumers shall be done by the licensee.
 - (e) The licensee shall recover the charges for the electricity consumed by such person at the approved rate applicable to the domestic category.

(D) LT Supply for Agriculture/Irrigation Pump sets:

- (22) The procedure laid down in clauses 3.6 (1) to 3.6 (9) above, as applicable, shall be followed for giving supply to agriculture/irrigation pump sets where extension of distribution mains and /or augmentation of distribution transformer is not required.
- (23) Supply for agriculture/irrigation pump set, at one point, may also be given to a registered co-operative society or to a group of farmers recognized by the licensee.
- (24) On inspection of the premises, if it is found that extension of distribution mains augmentation of distribution transformer capacity, providing of additional distribution transformer etc are required, necessary estimate as



per the cost-data shall be prepared and got approved by competent authority. If any amount towards cost of the works, after considering subsidy from the Government or any appropriate authority shall be intimated to the consumer along with other charges such as security deposit etc to be paid. The work of electrification of such pump set(s), will be taken up and completed within the period as laid down in clause 3.7 after the amount as intimated is deposited by the consumer(s). New connection shall be given on the broad principle of first-come first serve basis. Within 7 working days of completion of work, the licensee shall intimate the date of testing of the installation of the consumer and inspect the wiring in the premises of the consumer. In case the licensee is satisfied the connection shall be given within 3 working days of the inspection.

- (25) An agricultural consumer, if he so desires, may shift the location within his premises of his connection, with the approval of the licensee, after payment of charges if any.

(E) LT Supply to Public Street Lightings:

- (26) Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Local Body or the Government Department or any other organization responsible to maintain public street lights (in the context of public street lights herein after called 'local body').
- (27) The requisition for public lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles, existing or new, where streetlights are required.
- (28) The fittings, brackets or any special fittings shall be in accordance with the relevant BIS specifications or its equivalent, and shall require clearances as per prevailing rules and regulations. The local body shall bear the full cost of arranging of power supply to public streetlights including complete fittings and brackets. In case, any special fittings are to be provided, the local body shall arrange for it.
- (29) The licensee shall intimate the cost of extension in writing within 20 days from the date of application. The work shall be taken up only after deposit of the amount and execution of agreement by the local body.



- (30) A suitable double compartment weatherproof metal box to house the energy meter and streetlight switch/ M.C.B./ timers shall be provided by the licensee on payment.
- (31) It shall be the responsibility of the municipal body/local body to maintain and replace streetlight fittings and also switch on and switch off the streetlight. However the licensee may carry out the maintenance of streetlight fixtures on payment basis and shall arrange to switch on fifteen minutes before sunset and switch off the streetlights fifteen minutes before sunrise as per local sunset/ sunrise timings or any other timings agreed upon between the Licensee and the local body. The licensee shall also carry out replacement of fixtures/ bulbs (of same wattage) etc on the poles on request by the streetlight consumers. The fixtures, bulbs etc. shall be supplied by the consumers and replaced by the licensee within 7 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.

(F) Temporary Power Supply

- (32) Any person requiring power supply for a purpose temporary in nature, for a period of less than 90 days or as provided in the tariff order of the Commission may apply for temporary power supply in the prescribed form. The period of connection can be extended up to two years for construction activities and for purpose of installation of equipments by industrial units. Application for temporary supply shall normally be given in advance. In certain exceptional case like marriage, political meeting etc the application can be given on any the working day before the supply is required. The proof of ownership / occupation or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required has also to be attached with the application.
- (33) In case temporary supply is required in premises/ place where 100 or more persons are likely to assemble, the consumer shall comply with the provisions of section 54 of the Act.
- (34) If supply is technically feasible, the licensee shall intimate the charges to be paid by the consumer for the cost of service line, meter, cut-out/ MCB and other charges etc, together with charges for the estimated electricity consumption for the period of supply applied as per tariff order of the Commission in force. All the charges shall be payable in advance.

- (35) In case temporary supply is required for a period more than 90 days, the licensee may permit the consumer to pay charges for estimated consumption for 90 days in advance and serve the bills for monthly consumption. In case the consumer fails to pay the bills in time and the advance with the licensee does not cover the charges for the balance period, the supply shall be liable for disconnection.
- (36) The licensee shall release the supply within 3 days after payment of charges and compliance of other requirements by the consumer for loads up to 10 KW and within 15 days for load exceeding 10KW where extension of distribution mains is not required. Where extension of distribution mains is required, the supply shall be released within 60 days in case of LT consumers, 90 days for HT consumers and 180 days for EHT consumers.
- (37) The readings of the meter may be taken during the period of the temporary connection to ensure that the charges for actual consumption does not exceed the advance payment received. The licensee may explore the avenue of supplying electricity through a pre-paid energy meter.
- (38) After the period of temporary supply is over and supply has been disconnected, the licensee shall send the final bill to the consumer within 10 days from the date of disconnection of supply and refund the balance amount, if any, within 20 days of surrender of original money receipt or submission of indemnity bond by the consumer. On any delay beyond the said time limit, the licensee will be liable to pay an interest @ 1.5% per month on the amount to be refunded or outstanding for the number of days beyond the last date of payment, as specified above. In cases where temporary connection for the purpose of construction activities or for the purpose of installation of equipments by industrial units the period of temporary supply shall be deemed to be over once the commissioning of the permanent supply line to the building and industrial units has commenced and the temporary supply shall be disconnected forth with. On deposit of charges by the Consumer, an agreement is to be entered with the consumer as per format appended at Annexure 3.

(G) H.T. Supply

- (39) A consumer requiring high / extra high tension supply must provide and maintain at his expense a leak and weather proof enclosure of a design to be approved by the authorized representative of the licensee for the



purpose of housing the licensee's terminals, high tension switchgear and metering equipments. High / extra high tension consumer requiring a supply above 500KVA should install suitable circuit breakers on the supply side, fitted with automatic overload protective devices so adjusted that they operate before the over load protective device in the licensee's terminal circuit breaker and further it must be of sufficient rupturing capacity as may be specified to protect the consumer's installation under short circuit conditions.

- (40) After receipt of application for supply of electrical energy at H.T. in the prescribed form, the licensee shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The applicant shall pay the processing fee as prescribed in the Schedule of Miscellaneous & General charges in force from time to time. The licensee shall intimate the feasibility or otherwise of supply within 30 days of such inspection. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The consumer may with the written permission of the licensee house his own HT switchgear and other apparatus connected with the supply of electrical energy to him under the agreement signed between the consumer and the licensee but such enclosure shall not be used for any other purpose. The licensee may insist on use of 'Underground Cable' or 'Ariel Bunched Cable', wherever considered appropriate, for the last span. The difference of cost of the last span on account of laying of 'Underground Cable' or 'Ariel Bunched Cable' with respect to overhead bare conductor shall be borne by the licensee.
- (41) All supplies 3 MVA and above shall be released through independent feeders with provision of meters at both ends as given above, wherever feasible.
- (42) All Steel/Arc/Induction/Rolling Mills shall be given supply at a voltage of 33 KV or above through independent feeders with metering installed at both ends. Difference of more than 1% between reading of both meters installed shall be investigated by the Licensee & corrective action taken.
- (43) Supply to new HT consumer shall normally not be extended from the rural feeder. If due to the prohibitive cost of extension of separate feeder from the nearest 33/11 kV or EHT sub-station, or for any other reason, the

supply is given from a rural feeder, the consumer shall be informed that the supply shall be restricted and regulated in accordance with the restrictions imposed on the rural feeders as per grid conditions, which shall be complied with.

- (44) The licensee shall intimate the consumer, the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges if any. Copies of the agreement and the form of the required test report shall also be forwarded simultaneously.
- (45) After payment of charges including security deposit, and execution of the agreement, the licensee shall take up the work of extension of mains. If the consumer wishes, he may execute the job on his own after payment of due supervision charges to the licensee. After completion of the installation, the consumer shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation. On receipt of the report(s), the licensee shall intimate the consumer in writing the date (not later than 7 days) of inspection and testing of the consumer's installation. In case the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and serve the connection.

(I) Supply at Extra High Tension (EHT):

- (45) After receipt of application in the prescribed form for supply of electrical energy at E.H.T, the licensee shall intimate the consumer in writing the date of inspection to check his installations. The applicant shall pay the processing fee as prescribed in the Schedule of Miscellaneous & General charges in force from time to time. The consumer or his authorized representative shall remain present at the time of inspection. In case supply is found feasible, the licensee shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The Licensee shall intimate the feasibility of supply within 30 days of receipt of the application.
- (46) The licensee shall intimate the consumer the charges required to be paid for the cost of extension, if any, and the amount of security deposit and other charges, if any. Copies of the agreement and the form of the required test report shall also be forwarded simultaneously.
- (47) After the payment of charges including security deposit and execution of the agreement, the licensee shall take up the work of extension required



to give supply. If the consumer wishes he may execute the job on his own after payment of due supervision charges to the licensee. The work shall be completed within 180 days.

- (48) After the consumer executes his internal electrical works, he shall furnish to the licensee the test report and the permission from the Electrical Inspector to energize the installation under the CEA Regulations. On receipt of the report(s), the licensee shall intimate the consumer in writing the date of inspection and testing of the consumer's installation. If the consumer's installation is found in order, the licensee shall seal the meter in the presence of the consumer and provide the connection.

Note: On deposit of charges including security deposit, an agreement shall be executed with the consumer as per format appended at Annexure 4. Format for declaration / undertaking to be signed by HT / EHT consumer, before the time of receiving supply as appended at Annexure 4(A).

3.7 Target Period of Completion of Various Activities

The following table provides the target period of completion of various activities:

S.No	Type of Service	Time Limit for Rendering the Service
1	<p>LT Connection</p> <p>1. Acceptance and Notice of inspection on receipt of complete application.</p> <p>2. Inspection after sending the notice</p> <p style="padding-left: 20px;">a. Urban areas</p> <p style="padding-left: 20px;">b. Rural areas</p> <p>(i) if the extension work is not required and the connection is to be given from the existing network</p> <p>3. Issue of demand note to the applicant for payment of estimated charges.</p> <p style="padding-left: 20px;">a. Urban areas</p> <p style="padding-left: 20px;">b. Rural areas</p> <p>4. Serving of power availability notice for commencement of supply after payment of necessary charges</p> <p style="padding-left: 20px;">a. Urban areas</p> <p style="padding-left: 20px;">b. Rural areas</p> <p>(ii) If the extension work or enhancement of transformer capacity is required.</p> <p>5. Issue of demand note to the applicant for payment of estimated charges</p> <p style="padding-left: 20px;">a. Urban areas</p> <p style="padding-left: 20px;">b. Rural areas</p> <p>6. After payment of necessary charges serving of power availability notice for commencement of supply – All connections</p>	<p>5 days</p> <p>5 days</p> <p>10 days</p> <p>20 days</p> <p>20 days</p> <p>5 days</p> <p>7 days</p> <p>15 days</p> <p>20 days</p> <p>30 days</p>



2	High Tension Connection a) Information feasibility after receipt of the application b) Issue of demand note of estimated charges (after issue of notice of feasibility) (i) If no extension of work is involved (ii) If extension work is involved c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges subject to receipt of clearance from Electrical Inspector (i) If no extension of work is involved (ii) If extension work is involved - Construction of 11 kV line - Construction of 22 kV or 33 kV line	30 days 7 days 45 days 7 days 30 days 45 days
3	Extra High Tension Connection a) Informing feasibility after receipt of the application b) Issue of demand note of estimate charges after issue of feasibility notice	30 days 60 days
	c) Serving of power availability notice for commencement of supply / release of connection after receipt of estimated charges (i) involving construction / extension of EHT line (ii) involving construction / extension of EHT line and additional transformer	45 days (Subject to receipt of clearance from Electrical Inspector) 180 days

3.8 The licensee shall maintain a priority register in respect of the following categories

- (a) Where no extension of distribution mains is required
- (b) Where extension of distribution mains up-to two poles is required
- (c) Where extension of distribution mains of more than two poles is required

The Licensee shall also create web based information system for applying new connections and priority register.

3.9 The Commission may for reasons to be recorded, direct / permit deviations from the above Clause 3.1 to 3.8 if in the opinion of the Commission the circumstance warrants such deviation. The Commission may issue such direction / permission by an order to the licensee.

CHAPTER – 4

WIRING AND APPARATUS IN CONSUMER PREMISES

4.1 Wiring at Consumer's Premises

- (1) For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the relevant rules & CEA's regulation. The materials used for wiring shall conform to the relevant specification of the Bureau of Indian Standards or its equivalent. Wherever applicable, the materials used shall bear ISI mark.
- (2) All electric lines, equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed, protected worked and maintained in such a manner as to ensure safety of human beings, animal and property.
- (3) The relevant code of practice of BIS (Bureau of Indian Standard), including National Electric Code may be followed in all installations. However, in case of any inconsistency, the relevant provisions of the CEA's regulations shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.
- (4) All electrical installation works should be carried out by a licensed electrical contractor as required under CEA's regulations.

4.2 General Wiring Conditions

(1) Mains

The consumer's mains shall, in all cases, be brought back to the licensee's point of supply and sufficient cable shall be provided for connecting up with the licensee's apparatus.

(2) Switches and Fuses

The consumer shall provide MCB or quick break linked main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. The switches in the consumer's premises shall be on the live wire and the neutral conductor shall be marked for identification where it leaves



the consumer's main switch for connecting up to the meter. No single pole switch or cut-out should remain inserted in any neutral conductor.

(3) Balancing of Loads

If the connected load of any installation exceeds 10Amps at 230V the installation shall be wired on the group system. Separate neutral wire should be brought back in each case to the licensee's point of supply

An approved type of linked switch (single pole) with two single pole fuses shall control each main circuit. The lamps, fans or any other apparatus for which the installation consists shall be so grouped that under normal conditions the current will be balanced and no current will flow in neutral wire.

(4) Overhead mains

In order to save the expenses of a long underground service on private property a consumer may, with the licensee's approval, erect a pole on that portion of his property which is nearest to the licensee's supply mains into which the service shall be laid and from which the consumer shall run overhead mains to his premises. These overhead mains shall constitute a portion of his installation and shall be laid in compliance with the relevant CEA's regulations. An efficient lightning arrestor may be fixed at the commencement of the overhead line at the consumer's cost, should he desire the same as an additional protection for his installation.

(5) Low tension supply

With low tension supply i.e at 230V between the phase and the neutral, the licensee's meter and service cut-outs, if not iron clad and earthed, shall be enclosed in a box suitably ventilated and provided with a hasp, staple and lock. All wires between which a difference of potential of 230V or above exists, shall be made inaccessible to unauthorized persons or enclosed in an earthed metallic casing of conduit. A Caution board printed in Hindi, local language (Khasi / Jaintia / Garo) and English should be affixed thereto.

(6) Domestic heating and cooking

A special circuit for heating and cooking where necessary, shall be run from the licensee's point of supply. Wall plugs used on these circuits should be of concentric type or three pin type, the third pin connected to "Earth" as per safety rules & CEA regulation. Two pin plugs or lighting sockets shall not be allowed.



(7) Plugs

All plugs shall be provided with switches on the live wire and not on the neutral.

(8) Wiring

Single leads shall not be allowed to be run separately in iron conduit.

(9)Wiring conditions for AC motor installation

The motor shall be provided with a control gear so as to prevent satisfactorily the maximum current demand for the consumer's installation exceeding the limit given in the following schedule:

Nature of Supply	Size of Installation	Limit of Maximum current demand
Single Phase	Upto and including 1½ HP	6 X full load current
Three Phase	Upto and including 3 HP	6 X full load current
	Above 3 HP and including 15HP	2 X full load current
	Above 15 HP and upto including 100 HP	1½X full load current
	Above 100 HP	1¼ X full load current

Failure to comply with regulatory standards will render the supply liable for disconnection.

Motors of above 1½ HP shall be for 3phase 425 V, between phases. Motor circuits shall be controlled by a triple pole switch protected by a no-volt release and TP fuses. It is important that the release should be maintained in thorough working order. wiring for motors shall be run with all wires bunched in a single metallic conduit, which shall be efficiently earthed and connected to the frame of motor for which two separate and distinct earth wires shall be run.

The minimum size of the earth wire permitted is No. 09 or 2X14 SWG GI wire installation of all motors shall comply in every respect with the CEA Regulations.

Intending consumers are advised to consult the licensee before ordering their motors as in some cases depending upon the location and conditions of working; it may be practicable to relax the condition limiting the starting current.



(10) Power factor of installation

The average monthly power factor of the plant and apparatus owned and operated by the consumer at individual points of supply shall be between 0.90-0.95. Should the power factor be below 0.90, the consumer other than those having billed on KVAh tariff, shall pay compensation charge for low power factor as prescribed in the Schedule of Miscellaneous & General Charges in force from time to time. Should the power factor falls below 0.7, supply to such consumer shall be disconnected if the consumers fails to improve power factor within one month of issue of notice by the licensee. Therefore, to improve the power factor to be not less than 0.90 (lagging), the consumer shall have to install LT capacitors of the capacities specified below for induction motors and welding transformers.

(a) Induction motors

S.N	Rating of individual induction motor	KVAR rating of LT capacitors
1.	3 to 5HP	1
2.	Above 5HP upto 7.5HP	2
3.	Above 7.5 HP upto 7.5HP	3
4.	Above 10HP upto 15HP	4
5.	Above 15 HP upto 20HP	5
6.	Above 20 HP upto 30HP	6
7.	Above 30 HP upto 40HP	7
8.	Above 40 HP upto 50HP	8
9.	Above 50 HP upto 100HP	9

(b) Welding transformers

S.N	Rating of welding transformer in KVA	KVAR rating of capacitors stipulated
1.	1	1
2.	2	2
3.	3	2
4.	4	3
5.	5	4
6.	6	4
7.	7	5
8.	8	6
9.	9	7.5
10.	10	7.5
11.	11	8

12.	12	9
13.	13	10
14.	14	10
15.	15	11
16.	16	12
17.	17	13
18.	18	13
19.	19	14
20.	20	15
21.	Above 20 upto 22	16
22.	Above 22 upto 24	17.5
23.	Above 24 upto 26	18
24.	Above 26 upto 28	20
25.	Above 28 upto 30	21
26.	Above 30 upto 35	24
27.	Above 35 upto 40	27.5
28.	Above 40 upto 45	32.5
29.	Above 45 upto 50	35

Supply shall be given to new installation with induction motors of capacity 3 HP and above or with welding transformers only with installation of suitable capacitors / reactors / harmonic filters of adequate capacities to ensure required power factor. In case of existing consumer where such improvement of power factor shall be necessary, the installation of capacitor should be made within one month of notice by the licensee failing which surcharge as prescribed in the Schedule of Miscellaneous and General charges in force from time to time shall be levied and also connection shall be liable for disconnection.

(11) Earthing

- (i) Proper earthing with earthing pipe should be done and gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipes.
- (ii) Domestic heating and cooking and other wall plugs used shall be conventional type or 3 pin type, the third pin connected to the earth. 2 pin plugs or lighting sockets shall not be allowed for the purpose of domestic heating or cooking or for small power purposes.
- (iii) All plugs shall be switched on the live wire and not on the neutral.
- (iv) In case of wiring, single line shall not be allowed to run in iron conduit.
- (v) Separate earthing is to be arranged for the alternative supply like DG set, etc.

(vi) Provision of the CEA Regulations, as in force from time to time and as applicable, should be complied with, in respect to consumer's earthing.

(12) Domestic Appliances

For the safety of the wiring at the consumer's premises, separate circuit for heaters, geysers, air-conditioners and for cooking apparatus like oven, microwave oven shall be run with adequate size of wire from the main distribution board of the consumer. Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin being connected to "earth".

4.3 Apparatus Interfering with Licensee's System

The licensee may discontinue the supply giving reasons if the consumer installs any instrument, apparatus that are likely to affect adversely, the supply to other consumers. Supply shall be restored on taking appropriate remedial action to the satisfaction of the licensee.

4.4 High Tension Consumers

The following controls shall be installed as per CEA's regulations.

- (1) A linked switch with fuse(s) or a circuit breaker for consumers having aggregate installed transformer/ apparatus capacity up to 1000 kVA if supplied at voltage of 11 kV and 2500 kVA if supplied at a voltage of 33 kV.
- (2) A circuit breaker along with linked switch for consumers having an aggregate installed transformer/ apparatus capacity above 1000 kVA if supplied at 11 kV and above 2500 kVA if supplied at 33 kV.
- (3) In either case, suitable automatic circuit breakers shall be installed on the low tension side of each transformer or on each LT feeder emanating from the transformer.

4.5 Extra-High Tension Consumer

Extra-High Tension consumer shall install a circuit breaker on HV side of the transformer as per the CEA Regulations.

4.6 HT/ EHT Consumers

- (1) All transformers, switch-gears and other electrical equipments in the installation of the consumer and also those directly connected to the feeders or lines of the



licensee shall be of suitable design and be maintained by the consumer to the reasonable satisfaction of the licensee. The setting of fuses and relays on the consumer's control gear, as well as the rupturing capacity of any of his circuit breakers, shall be subject to the approval of the licensee.

- (2) Notwithstanding the provisions under clause 4.4 it is necessary that the consumer should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provisions of the prevailing laws, rules and regulations.
- (3) The consumer shall maintain a power factor of 95% and above. Consumers, other than consumers billed on KVAh tariff, shall be liable to pay surcharge or receive incentive specified by the Commission, from time to time, on account of variation from specified power factor. The licensee may discontinue supply, after due notice of 15 days, to any installation where the average power factor is less than 70% without prejudice to the right of the licensee to levy demand / minimum charges as applicable during the period of disconnection.

4.7 Inspection and Testing of Consumer's Installation

- (1) Before any wiring or apparatus in the case of low-tension consumer, and any transformer, switchgear or other electrical equipment in the case of high-tension or extra high tension consumer is connected to the system, it shall be subject to inspection and approval of the licensee/competent authority and no connection shall be made without the licensee's/competent authorities' approval. In addition, all high-tension installations will have to be approved by the Electrical Inspector and all electrical installations in mines will have to be approved by the Inspector of Mines.
- (2) Upon receipt of the test report, the licensee will notify to the consumer the time and day when the licensee proposes to inspect and test the installation. The consumer shall ensure that the Licensed Electrical Contractor or his representative, technically qualified, employed by him is present at the time of inspection to furnish to the licensee any information concerning the installation required by him. The licensee shall provide a copy of the inspection report to the consumer and obtain the acknowledgement of the consumer.
- (3) Manufacturer's test certificate in respect of all H.T/ EHT apparatus shall be produced, if required, by the Licensee.
- (4) The licensee shall not connect the conductors and fittings at the consumer's premises with its works unless it is reasonably satisfied that the connection will

not at the time of making connection cause a leakage from the installation or apparatus of a magnitude detrimental to safety. The value of the insulation resistance should be as provided in the CEA Regulations.

- (5) If the consumer's installation is found to be not safe for connection, the licensee shall advise the consumer in writing specifying the defects to be rectified. On receipt of intimation of rectification of defects, the licensee shall retest the installation.
- (6) The licensee shall levy no charge for the first test for LT connections. However for HT connection licensee shall charges as per their schedule. Subsequent tests, necessitated due to faults found at the initial test shall be charged for in accordance with the rates approved by the Commission. The licensee will not accept any responsibility with regard to the maintenance or testing of wiring on the consumer's premises.

4.8 Extensions and Alterations

- (1) No electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer, for the purpose of supply to such consumer except by an electrical contractor licensed in this behalf and under the direct supervision of a person holding a certificate of competency. Extension or alteration of load to all high tension installations will have to be approved by the Electrical Inspector and similarly for all extensions and alterations of electrical installation in mines will have to be approved by Inspector of Mines.
- (2) If, as a result of such proposed extensions and alterations, there is possibility of an increase in connected load or contract demand over sanctioned connected load or contract demand, the consumer shall take steps to submit a requisition for additional supply. Failure to regularize the increase in connected load or contract demand may not only result in billing at the penal rates, as provided in chapter – 10 under unauthorized use of electricity but may also result in disconnection of supply after due notice.



4.9 Access to Consumer's Premises

- (1) An authorized person, at any reasonable time, and on informing the occupier of their intention, enter any premises to which electricity is supplied or has been supplied by the licensee to any premises upon which the electric supply lines or other works have been lawfully placed by the licensee, for the purpose of (i) inspecting and reading meters (ii) for disconnecting supply, (iii) for removing the licensee's apparatus, (iv) for inspecting, testing, repairs, replacing, altering and maintenance of its property or for doing all things necessary or incidental to proper continuance and maintenance of supply to the consumer. All such persons visiting consumer's premises must carry photo identity cards issued by the licensee and shall produce the same to the consumer or the occupier before entering the premises. The consumer should immediately check with the licensee if the credentials of representatives are doubtful.
- (2) An authorized person shall be entitled to enter the premises immediately after informing the consumer, for checking unauthorized use of energy, unauthorized additions and alterations to equipment, theft and misappropriation of energy, diversion of power, by-passing or tampering of the meter or for inspection and testing. On detection of unauthorized use of energy, unauthorized addition and alteration to equipment, theft and misappropriation of energy, diversion of power or bypassing or tampering of the meter the licensee may take action as per prevailing laws.
- (3) Provided that no inspection, testing or checking of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.
- (4) If the consumer does not provide access to the licensee or its authorized representatives to enter the premises for the reasons stated in clauses above the licensee may give a 24 hour notice in writing to the consumer, of its intention to discontinue the supply. If the consumer still does not provide access, the licensee shall be entitled to discontinue supply to the consumer.

4.10 Rating of Installations

- (1) The connected load of LT category of consumers shall be determined as per the procedure given in Annexure 6. Survey of load shall be carried out normally once in two years. The licensee may also carryout verification of load in selected areas periodically. However, if the licensee has reasons to believe that a particular



domestic connection or a group of domestic connections might be involved in unauthorized abstraction of power, an authorized person for the purpose may conduct a survey of such consumer's premises.

- (2) The licensee shall send formats of 'self declaration of connected load' along with electricity bills to all consumers once in two years. The consumers may fill-up the form, if his actual current connected load is at a variance from the recorded connected load and submit to the licensee while making payment of the bill. The domestic consumers may also declare enhanced connected load of his premises, any time during the year, by completing the format given in Annexure- 7 and submitting the same to the licensee along with an application for change in connected load.

On receipt of application / declaration the licensee may arrange to conduct a survey of the premises of the consumer to determine the load of the premises. In case such a survey is not carried out within thirty days from the date of submission and the load applied for is higher than the recorded load of the consumer, the load declared by the consumer shall be deemed to have been accepted. The licensee shall issue the demand note for additional charges, if any, immediately.

- (3) The connected load of all categories, other than Domestic category of consumers, shall be the aggregate of the manufacturer's rating plates of all energy consuming devices, in the consumer's premises, which can be used simultaneously. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's rating plate is not available, the licensee may use suitable apparatus to determine the load of such device. If, both air-conditioner and room heater are found in the same premises, the load of the item with higher rating shall be taken into account. Items stocked for the purpose of sale/ repair or genuinely as spare shall not be considered for the purpose of determination of connected load. The licensee shall carryout periodical survey of streetlights and record the type of lamps being used along with their load.
- (4) All installations other than those of Domestic category are subject to rating/re-rating by the licensee at its discretion. If the consumer is not satisfied with the rating determined by the licensee, he may get his apparatus rated by one of the



recognized engineering institutes approved by the Commission for determination of load of apparatus. Both the consumer and the licensee may appoint their respective representatives to be present during the process of determination of load at the institute. The final report issued by the institute shall be accompanied with the details of test(s) conducted. The rating determined by the said institute shall be final and accepted by both the consumer and the licensee.

- (5) Where for any reason, it is not possible to determine the maximum demand, power factor or any other electrical quantity in respect of an installation, the licensee shall determine such quantities periodically by rating/re-rating, and the procedure for the same shall be got approved by the Commission.

If a consumer applies to the licensee for re-rating his installation due to additions or alternations in the installation, the procedure as stated in this Code shall apply. Appropriate fees shall be charged in advance.

4.11 Generators in the consumer's installation and parallel operation with the supply system of the licensee

- (1) Operation of generator in consumer's installation in parallel with the licensee's system is permissible only with the written consent of the Licensee. However, the consumer may install generator, inverter to use only in the case of failure of power supply, and the consumer shall install double link switch changer so that the current of generator/inverter may not be injected in the licensee's distribution system. The capacity of the generator/inverter shall not be taken into account for calculation of connected load.
- (2) Where no such consent has been given, 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 and the generator, in no case, should get connected to the licensee's system. The licensee, on intimating the consumer, can enter the premises and inspect the arrangement to ensure that at no time the generator gets connected to his system.
- (3) Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The consumer should also ensure that his supply does not get incorrectly connected to the licensee's 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 Electricity Grid Code as specified by Meghalaya State Electricity Regulatory Commission and other relevant regulations. The actual operations shall be carried out in coordination with both the State Transmission Utility and the licensee.

- (4) In case the consumer's supply gets extended to the licensee's system from a generator or inverter or from any other source, without appropriate approval from the licensee, causing damage to the licensee's apparatus or to human life, the consumer shall be made responsible for the same and shall be liable to fully compensate the licensee for all losses caused to the licensee or to the licensee's other consumers.

4.12 Harmonics

- (1) The licensee shall publicize the need for installation of Harmonic filters. All HT consumers, and LT commercial consumers (above 15 KW) to begin with, shall be given a time period of one year from the date of implementation of this Code, after which, Harmonic filters shall become mandatory on such consumers.
- (2) If the licensee detects and proves to the consumer that the consumer's system is generating harmonics above acceptable limits, the licensee shall request the consumer to install appropriate harmonic filter and the consumer shall install such filters within a period of six months from the date of request by the licensee.

CHAPTER – 5
POINT OF SUPPLY AND LICENSEE'S EQUIPMENT IN PREMISES

5.1 Point of Supply

- (1) Supply shall be given at a single point, in premises, at the outgoing terminal of the Licensee's cut-outs fixed after,
- (a) Meters in case of Low Tension consumers
 - (b) Control switchgear that may be installed in Licensee's or consumer's premises as agreed mutually in case of High Tension consumers.

The Licensee shall determine the point of supply such that the meters and other equipment are always accessible to the Licensee without obstruction for inspection.

- (2) All EHT & HT consumers / applicants shall provide access to the licensee to the meter or metering cubicle.
- (3) However, in special cases, the licensee may agree to give supply at more than one point in the installation of the consumer / applicant having regard to the physical layout of the installation and the requirements of the consumer / applicant. The arrangement will be subject to the condition that separate metering will be done and summation of demand and energy recorded at all points will be taken as parameters for billing under the relevant tariff schedule.

5.2 Installation of Equipment at Point of Supply

- (1) At the point of commencement of supply, the consumer / applicant shall provide a main switch / circuit breaker from the outgoing terminal of the meter.
- (2) In addition, HT / EHT consumers / applicants shall also provide suitable protective devices as per the provisions of the CEA's regulations. The system of protection shall be got approved by the Licensee before commencement of supply.
- (3) In case of HT / EHT consumer / applicant, meter, circuit breakers and its associated equipment shall be installed by the Licensee at the point (s) of supply.
- (4) HT / EHT consumer / applicant shall install step down transformers with a vector group of delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.



5.3 Dedicated Feeder

Consumers other than 3 MVA & above including steel and other similar industries desirous of getting power supply from dedicated feeder may make a request for such facility to the licensee. The dedicated feeder shall be extended from the power substation to the consumer's point of supply. In such cases the consumers shall be liable to pay the cost of Bay and all protection switchgears and its accessories provided at the power substation for this feeder in addition to the cost of the feeder. On receipt of such request, the licensee will check the feasibility, based on merit, of providing a dedicated feeder to the consumer's premises. If found feasible, the consumer will be provided with a dedicated feeder and the consumer will be liable to pay additional charges such as supervision charges, etc. as approved by the Commission from time to time. The Licensee shall not extend electric supply to any other consumer from the dedicated feeder.

5.4 Licensee's Equipment at Consumer's Premises

The consumer shall provide free of cost to the licensee necessary land (reasonably required) belonging to the consumer and afford all reasonable facilities for bringing in not only the direct cables or overhead lines from the licensee's system for servicing the consumer, but also cables or overhead lines connecting licensee's other consumers and shall permit the licensee to install all requisite switchgears and connections thereto on the above premises and to extend supply to such other consumers in the same housing complex through the cables and terminals situated on the consumer's premises, provided supply to the consumer in the opinion of the licensee is not thereby affected.

5.5 Damage to Equipment at Consumer's Premises

- (1) The meter, cut-out/ MCB, service mains and other equipment belonging to the licensee, must on no account be handled or removed by one who is not an authorized employee/representative of the licensee. The seals, which are fixed on the meters /metering equipments, load limiters and the licensee's apparatus, must on no account be tampered, damaged and broken. The responsibility for the safe custody of licensee's equipments and seals on the meters/metering equipments within the consumer's premises shall be on the consumer.
- (2) In the event of any damage caused to the licensee's equipment's in the consumer's premises by reason of any act, neglect or default of the consumer or



his authorized / representatives, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so on demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the supply shall be liable to be disconnected after due notice. The consumer shall however be liable to pay the charges, as applicable.

- (3) The licensee is responsible for maintaining the meters and equipments, installed at consumer's premises from where electricity is supplied to the consumer.
- (4) If the insulation resistance of the consumer's installation is found to be so low as to prevent safe use of energy, the licensee or his authorized representative after giving 48 hours notice shall, without prejudice to other actions as per law, disconnect the supply of power to premises till the defects are removed, in accordance with CEA regulations.

5.6 Ownership of the equipment and apparatus:

All meters and other equipments belonging to the licensee and installed in the premises of the consumer, shall be and continue to be at all times the property of the licensee, notwithstanding that such meters and other equipments or any part thereof, may be fixed or fastened to or embedded, in any part of the consumer's premises, including land belonging to the consumer. Such equipment shall not be disturbed or dealt with in any manner except by the employee of the licensee duly authorized for the purpose.

5.7 Failure of Fuse / Supply:

In the event of failure of the licensee's service fuse, at any time, complaint thereof should be lodged by the consumer to the licensee's local office/call center and the Licensee shall ensure registration of complaints on round the clock basis. Only authorized employees possessing the photo-identity card of the licensee shall be permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses. The licensee should not allow its employees to carry out any repairs in the consumer's installations.



Chapter –6**SERVICE CONNECTION RELATED MATTERS****6.1 Change of category**

- (1) “Category of Consumer” means the Tariff Schedule under which a consumer is billed as per latest applicable Tariff Order of the Commission. The applicant shall apply for change of category from one tariff rate schedule to another to the concerned officer of the licensee. Tariff change from any L.T. category to Agriculture category shall not be permissible. Tariff change from higher rate to lower rate shall be done only after completion of compulsory period of availing supply as per the agreement.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 15 days from the date of receipt of application.
- (3) The Licensee shall inspect the premises and shall change the category within the time limit specified in the Standards of Performance of Distribution Licensee Regulations from the date of receipt of application.
- (4) Change of category shall be effective from next billing cycle.
- (5) No case of unauthorized use of energy shall be booked by the Licensee if detected after the consumer had applied for change of category and change is legally permissible.
- (6) An application of the consumer for change of category shall be treated as a fresh application and he shall deposit processing fees, new additional security, if any, and execute supplementary agreement if necessary.
- (7) Where a consumer has been classified and billed under a particular category and subsequently, it is observed that the previous classification is not correct, the Licensee may alter the classification and suitably revise the bills accordingly.

6.2 Transfer of Connection and Mutation of Names

- (1) A connection shall be transferred in the name of another person upon the death of the consumer or in case of transfer of ownership or occupancy of the premises, upon an application of the consumer.
- (2) Application for mutation shall be filed, along with prescribed fee by the transferee or the legal heir or successor of the deceased consumer with the local office of the Licensee.



- (3) The application shall be accompanied by documentary evidence of transfer or legal heir or succession and proof of no arrears on account of electricity charges on that connection.
- (4) The Licensee shall decide the mutation case within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.
- (5) If the mutation application is to be disallowed and is refused the orders shall be passed only by a speaking order after the applicant has been given an opportunity to represent himself: Provided that in case where mutation is not allowed, the transferee seeking the transfer, may agree to continue the connection in the old name (but not in case of consumer's death), or may have choice to seek permanent disconnection and apply for new connection.
- (6) The transferee or the legal heir shall submit a fresh agreement, in the prescribed format, along with outstanding dues, if any, within 14 days of receipt of intimation. The transfer shall be effected and a copy of the agreement shall be sent to the consumer within 7 days after receipt of fresh agreement.
- (7) In case of Private Tube-well (PTW) consumers, suo-motu mutation may be undertaken after taking the report from the concerned Government department. However the legal heir shall be responsible for clearing the electricity dues, and shall submit an affidavit to this effect.
- (8) In case of Govt. residential quarters mutation in favor of any new occupant shall be allowed after the new occupant furnishes the letter of allotment and proof of date of occupancy in such cases mutation shall be allowed from date of occupancy provided there are no arrears outstanding.
- (9) Application format for change in name of registered consumer due to change in ownership / occupancy is appended at Annexure – 8.
- (10) Application form for transfer of ownership to legal heir is appended at Annexure 9.

6.3 Procedure in Case of Change in Wiring and / or Apparatus or Shifting of Service Line in the Premises of the Consumer:

The consumer may apply to the licensee for any changes in their premises related to wiring / apparatus / service line, after clearing all dues pending, if any, provided the same are not stayed by any court, subject to the following:

- a) The consumer shall get all work relating to wiring on his premises only by or under the supervision of a Licensed Electrical Contractor and obtain a Work



Completion certificate and Test report as prescribed under the CEA's Regulations.

- b) No reference shall be made to the Licensee if the change in wiring of LT loads does not result in dislocation of the meter or other related apparatus and there is no change in the load. However, the consumer shall produce the test report if required by the Licensee at any time.
- c) In other cases, if the consumer desires to alter the wiring on his premises, or change the location of meter or other related apparatus or shift the service line on his premises notice thereof shall be sent in writing with the modified wiring diagram and other necessary details to the Licensee. The Licensee shall after due enquiry grant approval, intimating the estimated charges to be deposited by the consumer with or without modification to the proposal, or reject the request stating reasons thereto, in writing, within the time limit specified in the Standards of Performance of Distribution Licensee Regulations.
- d) The work relating to change in wiring shall be done by the consumer through a licensed electrical contractor and the work completion certificate along with test results shall be provided to the Licensee. The Licensee shall inspect the premises to confirm that the alteration(s) is in accordance with the approval given by him and under the CEA Regulations.
- e) The work of change in position of point of supply, meter or related apparatus and shifting of service line shall be done by the Licensee at the cost of the consumer. The estimate for this work shall be sent to the consumer along with the approval and work shall be completed within the time specified in the Standards of Performance of Distribution Licensee Regulations from the date of deposit of the estimated cost.
- f) Application form for conversion of service / change of consumer category / shifting of premises is appended at Annexure 10.

6.4 Procedure for Enhancement of Contract Demand / Connected Load

- (1) Applications for enhancement of load shall be submitted to the concerned officer of licensee in the prescribed form.
- (2) The licensee shall inspect the premises within seven days of receipt of application or otherwise as provided in the Standards of Performance of Distribution Licensee Regulations to examine the feasibility of supply of the enhanced load and intimate the consumer covering the following aspects:



- (a) Whether the additional power can be supplied at the existing voltage or at a higher voltage.
 - (b) Whether any addition or alterations are 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 if any, to be deposited.
 - (d) Change in the classification of consumer, if required.
- (3) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears to the licensee. However, the application may be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or by the Commission or an authority appointed by the Commission.
- (4) If supply of enhanced load is found feasible, the consumer shall be asked to:
- (a) Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.
 - (b) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.
 - (c) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.
 - (d) Execute a fresh agreement as per enhanced load which shall be enforceable during agreement period and the old agreement shall stand terminated.
- (5) If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released as specified in the Standards of Performance of Distribution Licensee Regulations subject to completion of the requisite formalities. If the system needs any alteration or addition, the procedure as given for a new connection shall be followed.
- (6) Application form for load enhancement / reduction is appended at Annexure –11.

6.5 Procedure for Reduction of Contract Demand / Connected Load

- (1) Application for reduction of load, after the expiry of initial period of agreement, shall be made to the concerned officer of Licensee in the prescribed form along with the following data / documents:
- (a) Details of alteration/ modification/ removal of the electrical installation along with work completion certificate and Test report from a licensed electrical contractor where alteration of the installation is involved.



- (b) Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.
 - (c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.
- (2) On receipt of the application for reduction of load, the licensee after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.
- (3) If the sanction is not granted by the licensee within the period specified in clause 6.5 (2), the applicant may, by a written notice to the licensee, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.
- (4) The reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or 'deemed permission is granted'.
- (5) The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall be refused by the licensee if there are pending dues towards the licensee against the connection.
- (6) In all existing agreements executed prior to the commencement of this Code, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Code.
- (7) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The licensee shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.
- (8) Contract load shall normally not be reduced within initial period of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered / reduced for the balance period of initial period of agreement or period of notice specified in the agreement for that category of consumer, whichever is later, reduction may be allowed.

- (9) Transfer of surrendered contracted load by a consumer to any other consumer of his choice or to his sister concern shall not be admissible.
- (10) The reduction of Contract load shall not be permitted in following cases
- (i) Arc / Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment and also to the extent of captive generation capacity that may be installed and is operating in parallel. Auxiliary load shall be excluded.
 - (ii) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.
 - (iii) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

6.6 Permanent Disconnection

The supply shall be disconnected permanently in following cases:

- (a) With the termination of the agreement.
- (b) On request of consumer.
- (c) On non-payment of bills as provided in clause 9.1.

6.7 Notice of Vacation or Transfer of Premises:

- (1) A domestic consumer about to vacate or sublet his premises shall give to the Licensee a notice not less than 7 clear days in writing to that effect and arrange to settle his account. He may either ask for disconnection of supply or may transfer the connection in the name of the new owner / occupier. The licensee cannot guarantee that the meter reading will be taken on the required date unless due notice and facility to record the meter reading is given. Failing such notice, the consumer will be responsible for all energy consumed on the premises and for the safety of Licensee's apparatus installed for him on the premises.
- (2) In case of consumers, other than the domestic consumers, the provisions in sub-clause (1) above will apply only in so far they are inconsistent with the provisions of agreement and where they are not inconsistent; the provisions of their respective power supply agreement will always prevail.



6.8 Agreement

(1) The licensee shall require all consumers to enter into formal agreement governing the supply of energy and approved by the Commission from time to time, prior to supply. The Agreement form as appended at Annexure-3 for LT supply and in Annexure-4 for HT & EHT supply shall be available in the local office of the licensee. The consumer shall affix the requisite court fee stamp on the agreement form as follows:

EHT – Rs. 100.00

HT – Rs. 50.00

LT – Rs. 10.00

In the event of no formal contract agreement having been entered into between the licensee and the consumer, the latter, after once the supply of electricity has commenced, shall be bound by the supply code hereunder set forth. In the event of consumer refusing to tender an agreement, the licensee shall have the liberty to discontinue the supply till such time as the consumer is agreeable to execute the agreement with the licensee.

(2) Every agreement is for a specific purpose and specified licensee. The licensee may, in its discretion permit a consumer to change the point of supply from one place to another on such terms, including payment of charges incidental to such change.

(3) If any consumer terminates the agreement within the period of the agreement where such agreement is executed (or where no agreement is tendered, if the supply is discontinued within the period which would have been applicable if an agreement had been tendered), he shall be liable to pay the fixed charges for each month short of the period specified in the agreement.

(4) The consumer shall not, without prior consent in writing to the licensee, assign, transfer or part with the benefit of his agreement with the licensee nor the consumer shall be in any manner part with or create any partial or separate interest there-under.

(5) Commencement of agreement:

(a) The consumer shall begin to take electrical energy from the licensee under the conditions of the agreement from the date (hereinafter referred to as 'Date of commencement of supply') to be mutually agreed upon between the licensee and the consumer, but not exceeding one month in case of LT supply and three months in case of HT/EHT supply from the date on which



intimation is sent in writing to the consumer by the licensee that the supply of electrical energy to the full extent of contracted demand is available under this agreement.

- (b) If the consumer fails or neglects to obtain supply of electrical energy as from the date referred to in sub-clause 5(a) above, the consumer shall be liable to pay to the licensee from the said date, the fixed charges which are provided hereinafter, irrespective of the fact that the consumer has not consumed any electrical energy.
- (c) Every consumer shall pay to the licensee from the date of commencement of supply of energy, all charges prescribed in the Schedule of Electricity Distribution Tariff and the Schedule of Miscellaneous & General Charges and in force from time to time.
- (6) Period of agreement
 - (a) the minimum period of agreement for supply of power at low tension shall normally be for a period of 2 (two) years.
 - (b) The minimum period of agreement for high / extra high tension supply shall normally be for a period of 5 (five) years.

6.9 Termination of agreement

- (1) The agreement shall continue in the case of high / extra high tension supply as well as in the case of low tension supply till it is terminated by the consumer or by the licensee. The licensee can terminate the contract where such contract had been entered into at any time giving 15 days notice if the consumer violated the Terms and Conditions of Agreement or the Supply Code prescribed by the Commission from time to time, or any provisions of any law touching the agreement including the EA, 2003 and the rules made there-under.
- (2) In case of low tension supply, the consumer is at liberty to terminate the contract agreement after the expiry of the period of agreement by giving one month notice in writing expressing his intention to do so.
- (3) In case of high tension consumers, the consumer is at liberty to terminate the agreement by giving one month notice in writing expressing his intention to do so, at any time after the period of 5 years from the date of commencement of supply.
- (4) On termination of the agreement, the consumer shall pay all sums due under the agreement as on the date of termination. In case of termination of agreement



before expiry of initial period of the agreement, the consumer shall also pay a sum equivalent to fixed charges for the balance period of the agreement.

- (5) On termination of the agreement, the licensee reserves the right to remove the service line and other installations through which electricity is supplied to the consumer.

6.10 Security Deposit

- (1) The licensee may take a security deposit from the consumers for consumption equivalent to the estimated consumption for a specific period as indicated in the table below or as otherwise provided in Terms and Conditions of Supply in force.

S.No	Nature of Consumer	No. of months	Remarks
1	Agricultural	3	3 Months average consumption to be estimated / considered
2	Seasonal	3	Consumption during the season of operation to be estimated / considered
3	Other consumers	3	3 months average to be estimated / considered

- (2) In the event of a consumer failing to pay the security deposit, the licensee shall not commence supply to the consumer.
- (3) The amount of the security deposit obtained from the consumer will be reviewed by the licensee, annually on the basis of consumption during the previous 12 months for LT consumers, and half-yearly on the basis of consumption during the previous six months for HT/EHT consumers and the consumer shall be required to pay an additional security deposit. The licensee shall serve a notice on the consumer to pay the additional deposit within one month of issue of notice.
- (4) Disconnection due to non payment of security deposit – if the consumer does not make payment of the amount of security deposit or additional deposit within the specified period, supply to the consumer shall be liable for disconnection.
- (5) On the consumer's request, the licensee may allow the consumer to pay additional security deposit in maximum three installments.
- (6) In the case of consumers who were sanctioned additional load, the additional security deposit shall be calculated for the additional load treating it as a new service.
- (7) When a person who has given the security no longer requires the supply of electricity and applies for its refund, the Licensee, on disconnection of the supply

and clearance of use, if any, refund it with simple interest calculated at SBI Saving Banks rate prevailing at the time of refund.

- (8) The security deposit along with interest accrued thereon shall be returned to the consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities by the consumer. In case of delay beyond 60 days period, additional interest at the rate mentioned in regulation specified above shall be payable to the consumer as approved by the Commission.
- (9) The distribution licensee shall not take security deposit if the person requiring the supply is prepared to take the supply through a pre-paid meter.

6.11 Recovery of Electricity Charges

- (1) The 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.
- (2) Licensee shall charge a consumer the tariff for the electricity supplied as approved by the Commission from time to time.
- (3) The Charges shall be recovered through Billing as provided in Chapter 8 of this Code.
- (4) The Licensee shall be entitled to charge a consumer wherever applicable the following:-
 - (c) Charges for the supply of energy as determined by the Commission and other tax or duty as notified by the Government.
 - (d) Wheeling charges and / or surcharges and additional surcharges applicable if any, as determined by the Commission.
 - (e) Rental, if any, towards meters and other electric plant and equipment of the Licensee as approved by the Commission.
 - (f) Miscellaneous charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.
- (5) Any clarification sought by a consumer on a tariff applicable to him shall be provided by the Licensee to his satisfaction.
- (6) The licensee shall post the latest tariff and other charges on its website and shall make available the copy of such charges to consumers at a reasonable price.



CHAPTER 7**METERS****7.1 Installation of Meters**

- (1) Normally, the licensee shall provide the meters required for measuring the consumption of electricity and shall charge meter security deposit and or monthly rental for the same as prescribed in the Schedule of Miscellaneous and General Charges and in force from time to time.
- (2) Where the meter is the property of the consumer, he shall keep the meter correct and any default of his doing so, the licensee may cease to supply energy through the meter after giving him seven days notice.
- (3) The meter shall ordinarily be installed at the point of entry of the building and shall be fixed and installed according to the convenience of the licensee on the consumer's premises on the ground-floor or at such other places as the licensee's authorized representative may decide, where it will be accessible for reading and inspection at any time. The consumer shall run his wiring from such point of supply and shall be responsible for the safety of the meter from theft of energy.
- (4) The licensee shall, at any reasonable time on informing the consumer of its intentions have access to and be at liberty to inspect and test, and for that purpose, if it thinks fit, take off and remove any meter to its laboratory. The consumer shall co-operate with the licensee in this respect.
- (5) In case of high tension / extra high tension consumer, the licensee shall as far as possible provide the HT metering equipment for registering the demand as well as the energy consumed. The licensee may, however, at its option provide metering on the low tension side for power supplied at high tension to economize on the cost of HT metering equipment or when such metering set is not readily available. In such case HT reading for billing purposes shall be computed by adding 2% to the LT demand reading to determine the kWh / kVA billing demand and 3% to the LT kWh/Kvah reading to determine the total energy consumption.
- (6) HT metering equipment shall be recalibrated and standardized if so desired by either the consumer or the licensee, by means of a standard instrument of the licensee in presence of the consumer or his representative, provided however, that the licensee may conduct test check of meters (HT or LT) at such intervals as may be decided by the licensee.



- (7) The consumer shall be entitled on application to the licensee's authorized representative of the area to have special test of the meter carried out at any time and the expenses of such test shall be borne by the consumer.
- (8) Should the consumer decline to accept any such test / test report or aforesaid adjustment, the matter shall be referred to the Electrical Inspector as provided in section 162 of the EA 2003.

Reading of Meters

- (9) Reading of meters shall be taken by an authorized representative of the licensee once a month or at such intervals as the licensee shall think expedient and the authorized representatives shall have access to the consumer's premises at all reasonable times for the purpose of such reading. In respect of domestic consumers meter shall be read only during daylight hours.
- (10) When a consumer leaves his installation connected to the licensee's mains but locks up the meter or otherwise makes it inaccessible for reading by the authorized representatives of the licensee, for the first month of such inaccessibility, the consumer will be charged the average of past 6 months which shall be adjusted with the bill when the reading is made. If in the next month, the meter is accessible for readings, the consumer will be charged for the actual consumption. In case the meter remains inaccessible even for the second month, the consumer will be served with a 24 hour notice under section 163 (3) of the EA, 2003 to open his premises for reading of the meter at a fixed date and time. If the meter is subsequently available for reading, charges shall be as per actual consumption. If the meter remains inaccessible in spite of 24 hour notice the premises will be disconnected. For that month also the monthly average will be charged to the consumer. If the meter is made accessible subsequent to the disconnection for the purpose of reading and setting the accounts and for reconnection of service, the consumer will be charged for the actual consumption. If the consumer applies for reconnection, the reconnection fee prescribed in the Schedule of Miscellaneous & General Charges and in force from time to time, shall be recovered before reconnection.
- (11) No new connection shall be given without a Meter and Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification from the date of coming into force of this Code.
- (12) All unmetered connections including Agricultural and streetlights shall be metered by the licensee.



- (13) The Licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the operation and installation of meters regulations issued by the Central Electricity Authority under Electricity Act, 2003.

Provided that the Commission may, by notification, extend the said period for a class or classes of persons or for such area as may be specified in that notification for installation of meters.

Provided further that if a person makes default in complying with the provisions contained in the above clause 7.11, the Commission may make such order as it thinks fit for requiring the default to be made good by the licensee or other association or any person who is responsible for the default.

- (14) All consumers shall have to accept the installation of an appropriate metering device, load-limiter, tamper proof boxes or other apparatus when the licensee approaches them to install one, and the consumer shall be required to provide appropriate and suitable site for placement of meter and related equipments to the satisfaction of the licensee.
- (15) If supply to an HT or EHT consumer is given on an independent/dedicated feeder for his exclusive use, the metering arrangement may be installed both at the consumer's premises and at the Licensee's Sub-station.
- (16) The licensee is authorized to review the status of the 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 premises as per the technical requirements of the specific device. The licensee is also authorized to install 'check meter' at one consumer's location or for a group of consumers.

7.2 Classification of Meters, etc:

The Meters for new connections shall be of standard make that is certified by BIS / IEC/CBIP or any other superior specification as specified in Central Electricity Authority Regulations on Installation and operation of meters, and shall be of following type(s):

- (a) For all domestic and other LT loads up to 50 kW loads in Urban and Rural areas
- Static single phase / three phase meters
- (b) For LT (contracted load > 50 KW) / HT / EHT consumers – - Static, 3 Phase Tri-vector meters with MDI.



- The meters shall have a facility for “Time of the Day Metering” with sufficient memory for accommodating data for 12 months.
 - Three phase meters for HT / EHT segment should be capable of recording with date and time, the connection anomalies like phase wise missing potential, phase wise CT reversal, Current unbalance & voltage unbalance.
 - The meters shall have anti-tamper features as per CEA regulations mentioned above.
 - The meters shall have facility of remote communication for data retrieval through GSM / Microwave / SCADA / VSAT, using standard protocol. The licensee shall ensure the above within a definite time frame under intimation to the Commission.
- (c) The Licensee on the consumer requesting for supply of electricity through pre-payment meter, may install prepayment meters for single phase metering and three phase whole current supply which should display the amount left, units consumed, and the tariff applicable, with a disconnection / tripping switch inside the meter.
- (d) Meter Seal should be made from high grade engineering plastic / polycarbonate material having permanent laser engraved unique serial number on seal, capable to withstand the prescribed environmental tests. Sealing shall be done at the following points (as applicable):
- CT Secondary Boxes (in addition to locking arrangement)
 - PT Secondary Box (in addition to the locking arrangement)
 - Meter Cabinet and terminal cover
- Note:** Seal of the consumer meter may be removed only by the licensee. No consumer shall tamper with, break or remove the seal under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act.
- (e) For all the 11 KV, 22 KV, 33 KV, 132 KV and above consumers, the licensee shall introduce facility for taking remote meter reading (GSM technique), to extract data from meter centrally, in order to have access on data as and when required.
- (b) The accuracy class of meters for EHT / HT / LT (whole current meters) / LT (CT operated) consumers, shall be as laid down in CEA regulations.

7.3 Supply, Installation and Ownership of Meters and Cut-outs/ MCBs / CBs

- (1) The licensee shall supply the meter and metering equipments, cut-out/ MCB/CB/ load to consumers at the time of serving new service connection or at any other



time as may be required. The licensee shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission.

- (2) At the time of seeking a new connection, the consumer shall indicate option in the application form to either purchase the meter, MCB / CB and associated equipment himself from the authorized vendor(s) / makes or manufacturers of meter approved by the licensee, or such approved meter, MCB / CB and associated equipment has to be supplied by the Licensee.

Provided that it shall be the responsibility of the licensee to ensure that meters of standard make only are used as specified in clause 7.2 and the CEA Regulations for installation and operation of meter The licensee shall not restrict the consumer choice to 2-3 make(s) / manufacturer(s) only, but shall offer a wide ranging choice from amongst the list of approved make(s) / manufacturers. The Licensee shall put the list of approved vendor(s) / make(s) or manufacturers of meter, on their website / display on the notice board/and if requested, supply the consumer with the list of approved vendor(s) / make(s) or manufacturer(s).

- (3) HT/EHT and LT consumers, if they opt for procurement of meter and related apparatus, shall provide a locked and weatherproof 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.
- (4) In case of connections where cost of the meter is borne by the consumer, neither meter rent nor any security for the price of meter, shall be charged from the consumer.
- (5) In case of a consumer, who has borne the cost of the meter or purchased the meter himself, the Licensee shall have the option to either give to the consumer the depreciated value of the cost of the meter borne by the consumer or the meter itself after claiming the dismantling charges at the time of termination of the agreement. Depreciation shall be calculated by straight-line method taking a life span of ten years.
- (6) Meter shall be installed by the Licensee at the point of supply either at the consumer premises or outside the consumer premises in such a manner that it is always accessible to the Licensee for meter reading and other purposes.
- (7) Whenever a new meter is installed (as a replacement or for a new connection) it shall be sealed in the presence of the consumer and a Meter History card shall be prepared in two copies. The Licensee shall retain a copy and the second copy

- shall be tagged to the meter. Subsequently, details of any faults in the meter, repairs etc. shall be entered in this card by the Licensee. The seal, nameplates 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.
- (8) A consumer may get a check meter installed conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of Meters) Regulations 2006. These check meters may be calibrated by the Licensee upon payment of prescribed fee. However, check meter readings shall not be used for billing purpose by the Licensee.
- (9) Meter should be ordinarily fixed outside the building and inside the boundary wall of the premises in such a manner that it is protected from the elements like weather etc. and can be read from outside. The meter box shall normally be mounted at such a height that meter reading counter/ display window is at eye level. In case of LT consumers meter and the cut-out/ MCB or, in case of HT /EHT consumers, meter, circuit breakers and its associated equipment including cables shall be installed by the Licensee at the point(s) of supply.
- (10) All new meters should be installed in weather proof and tamper-proof meter box. The licensee shall prepare and implement a phased plan to install tamper-proof metering boxes for all the meters, which are installed without meter boxes.
- (11) In case of semi-permanent houses the licensee shall ensure that the meter is properly fixed on a wall and is accessible to the meter reader. In case the consumer does not provide good quality wall for fixing the meter, the licensee shall be free to fix the meter on the electricity pole or in a pillar-box to be provided by the licensee. The licensee shall also ensure that the earthing of the installation is proper.
- (12) Meter changing fee due to increase of load or due to replacement on account of a defective meter shall be charged from the consumer at the rates as may be decided under the miscellaneous charges.

7.4 Testing of Meters

- (1) The licensee shall ensure that tested meters are installed at the consumer premises. Meters purchased by the consumer shall be tested, installed and sealed by the licensee.

The licensee shall also conduct periodical inspection/testing of the meters as per the following schedule:

- (a) LT Single-phase meters: –at least once every five years



- (b) LT 3 phase meters: –at least once every 3 years
- (c) Other LT metering systems –at least once every 2 years
- (d) HT meters including MDI:
 - For EHT consumers - once in six months
 - For HT consumer – at least once a year.

CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Central Electricity Authority (Installation and operation of Meters) Regulations 2006.

- (2) If required, the licensee may remove the existing meter for the purpose of testing. The representatives of the licensee must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.
- (3) The licensee may arrange for third party testing at NABL accredited test labs and recalibrated if required at manufacturer's cost, if the testing facility is not available with them for periodical testing, or in case of consumer's request when meter is defective.
- (4) Test results shall be as per the format given in Annexure – 12.
- (5) The Licensee shall charge meter testing fee as per miscellaneous charges for testing of meters at their lab.

7.5 Defective Meters

- (1) The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the licensee necessary assistance in conducting of the test. The consumer shall also be present during the testing.
- (2) A consumer may request the licensee to test the meter, if he doubts its accuracy, or meter reading not commensurate with his consumption, stoppage of meter, damage of seal by applying to the licensee along with the requisite testing fee. The licensee shall test the meter within 30 days of receipt of complaint as provided in Standards of Performance of Distribution Licensee Regulations. Preliminary testing of meters can be carried out at the premises of the consumers through electronic testing equipment.
 - (i) In case the meter is found in order, no further action shall be taken.
 - (ii) In case the meter is found fast / slow by the licensee, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15

days, and bills of previous six months prior to the month in which the dispute has arisen shall be revised in the subsequent bill as per the test results. In case meter is found to be slow, the additional charges may be recovered in installments not exceeding three, if the consumer shows his inability to pay at a time.

- (iii) If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and, the defective meter after sealing in presence of consumer, shall be tested at licensee's lab / Independent lab / Electrical Inspector, as agreed by consumer in presence of the representative of both Licensee and the consumer. The option once exercised by consumer shall not be changed. The decision on the basis of reports of the test lab shall be final on the Licensee as well as the consumer.
 - (iv) In case of testing of a meter in the licensee's / Independent test laboratory,
 - (a) Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative shall be obtained on the Test Result Sheet.
 - (b) In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, present shall be obtained on the Test Result Sheet.
- (3) Assessment for energy where meter is defective / stopped and where average consumption cannot be computed where it is not possible to determine the consumption of the preceding six months, the quantity of electricity supplied shall be assessed on the basis of the connected load and hours of usage of electricity as computed below. This consumption shall be regarded as final and binding on the consumer. The monthly energy consumption is $720XC.L (KW) \times L.F. (Load Factor)$. The minimum connected load for urban areas shall be 1kW and for rural areas shall be 0.5kW. The LF for different categories of consumers is as follows:



S.N	Category	Load factor
1.	Domestic	0.16
2.	Commercial	0.30
3.	Industrial (LT)	0.28
4.	Industrial (HT)	0.375
5.	Public Water Works	0.24
6.	Agriculture	0.16
7.	Public lighting	0.50
8.	Public service	0.24

- (4) If the consumer is aggrieved by the decision of the licensee with regard to the bills, the consumer may refer the complaint to the Forum for redressal, but nevertheless the amount of such bills shall be paid by him, under protest if necessary, to avoid disconnection of supply.
- (6) The licensee shall maintain a meter reading card at the consumer premises where meter readings taken from time to time shall be recorded.
- (7) In case a consumer leaves or vacates the premises he may make a request to the licensee for arranging an advance or special reading of the meter.
- (8) The request shall be made not less than ten days from the date intended and the licensee shall arrange for a reading to be taken.
- (9) A format for meter related complaints / request for testing of meter is appended at Annexure 13 of the Code.
- (10) A format for Test result report of applicant's in installation is appended at Annexure 12 of the Code.

7.6 Meter (Including Maximum Demand Indicator) Not recording

- (1) The consumer is expected to intimate the licensee in writing, as soon as he notices that meter has stopped/ is not recording. The licensee shall acknowledge the intimation given by the consumer.
- (2) If during periodic or other inspection by the licensee, any meter is found to be not recording, or a consumer makes a complaint in this regard, the licensee shall arrange to test the meter within the time specified in the Standards of Performance of Distribution Licensee Regulations. The meter should be repaired/ replaced within the time specified in the Standards of Performance of Distribution Licensee Regulations.



7.7 Burnt Meters

- (1) In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:
 - (i) Necessary preventive action at site shall be taken as early as possible to avoid future damage.
 - (ii) The Licensee shall restore the supply within 6 hours after bypassing the burnt meter, as specified in Standards of Performance of Distribution Licensee Regulations, if the wiring on consumer's premises is found o.k.
 - (iii) Excess loads found, shall be removed or regularized by asking consumer to pay the additional security deposit and any other charges as applicable.
 - (iv) A new meter shall be installed by the Licensee within 3 days or as specified in the Standards of Performance of Distribution Licensee Regulations.
- (2) If possible, the Licensee shall test the burnt meter removed from the consumer premises duly following the procedure detailed in clause 7.5 in case of defective meters. The consumer shall be billed as per the procedure specified in clause 8.1(16) during the period meter remains non functional.

7.8 Cost of Replacement of Defective / Burnt Meters

- (1) The cost of replacement of meter shall be borne by the consumer or by the Licensee subject to following conditions:
 - (i) If, as a result of testing, it is established that the meter was 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. However, if it is established that the meter was burnt due to reasons attributable to the consumer viz. defect in consumer's installation, connection of unauthorized load by the consumer, meddling by the consumer etc. the cost shall be borne by the consumer.
 - (ii) If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by the consumer to interfere with the meter, the cost of the meter shall be borne by the consumer as above. The consumer shall be assessed under Section 126 of the Electricity Act 2003, and shall be punishable as per Section 138 of the Electricity Act 2003. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.



- (2) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.
- (3) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with clause 7.3.
- (4) Meter changing fee due to increase of load or due to replacement of a defective meter shall be charged from the consumer as per the miscellaneous charges.

7.9 Power Factor

The licensee reserves the right to reduce the supply of power to an installation where the average monthly power factor of the said installation is less than 0.90 should the power factor fall below 0.7, supply to such a consumer shall be disconnected without notice.

When required by licensee's authorized representative, the consumer shall take within reasonable time as may be determined by the licensee's official, such measures as to raise the average power factor of the installation to a value not less than 0.90. In the event of such steps not taken by the consumer, the licensee reserves the right to disconnect at its discretion the supply without prejudice to the right of recovering a compensation charge as may be determined by the commission.

In the case of consumer where the meter is not installed to measure the power factor, the power factor determined periodically by the licensee's representative shall be taken for the purpose of arriving at the compensation charges.

In case where power factor cannot be ascertained from the metering equipment installed for registering the consumption, it shall be determined periodically by the licensee under normal operating conditions of the consumer by installing the necessary equipment for this purpose in the consumer's premises and the power factor so determined shall be considered as the power factor of the consumer's installation for all purposes till such time it is again determined unless it can be established that the operating conditions have materially altered in which case the power factor shall be determined as soon as practicable by the licensee.



CHAPTER 8

BILLING

8.1 Meter Reading Period and Billing

- (1) The periodicity of the meter reading and billing for various categories of consumers shall be given below, unless specified otherwise in the relevant tariff Order of the Commission. The licensee may, however, improve upon the schedule if it finds necessary or useful.

Consumer Category	Meter Reading and billing
Domestic in Rural & BPL	Once in two months
Domestic in Urban	Monthly
Non-Domestic < 5 kW in Rural	Once in two months
Non-Domestic or Others (Urban & Rural)	Monthly
LT Industrial	Monthly
Agriculture – Rural	Once in two months
Agriculture – Urban	Monthly
Street light, Water works, X-Ray plants, Electric Crematorium	Monthly
HT, EHT	Monthly (as far as practicable on the same day of the month)

The licensee shall make efforts to take readings and issue of bills on monthly basis for all categories of consumers in course of time.

- (2) The Licensee shall notify in the beginning of every calendar year for each category of consumer in different areas of supply, (a) the probable period (Week) for taking meter reading (b) the probable week in which bills shall be issued for every billing cycle (b) the probable period by which bill will be delivered to the consumer and (c) the probable due date for payment of bills.

These will normally be the dates with variations not exceeding 2-3 working days, for all billing cycles for that consumer during that financial year in specific area.

- (3) The Licensee may send bills to consumers by hand or by post. On a written request from a consumer, the licensee shall send the bill by registered post and the expenses of such delivery of bill shall be recoverable from the consumer.
- (4) The licensee shall ensure distribution of bills to the consumers not less than 14 days before the due date for payment



- (5) The Licensee shall also intimate the consumer of bill dispatch through SMS (Mobile)/Email (If available) and may send bill through Email (if available). The Licensee may also give consumer no./bill amount & due date of payment on the SMS/Email.
- (6) The licensee shall issue the first bill with in 2 billing cycle (2 months for urban and 4 months for rural/BPL consumer) of energizing a new connection. In case the consumer does not receive the first bill with in 2 billing cycle, he may report the matter to the licensee's office and after his reporting the licensee shall issue the first bill within 7 days.
- (7) It shall be open to the licensee to adopt a scheme for pre-payment of electricity charges till meters are provided as required under the Act for such consumers who are getting unmetered supply and the details of such pre-payment scheme shall be got approved from the Commission.
- (8) The billing details of last six months including the latest one for all consumers shall also be made available on the licensee website along with payment details.
- (9) The licensee may also give an option of spot billing to domestic/commercial consumers. The licensee may use hand held computer devices with GSM connectivity, 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's official taking the meter reading. In case, during spot billing procedure, the licensee's representative could not take meter reading due to the absence of the consumer, the representative may leave a note and request the consumer to inform the meter reading over telephone/mobile. The consumer may thereafter take the delivery of the bill on any convenient date. However this procedure of receiving meter reading over telephone shall not extend beyond one meter reading cycle at a stretch.
- (10) Meter shall be read by an authorized representative of the Licensee as per billing cycle during day light. The Licensee shall provide proper photo identity cards which shall be displayed on his dress so that it is visible. The meter reader shall record the meter reading with date in variable on the meter card to be kept at consumer's premises. In case of disputes regarding bills, the meter card shall become the evidence in that case. Officials of licensee shall visit certain installations and take check readings and verify these readings with readings taken by the meter readers. Such check readings may also be noted on the meter

- cards kept with the consumer. Licensee has to fix up certain percentage of consumers for check readings by various officials of licensee.
- (11) The licensee shall assign a unique consumer number for each consumer and communicate the same to the consumer. The unique consumer number may include pole number, transformer number, 11kV feeder number, distribution center number and division number.
- (12) Bills shall be prepared for each category of consumers in accordance with prevailing tariff order. Licensee may charge the arrears of the bills revised due to increase in Tariff for particular category consumers in subsequent bills if not charged earlier.
- (13) When supply to a new consumer is commenced in the middle of a month or date of revision of Tariff and meter reading does not happen at the same time, the Demand Charges, Minimum charges and/or any other similar fixed charges shall be levied on pro-rata basis for the number of days for which supply is given. The units to be charged under various blocks or slabs shall also be accordingly prorated. For the purpose of this sub-clause, the month shall be computed as 30 days.
- (14) Separate bills shall be issued for dues which may arise because of audit paras or not application of correct tariff as per the Commission's Order or settlement of various disputes except demand for additional security deposit. Such bills shall be accompanied with written details of basis of billing, period of billing etc.
- (15) The licensee shall endeavor to take monthly Meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed. The Bills from the MRI shall be generated on the computers without human intervention.
- (16) If for any reason, meter is not accessible for reading, the licensee shall issue a provisional bill on the basis of average consumption of the previous six billing cycles and also send a notice to the consumer to keep the meter accessible at the time of reading and date given in the notice.
- (17) The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue for more than two consecutive billing cycles at a stretch. If the meter remains inaccessible even during the next cycle, the consumer will be served with a notice, if available, or, affixed near any entrance of the premises, to either get the meter read by the Licensee within 7 days for reading of the meter at a

fixed time and date failing which the supply will be disconnected after serving a 24-hour notice as provided under section 163 (3) of the Act [Electricity Act, 2003 (36 of 2003)]. The provision shall not apply in case of a domestic consumer who has given an advance intimation to the Licensee of the inaccessibility of the meter for reading due to the consumer being out of station and if he has deposited an amount that covers the minimum / 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.

- (18) It shall be the responsibility of the meter reader to note down the details of every stopped/ defective meter, conditions of meter/seal and condition of LCD/LED of electronic meter and in case of any abnormality shall file a report to the concerned officer who shall be responsible to take immediate steps to replace or repair the stopped/ defective meter or action taken, if required, in accordance with provisions of the Act.
- (19) In order to recover the energy charges for the duration when the meter remains nonfunctional, average monthly consumption of previous six meter reading cycles subject to minimum monthly charges or as otherwise provided in the tariff order of the Commission in force shall be the basis of billing. In case a check meter is available, the readings of the check meter may also be used for assessment of consumption. In case of HT consumers if during the period when the main meter is defective, the check meter is not installed or is also found defective, the quantity of electricity supplied shall be determined as stated above;
- (20) The meter reader shall furnish a list of connections where the meter reading could not be recorded or the meter has not recorded any consumption of electricity, to the officer in charge of the Distribution Centre who shall prepare a list of such consumers where meter reading could not be taken and list of the defective meters to be replaced and report the same to the concerned designated officers of licensee for taking action as specified in the Standards of Performance of Distribution Licensee Regulations.
- (21) The licensee may arrange taking check readings by its field officers by fixing certain percentage of services for checking every month.
- (22) A consumer will have the option to make advance payment towards future consumption of electricity for a maximum period of 12 months. The licensee shall indicate the modalities to receive such advance payments and obtain approval of the Commission. Format for application of advance payment is appended at Annexure 15.



- (23) In case of non-receipt of the bill the consumer may deposit self assessed bill in the format prescribed in Annexure16 of this code 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 / deficit payment so made by the consumer shall be adjusted in the next bill.
- (24) Form of LT connection bill has to contain the following particulars amongst any other:
- (a) Name and address of the consumer (with Mobile No.)
 - (b) Service Connection Number
 - (c) Name, address and telephone number of the distribution center
 - (d) Date of issue of bill
 - (e) Period of Bill
 - (f) Tariff category
 - (g) Contracted load
 - (h) Single phase or three phase connection
 - (i) Meter number/make & Meter status –OK/Defective/ Not Available
 - (j) Previous meter reading in Kwh/Kvah
 - (k) Present meter reading in Kwh/Kvah
 - (l) Power Factor
 - (m) Units consumed and Maximum Demand
 - (n) Current month's charges - Energy Charges, fixed charge, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Capacitor surcharge, Rebate allowed, others, if any
 - (o) Arrear Electricity Charges.
 - (p) Delayed Payment Surcharge
 - (q) Due date of payment
 - (r) Authority in whose favour cheque/Bank draft is to be issued. (To be printed on Back side of the bill)
 - (s) Date of meter reading.
 - (t) Multiplying factor
 - (u) Consumer Index No.
 - (v) CT ratio
 - (w) Installation status (Live / Disconnected).
 - (x) Meter Status. (OK/Defective/ Not Available)



- (y) Interest on disconnected consumers
 - (z) Disconnection notice in case the consumer fails to make payment after 15 days of the due date.
- (25) Form for HT connection bill has to contain the following particulars amongst others:
- (a) Name and address of the consumer
 - (b) Service Connection Number
 - (c) Name, address and telephone number of the distribution center
 - (d) Date of issue of bill
 - (e) Period of Bill
 - (f) Tariff category
 - (g) Meter number and make
 - (h) Multiplying factor
 - (i) Contracted maximum demand
 - (j) Previous month readings
 - (k) Present month readings
 - (l) Power factor
 - (m) Units consumed
 - (n) Current month's charges - Energy Charges, demand charges, Minimum Charges, Fuel Price and Power Cost Adjustment (FPPCA) Charges, Electricity Duty, Cess, meter rent, Power factor surcharge, Rebate allowed, others, if any
 - (o) Arrear electricity charges
 - (p) Delay payment charges
 - (q) Due date of payment
 - (r) Authority in whose favour cheque/Bank draft is to be issued. (To be printed on reverse of the bill)
 - (s) Kwhr Meter No.
 - (i). Present reading (kwhr)
 - (ii). Previous reading (kwhr)
 - (iii). Multiplying factor (kwhr)
 - (iv). Units consumption (kwhr)
 - (v). Add 3% if metered at LT
 - (vi). Total Units (kwhr)



(t). Kvah Meter No.

- (i). Demand recorded (KVA)
 - (ii). Multiplying factor (KVA)
 - (iii). Demand (KVA)
 - (iv). Add 2% if metered at LT
 - (v). Billing Demand (KVA).
 - (vi). Present reading (kvah)
 - (vii). Previous reading (kvah)
 - (viii). Multiplying factor (kvah)
 - (ix). Units consumption (kvah)
 - (x). Add 3% if metered at LT
 - (xi). Total units (kvah).
 - (xii). Average power factor
- (u). Transformer maintenance charge
- (v). Disconnection notice in case the consumer fails to make payment after 15 days of the due date.

(26) The following details would also need to be provided to the consumer as an attachment to the bills or printed on the reverse of the bill:-

- (a) Names(s)/address (es) and telephone no.(s) of collection Centres
 - (b) Working hours for collection of bills.
 - (c) Designation(s), address (es) and telephone no.(s) of the authority with whom complaints pertaining to bills, meter, meter reading etc. can be lodged
 - (d) Address and telephone no.(s) of Consumer Grievance Redressal Forum
 - (e) Address and telephone no.(s) of Electricity Ombudsman
 - (f) Names of the concerned fuse call centre
 - (g) Any other message that the Licensee may like to give.
- (27) In case the licensee is unable to supply power for a period of 10 days (each day shall consist of power cut from 00 hours to 24 hour) or more in a calendar month to a consumer who is not otherwise disconnected the licensee shall charge the consumer in the following manner:
- (a) Energy charges shall be on the basis of actual meter reading recorded in the energy meter.
 - (b) Other charges shall be prorated on the basis of the number of days, power was provided to the consumer.



- (28) The licensee shall make arrangements to provide guidance and information to any consumer on telephone and for this purpose shall set-up call center(s). All urban areas may be brought under this facility in the first phase and rural areas thereafter. Details of payment status, arrear status, authorized load, contract demand etc may be provided to the consumer if he discloses his connection number and address.

8.2 Special Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

- (1) It shall be the responsibility of the owner / consumer to get his supply disconnected and to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant.
- (2) The owner/user of the connection shall make a request in writing to the licensee for disconnection and special reading of meter at least 15 days in advance of the proposed date of vacation of the premises or change of the occupancy, as the case may be. The Licensee may however, accept a notice of shorter period. The Licensee shall dispose of the same as specified in Standards of Performance of Distribution Licensee Regulation from the date of receipt of such application.
- (3) The Licensee shall get the special reading of meter done and deliver the final bill, including all arrears till the date of billing, at least 7 days before the vacation of the premises. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. It will be responsibility of the consumer/owner to make the payment and on receipt of payment Licensee shall issue no dues certificate.

CHAPTER – 9**PAYMENT OF BILLS, DISCONNECTION DUE TO NON PAYMENT OF BILL AND
RESTORATION OF SERVICE****9.1 Payment of bills**

- (1) All electricity bills are due and payable within 15 (fifteen) days from the date of billing. If the amount of the bill, inclusive of total arrears, if any, is not paid in full within the due date, a delayed payment charge of 2.5% on the gross amount but exclusive of Government Electricity Duty, will be levied for each 30 days or part thereof.
- (2) In case the collection centre is closed on the due date of the bill, the payment may be made on the next working day without additional surcharge.
- (3) If the consumer fails to pay any bill presented to him within the prescribed period of payment, the licensee shall be at liberty to take action to cut off the supply after giving such consumer not less than 15 clear days notice in writing without prejudice to its right to recover the amount of the bill.
- (4) If, at request by the consumer, the supply is not disconnected on expiry of the notice for any valid reason submitted by the consumer and duly considered by the licensee, the consumer shall be liable and shall pay the prescribed delayed payment charges on gross amount of the arrears.
- (5) If and when the supply is disconnected for non-payment of the electricity bill, the consumer shall be liable to pay the total outstanding amount as on the date of disconnection, along with the simple interest at the rate of 12% per annum for the entire period till the date of reconnection.
- (6) A consumer must present his bill / bills at the time of payment without which payment will not be accepted. For the purpose of exemption for payment of surcharge for delayed payment, however, the day of actual receipt of the money in the office of the licensee will be taken into account and no consumer shall be entitled to claim the exemption from surcharges for delayed payment.
- (7) If under the terms of any agreement executed by a consumer with the licensee or as per any arrangement mutually agreed to, the matter is subject to arbitration, no payment shall be withheld by the consumer on account of any dispute proposed or decided to be referred to arbitration and full payment shall be made by the consumer to the licensee, if necessary under protest, before the matter can be referred to arbitration.



- (8) Any payment made by the consumer shall first be adjusted towards the arrears including LPS and then current bills. No exemption from the delayed payment charges shall be allowed if full payment of the bills including arrears is not made within the period allowed for such payment except in such cases where part payment or payment on installment has been allowed by the licensee.
- (9) It will be the responsibility of the consumer to obtain and retain the official receipt of payment made against the bill. In case of any dispute regarding payment made by the consumer only the licensee's official receipt of payment would be considered by the licensee as an authentic record of the claim of payment.
- (10) Bills will be normally sent by hand delivery or by post. the consumer shall notify the local office of the licensee if no bill is received. Non receipt of the bills however, shall not entitle the consumer to delay payment of the bills beyond the due date.
- (11) The licensee shall take payment either by cheque or cash or by bank draft on local bank or through internet.
- (12) A consumer, who has been served with a notice for disconnection of supply due to non-payment of arrears, may pay the arrears shown in the bill in one or more installments to avoid disconnection. The number of installments shall be allowed as per the delegation of power of the authorized representative of the licensee.
- (13) When payment of electricity bill or bills is made by a cheque and the cheque is dishonored by the bank, every consumer concerned with the bill or bills shall, notwithstanding any liability under any law in that regard, be liable to pay an amount of rupees five hundred only as fee for processing and correcting entries in the books of accounts.
- (14) The above payments shall not exempt the consumer from actions that may be enforced under the provisions of section 138 of the NI Act, introduced by Banking Institution Laws (Amendment Act of 1989).
- (15) In case of change of ownership, the legal heir shall be liable to pay all dues.
- (16) If after disconnection, the consumer pays the total amount of the bill due inclusive of delayed payment surcharge within one month of disconnection, the licensee shall restore the supply without any extra payment.
- (17) The licensee shall make sufficient number of collection centers at suitable locations where consumer can deposit their bills with ease and without undue congestions. Number of Counters at the collection centers shall be opened on the basis of number of consumers coming per day to that collection centers.



- (18) Wherever necessary, the collection centers shall have separate counter for women, Senior citizens, physically challenged person and consumers making payment through cheque. All collection centers shall have counters in a covered area.
- (19) All collection centers shall have basic minimum facilities like rest room, drinking water, waiting place, etc.
- (20) In addition to the above specified mode of payments the licensee may notify a scheme for acceptance of bill payment through electronic clearing system or at designated bank or through credit/debit cards or through any means in a specified area and for specified category of consumers, after due notice to the consumer. However any change in the mode of payment shall be friendlier for the consumers than the prevailing system.

9.2 Disconnection due to non-payment of bill amount

Where a person neglects to pay any charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days notice in writing to such person, without prejudice to his rights to recover such charge or other sum due by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid.

9.3 Disconnection on other reasons

The licensee may also disconnect power supply to a consumer on any of the following grounds after serving notice.

- (1) At the request of consumer
- (2) Mandated the Licensee to do so by a person with legal authority to issue such notice.
- (3) Entitled the Licensee to do so under an agreement with the consumer.
- (4) The Licensee reasonably believes that the consumer has contravened any of the provisions of this code, which entitle the Licensee to disconnect the supply.
- (5) If the Licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as excessive leakage current as provided under the CEA Regulations.



- (6) If the Licensee reasonably believes that the consumer installation does not satisfy the applicable rules or any other reasonable requirements prescribed by the Licensee.
- (7) If the security deposit provided by the consumer has become insufficient or the consumer has to provide additional security deposit, which the consumer has failed to deposit within time limit prescribed.
- (8) If default in payment or detection of theft of electricity under clause 10.3 (e)(i) and clause 10.5 (a) (vii) respectively supply will be disconnected immediately without giving notice.
- (9) For not providing access to the Licensee or its authorized representative under clause 4.9 (4).
- (10) Where any consumer having more than one connection defaults in payment of dues relating to one of the connections.
- (11) In case a consumer desires his service to be permanently disconnected, he shall apply for the same in the format as annexed at Annexure-17 to this Code. The licensee shall give a written acknowledgement of receipt of such request, on the spot.
- (12) 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-18 to this Code, failing which such intimation shall be deemed to have been given to the consumers.
- (13) The licensee shall, after the connection is temporarily disconnected as per clause 9.2, 9.3 (7), 9.3 (9) and 9.3 (10) issue a notice to the consumer as per format given in Annexure-19 to this code, to remove the cause of disconnection within 45 days failing which supply shall be disconnected permanently.

9.4 Restoration of Power Supply

- (a) A connection, which is disconnected permanently, shall not be reconnected and the consumer shall have to apply for a new connection.
- (b) In case of temporary disconnection, supply shall be restored after the cause of disconnection has been removed.
- (c) If the disconnection was on account of non-payment of bill, supply has to be restored on payment including reconnection fee. Supply is to be restored as per terms stipulated in standards of performance..
- (d) In other cases, the applicant shall apply for reconnection after removal of the causes along with



- (i) Receipt of payment of disconnection / reconnection fee
- (ii) Test report by a Licensed Electrical Contractor.
- (iii) Documentary evidence of removal of the causes for the disconnection under clause 9.3 above.

The Licensee shall inspect the premises on intimation of removal of cause of disconnection by the consumer and if he is satisfied that the cause of disconnection has been removed, the supply shall be reconnected as specified in Standards of Performance of Distribution Licensee Regulations.

CHAPTER –10**UNAUTHORISED USE AND THEFT OF ELECTRICITY, MALPRACTICES AND
COMPENSATION****10.1 Unauthorized Use of Electricity**

- (1) The consumer shall not make such use of the supply given to him by the licensee as to act prejudicially to the licensee in any manner whatsoever.
- (2) The consumer shall not keep connected to the licensee's supply system to any apparatus which in the opinion of the licensee is likely to interfere with or affect injuriously the licensee's supply to other consumers.
- (3) The consumer shall not, except to the extent herein prescribed, keep unbalanced loading on the 3 phase of the power supply taken by him from the licensee the maximum permissible difference in current between the 2 phases being 5%.
- (4) If energy supplied for a specific purpose under a particular tariff is used without licensee's knowledge and approval for a different purpose and for which higher tariff is applicable, this shall become an offence under improper use (misuse) of energy and provisions of Electricity Act for unauthorized use shall be applied. The energy consumption bill already tendered for the service shall be revised charging at a rate equal to twice the tariff applicable for the relevant category of service for entire period during such unauthorized use of electricity has taken place and if however the period during which such unauthorized use cannot be ascertained such period shall be limited to a period of 12 months immediately preceding the date of inspection. The imposition of this provision will not relieve the consumer involved in the misuse from any penalties imposed by law.
- (5) No one shall avail supply from a disconnected service or allow anyone whose service has been disconnected, to take supply from his premises.
- (6) Contravention of any provision of the terms and conditions of supply prescribed by the EA 2003, Meghalaya Electricity Supply Code, CEA's Regulations and any other law governing the supply of electricity or rules framed there-under, shall be treated as malpractice and the consumer indulging in any malpractice shall be liable for action as specified hereunder by the licensee in this behalf.
- (7) Apart from malpractices indicated in foregoing paragraphs, non compliance of the order imposing restriction on use of electricity, re-sale of energy without permission of the licensee and similar other actions by the consumer as may be specified by the licensee from time to time shall also be treated as malpractices.



- (8) Any consumer, who dishonestly abstracts, consumes or uses energy shall be deemed to have committed theft within the meaning of the EA 2003 and the consumer shall be liable to be prosecuted as per section 135 of the Act.
- (9) If any consumer obstructs or prevents the licensee's authorized representative from entering upon his premises to which supply is being afforded or where the electrical installation, apparatus or equipment belonging to, the licensee or to the consumer is situated in such premises, and if there is a reason to suspect that a malpractice is being indulged or device to commit theft of energy is being used in such premises the licensee may cause the supply to be disconnected without notice and keep such premises disconnected until the consumer affords all facilities for inspection. If such inspection reveals nothing to indicate the Commission of any malpractice, the licensee may cause the supply to be restored. The licensee shall not be responsible for any loss or inconvenience occasioned to the consumer on account of such disconnection of supply.
- (10) The licensee shall depute / nominate authorized representative for the purpose of inspection of premises, detection of theft and malpractices and effect disconnection as well as make assessment and impose compensation charges in case of theft of energy or malpractices.
- (11) The consumer should at all time restrict their consumption within the declared contracted demand / load. If at any time the consumer exceeds his contracted demand / load without prior permission of the licensee, the licensee will have the right to disconnect the supply.
- (12) where any consumer is detected in the commission of malpractice with reference to his use of electrical energy including unauthorized alterations of installations, unauthorized extension and use of devices to commit theft of electrical energy the licensee may, without prejudice to the other rights cause the consumer's supply to be forthwith disconnected. The supply may be resorted at the discretion of the licensee if the consumer forthwith compensates the licensee and pays all the dues as per bill raised as per sub-clause (8) below, and also takes such other action as may be directed by the licensee either verbally or in writing for the purpose of reconnection.
- (13) The declared contracted demand / load shall be revised as per the actual load / demand detected at the time of inspection and monthly billing for the subsequent months shall be based on the revised demand / load.

(14) The consumer should at all time restrict their consumption within the declared contract demand / declared connected load. In case the actual maximum demand or the contract demand / connected load, exceeds the declared contract demand / connected load, the prescribed tariff shall apply only to the extent of the declared contracted demand / connected load, and the corresponding excess demand and units availed shall be treated separately for billing purposes.

(15) Assessment of demand and energy

(a) The assessment for compensation of excess demand / load and energy consumption where meter is defective or stopped, shall be as below:

Demand / load: Billing demand / load per month for the six months or from the date of last re-rating / connection whichever is less = contract demand / load in excess of declared contracted demand / load at the time of inspection.

Energy: Quantum of energy in kWh per month for the six months or from the date of last re-rating / connection whichever is less = 720 X demand / load in excess of declared contracted demand / load X load factor.

Based on the above assessment of demand / load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.

(16) The assessment for compensation of excess demand / load and energy consumption where meter is working, shall be as below:

(i) For HT & EHT consumer

Demand : Where the maximum demand meter is installed and is working, the demand recorded in excess of the declared contracted demand shall be recorded as the chargeable demand for the purpose and the energy for such excess supply shall be determined as under:

Energy: The energy for such excess supply shall be determined as hereunder:

$$TU - \frac{TU \times CD}{MD} \quad \text{Or} \quad TU \left(1 - \frac{CD}{MD} \right)$$

Wherein,

TU – denotes total units supplied during the month

CD – denotes declared contracted demand

MD – denotes actual maximum demand

Based on the above assessment of demand / load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.



(ii) For LT consumer

load: Billing load per month for the six months or from the date of last re-rating / connection whichever is less than or equal to load in excess of declared contracted load at the time of inspection.

Energy: The energy for such excess supply corresponding to the excess load shall be determined as hereunder:

$$TU - \frac{TU \times DCL}{ECL} \quad \text{Or} \quad TU \left(1 - \frac{DCL}{ECL} \right)$$

Where,

TU – denotes total units supplied during the month

DCL – denotes declared connected load and

ECL – denotes existing connected load at the time of inspection

Based on the above assessment of load and energy, the excess so availed shall be charged at twice the prevalent tariff applicable to the consumer.

- (17) Payment of the amount after assessment : The consumer shall pay to the licensee within 30 days from the date of issue of the assessment order the amount indicated therein. In case of any consumer being aggrieved with the assessment, he may appeal to the appellate authority within 15 days from the date of issue of the assessment order and make payment of assessed amount within such further period as the appellate authority of the licensee may, on its own discretion allow.
- (18) The following acts on the part of consumer are to be considered as unauthorized use of electricity for the purpose of assessment under the provisions of Section 126 of the Act;
- (i) Use of electricity by any artificial means; or
 - (ii) Unauthorized use of electricity by means without the permission of the concerned person or authority or licensee; or
 - (iii) Use of electricity through a tampered meter; or
 - (iv) Use of electricity for the purpose other than for which the supply of electricity was given; or
 - (v) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized
 - (vi) Use of Electricity in the premises where supply is disconnected by the licensee.



- (19) The following acts on the part of the consumer shall also be considered as unauthorized use of electricity and shall also be dealt with for assessment under the provisions of Section 126 of the Act;
- (i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;
 - (ii) Extension of power supply beyond the permitted area of use as in the agreement;
 - (iii) Shifting of location of meter or unauthorized alterations in the installation;
 - (iv) Disconnection of neutral; or
 - (v) Tampering with meter or equipment associated with metering provided by the licensee and not reported to the licensee.
- (20) No consumer shall sell electrical energy supplied to him by the licensee to any other person without prior written permission of the licensee unless he holds a sanction or license from the competent authority for distribution or sale of energy.

10.2 Authorized officer of Licensee

The licensee shall publish the list of authorized officers for various areas / divisions / districts to conduct inspections and issue identification cards to such authorized officers to enable easy identification by the consumers.

10.3 Procedure for Inspection, Provisional Assessment, Hearing and Final Assessment in case of unauthorized use of electricity

(a) Inspection

- (i) Assessing Officer as appointed by the appropriate Government under Section 126 of the Act on receipt of reliable information of unauthorized use of electricity, promptly conduct inspection and search of place or premises where unauthorized use occurred with due diligence.
- (ii) The Assessing Officer, if required to do so, shall produce his Photo identity card to the Consumer / person in occupation or possession or in charge of the place or premises before entering the premises. Persons accompanying the Assessing officer shall also carry their photo Identity Cards.
- (iii) An inspection report shall be prepared at site giving details of connected load, condition and details of old seals and resealing done, working of meter, details of new seals, etc. The report shall mention specific irregularity noticed which has lead to indulgence of unauthorized use of electricity in the format appended at Annexure-20.



- (iv) The report shall clearly indicate whether or not conclusive evidence substantiating the fact that Unauthorized Use of Electricity was found. The details of such evidence should be recorded in the report. The report shall be signed by the Assessing officer and a copy of the report shall be served on the person in occupation or possession or in charge of the place or premises in the manner prescribed in clause 11.3 of this Code.
- (v) Within 3 working days of the date of inspection, the Assessing Officer shall analyze the case after carefully considering all the evidence including the consumption pattern wherever available. If it is concluded that no unauthorized use of electricity has taken place, no further action shall be taken.

(b) Provisional Assessment and Notice to the Consumer

(i) If the Assessing Officer comes to the conclusion that unauthorized use of Electricity has been taken place in the premises, he will serve a provisional assessment order upon the consumer / person in occupation or in-charge of the premises under proper receipt, giving 7 days time for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment shall be done as per guidelines provided in Annexure-23.

(ii) Any person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order served upon him. Such payment made shall be subject to the final order to be passed by the competent authority.

- (iv) The assessment in Notice shall be issued in the format annexed at Annexure-21 (A).

(c) Hearing & Final Assessment

- (i) On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such person and pass, within 7 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 such person in his written reply and also during hearing.



- (ii) A copy of the order shall be served to such person under proper acknowledgment and in accordance with clause 11.3.
- (iii) If the assessing officer comes to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
- (iv) The assessment under (iii) above shall be made at a rate equal to twice the tariff applicable for the relevant category of service.

(d) Appeal to Appellate Authority Against the Final Assessment

- (i) Any person aggrieved by a final order made under clause 10.3(c) above, may, within thirty (30) days of the said order, prefer an appeal to the Appellate Authority designated by the State Commission.
- (ii) No appeal against the order of assessment under sub-clause (d) (i) above shall be entertained unless the one half of the amount assessed by the Assessing Officer is deposited in cash or by way of bank draft with the licensee and encloses documentary proof of such deposit having been made.
- (iii) The licensee shall not take any action for recovery of assessed amount within the period of thirty (30) days mentioned in sub-clause (d)(i) above, where the assessed consumer / person intimates the Assessing Officer, of his intention to file an appeal to the appellate authority.

(e) Default in Payment of Assessed Amount or Installments thereof

- (i) In case of default in payment of the assessed amount or any installment granted or agreed by the competent authority, the Licensee shall, after, giving a 15 days notice in writing, disconnect the supply of electricity, by any suitable means such as disconnection from pole/ transformer, removing meter, electric line, electric plant and other apparatus, as the case may require. The reconnection shall be carried out as per the provisions of reconnection laid down in chapter-9 of this Code.
- (ii) When a consumer / person defaults in making payment of assessed amount, he shall be liable to pay an amount of interest at the rate of 16% (sixteen percent) per annum with effect from the date of expiry of 30 days from the date of order of assessment, in addition to the assessed amount, compounded every six months.



10.4 Theft of Electricity

Theft of electricity has been defined in Section 135 of the Act.

10.5 Procedure to be adopted by licensee for Inspection, Provisional Assessment, Hearing and Final assessment in case of theft of electricity.

(a) Inspection

- (i) The officer as authorized by the appropriate Government, *suo-motu* or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search such premises.
- (ii) The Authorized Officer shall, if required, produce photo ID card to the consumer / person in occupation or possession or in charge of the premises or place. Photo ID card shall be carried by all those persons who accompany the authorized officer.
- (iii) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall also apply, to searches and seizure under these regulations.
- (iv) A list of all items seized in course of search shall be prepared and signed by the consumer / persons present during the search and seizure. The occupant of the place or premises or any person on his behalf shall remain present during the inspection.
- (v) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity in the format appended at Annexure. The Authorized Officer shall carry seals for this purpose. Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the consumer / person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report. The Authorized officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.
- (vi) The report shall clearly indicate whether a prima-facie case for theft of electricity has been established. The report shall be signed by the authorized officer and a copy of report served to the occupant of the premises or his / her representative at site immediately as per clause 11.3.



- (vii) The authorized officer upon detection of such theft of electricity disconnects the supply of electricity immediately.
- (viii) As per the provisions of the Act, the authorized officer shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within, twenty-four hours from the time of detection of theft of energy and disconnection of supply of electricity to the premises.

(b) Provisional Assessment and Notice to the Consumer

- (i) After the Authorized Officer comes to the conclusion that theft of Electricity has taken place in the premises (as defined under Section 135 of the Act), he shall serve a provisional assessment order upon the person in occupation or in-charge of the premises, giving 7 days time under proper receipt, for filing objections, if any, against the Provisional Assessment Order and fixing a date of hearing. The assessment in notice shall be issued in the format annexed at Annexure – 21 (B), appended to these regulations.
- (ii) Any consumer / person served with the order of provisional assessment shall accept such assessment and deposit the assessed amount with the Licensee within seven days of service of such provisional assessment order upon him.
- (iii) Inspection report is annexed Annexure – 22
- (iv) Assessment report is annexed Annexure – 23

(c) Hearing & Final Assessment

On the date of hearing, the Assessing Officer shall hear the consumer / person in occupation or possession or in-charge of the place or premises. The Assessing Officer shall give due consideration to the facts submitted by such consumer / person and pass, within 7 working days, a speaking order. The order shall contain the brief of inspection report, submissions made by such consumer / person in his written reply, and during hearing.

A copy of the order shall be served to such consumer / person under proper receipt, and in case of refusal to accept the order or in absence of such person, shall be served on him under Registered Post / Speed Post / Courier post. The consumer / person in occupation or possession or in charge of the place or premises shall be required to make the payment within 15 days of receipt of final assessment order. If the assessing officer reaches to the conclusion that the theft of electricity has taken place, the assessment shall be made 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 a period of twelve months immediately preceding the date of inspection.

The assessment under above shall be made at a rate equal to three times the tariff applicable for the relevant category of service.

The licensee on deposit or payment of the assessed amount or electricity charges in accordance with complaint as referred to in the sub Regulation 10.5 (b), restore the supply of electricity as per the provision of reconnection laid down in Regulation 9.3 above.

10.6 Tampering or damage to electrical plant lines or meter

If the electrical plant, lines or meter or any other equipment of the licensee placed in the consumer premises is found tampered or damaged, the licensee shall be entitled to recover the expenses incurred, for restoration of such plant, line, meter or equipment, without prejudice to his right to take action under appropriate provisions of the Act, including disconnection of supply for non-payment of the cost for replacement / rectification, and action for theft or unauthorized use, as the case may be.

10.7 Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter.

The licensee shall take all necessary measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plants, electrical lines, equipments or meter.

The licensees shall take the following steps:

- (6) To provide pilfer proof meter boxes on meters.
- (7) Review the status of service lines, ensure replacement of defective lines to prevent theft/ by passing of meter.
- (8) Regular inspection of premises of consumer / persons - At least 5% of total connections category wise should be inspected monthly to enable implementation of provisions of the section 126 & 135, of the Act. Priority shall be given to inspections in theft prone areas.
- (9) Regular monthly monitoring of consumption of high value consumers, which shall include all the HT connections and LT connections having contract demand of



25HP & above and arrange prompt inspection of doubtful cases. A system shall be evolved and put in place within 3 months and furnish the details of such system to the Commission for its approval.

- (10) Workout all 33KV & 11 KV feeder wise losses in the state.
- (11) Install remote metering devices on all HT connection on priority for the purpose of monitoring of consumption and prevention of theft of electricity. Similar exercise may be done for LT high value consumers.
- (12) Wide publicity through the media, TV and newspaper to bring awareness amongst consumers about the level of commercial losses, and their effect on the honest consumers.
- (13) Seek the cooperation of social and consumer groups, NGO's for prevention of theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter through independent agencies, and creation of such groups feeder-wise.
- (14) Display boards containing the provisions of penalties, fines and other information about the above at its consumer service related offices, and other important places.
- (15) Display feeder-wise, area-wise, circle-wise, division-wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or tampering or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (16) In the suspected area (s) where the possibility of theft of electricity exist and monitor the consumption of meters connected to DTRs with the consumption of individual consumer meters connected to the distribution transformer, and observe the loss levels. If losses are found beyond permissible limits, inspect the services for any theft or mal practices and take necessary action.
- (17) Replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines and expenditure on this account shall be a pass through in the ARR of the licensee.
- (18) Provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking and expenditure on this account shall be a pass through in the ARR of the licensee.
- (19) Relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/ testing and other related works. In doubtful cases and where

continuous vigil is not possible, install meter for such connection on its poles / feeders pillars with display unit at consumer premises. The consumption recorded in consumer meters should be reconciled with the reading of meter installed at concerned sub stations/ distribution transformer.

- (20) Ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.
- (21) Maintain list of cases where theft of electricity has been detected clearly indicating the cases where first Offence or subsequent offence(s) of the theft has been detected – Action taken as per provision of the Act.
- (22) Monitor cases of theft and submission of abstract reports to the Commission in respect of recovery of assessed amount and bills issued.

10.8 Voluntary Declaration of Tampered Meters

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

- (a) The tampered meter shall be replaced with a new meter by the Licensee/consumer, as the case may be, immediately and the Licensee shall raise the assessment bill at normal tariff for the period of last 3 months for domestic and agriculture, and 6 months for all other consumers reckoned from date of declaration.
- (b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters.
- (c) No case shall be lodged in the case of a consumer who voluntarily declares the tampered meter and pays the requisite charges in time.
- (d) In case of default in payment, the procedure for booking the case of consumer shall be followed.

10.9 Assessment Bill

While making the assessment bill, the Licensee shall give credit to the consumer for the payments for energy consumption already made by the consumer for the period of the assessment. The assessed bill shall be prepared after excluding the payment for energy consumption already made by the consumer. The bill shall clearly indicate the timing, days and place where it is to be deposited.



10.10 Offences and penalties in respect of supply of electricity has been dealt in detail Under section 135 to 152 of the Electricity Act, 2003 as amended from time to time which shall be binding on both the licensee and the consumer or the person concerned.



CHAPTER –11**LICENSEE'S COMPLAINT HANDLING PROCEDURE****11.1 General**

- (a) Complaints regarding failure of power supply, voltage fluctuation, load shedding, scheduled outages, metering, billing and other commercial complaints shall be addressed by the Licensee as per the provision of Supply Code.
- (b) Power supply complaints may be lodged at Licensee's centralized call centers, complaints centers, etc. Complaints regarding metering, billing and other commercial issues shall be lodged at commercial or divisional officers of the concerned area.
- (c) The Licensee shall print the contact numbers of centralized complaints call centers and divisional officers on electricity bills, display at the bill collection centers and upload on the Licensee's website. They shall also print the contact numbers of such officers in the rate schedule.
- (d) Licensee shall also print on back of the electricity bills, the name, address, contact numbers of members of CGRF (Forum) where consumer may approach if their grievances are not addressed by Licensee's complaint handling system. The Forum shall act in accordance with MSERC (Redressal of Grievances) Regulations 2007 and their amendments.

11.2 Procedure for Lodging Complaints

- (a) Complaints regarding failure of power supply, voltage fluctuation, etc, can be lodged by the Consumer over the Telephone to the central complaint call center, giving the details of name, address, consumer number and telephone number and brief nature of complaint.
- (b) All complaints received shall be immediately acknowledged by providing a complaint number to the Complainant. The centralized complaint call center shall keep a records of all complaints either on register or computer data base.
- (c) The complaint center shall communicate the complaint to the concerned divisional or office of the area or to the mobile service groups. The mobile service group or the concerned division or the service station shall proceed to the address provided by the Complainant, investigate the cause of complaint and resolve the problem. Upon



resolution of the complaint the central complaint call center shall be informed by them who would record the same.

- (d) In case the cause of complaint is more severe due to any reasons the mobile service group shall inform the nature of fault and approximate time required for rectification to the centralized complaint call centers. They shall also inform this to next higher authority to take appropriate action and to deploy additional resources and material to resolve the complaint.
- (e) The centralized complaint call center shall monitor all the complaints regarding resolution of the complaint and ensure that all complaints are being resolved in the time frame set out in the MSERC (Standard of Performance) Regulations 2006.

11.3 Metering and Billing complaint

- (a) All complaints regarding delay in providing new connection, delay in enhancement or reduction of load, delay in transfer of connection, delay in change of category, wrong billing and other commercial grievances shall be addressed to divisional officer of the Licensee.
- (b) The Licensee shall publish a list of officers who will be responsible for attending the problems of the consumers with regard to billing and metering complaints. All contact numbers including mobile numbers of such officers shall be uploaded in the website of the Licensee and shall be printed in the rate schedule of the Licensee.
- (c) The complaints of metering and billing shall be resolved in the time frame allowed as per the Standard of Performance Regulations.

11.4 Monitoring of complaint and reporting

- (a) Weekly MIS Report shall be provided to Chief Engineer or CEO of the concerned area giving category wise-numbers of complaints received during the week, their status and number of pending complaints in each Subdivision or area. .
- (b) Report shall also give the reasons of not resolving the complaints within the time frame as giving under the Standard of Performance Regulation.
- (c) Licensee's Headquarter or the Chief Engineer (commercial) or (Regulatory Affairs) shall send a report in 1st week of every month to the Commission-details of complaints both for power supply and metering and billing and commercial



complaints received during the month, their status, pending complaints and time period in which these complaints are resolved and compensation if any.



CHAPTER –12**MISCELLANEOUS****12.1 Force Majeure and Restrictions on Supply of Power**

The Licensee may direct the consumer to curtail, stagger or altogether stop using supply in any of the following conditions and the consumer shall not be liable for any claim or compensation on account of loss or damage arising out of failure of supply in such conditions;

- (i) When such failure is due to cyclone, floods, storms or other occurrences beyond the licensee's control either directly or indirectly and due to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other forced incidents such as break down of equipment, overhead lines and cables or causes beyond the control of the licensee.
- (ii) In the event of restriction on power supply imposed by the Commission under Section 23 of the Electricity Act, 2003.
- (iii) In case of a major breakdown in the supply system of the Licensee such as Grid Failure that warrants curtailment of load.
- (iv) In case of supply restriction for more than 6 hours due to any reason, the licensee shall publish advance notice in the news paper and preferably serve notices to consumer's body at least 48 hours before such shutdown.

12.2 Other Codes and Regulations

Consumer shall ensure that new buildings, structures, additions, modifications and any other construction projects that the minimum clearances, required from existing supply lines of the Licensee are maintained. These minimum clearances are specified in the CEA Regulations.

12.3 Service of Notice

- (1) Service of any notice on the consumer may be effected either by delivering the notice to the consumer in person under proper receipt by an official of the Licensee or by dispatching the notice by registered post or courier post or by publication in two largely circulated daily newspaper commonly read in the concerned locality. In the case of an individual consumer, service of notice to the consumer's spouse or his representative, and in the case of a firm, company or corporation, on the Managing Director, Director or Principal Officer or an



authorized person of such a concern, shall be taken as sufficient service for the purposes of these regulations. E-mail facility shall also be additionally used without prejudice to the above, wherever possible by the licensee.

- (2) If a consumer refuses or avoids receiving the notice, the service may be effected by affixing the notice at a conspicuous place on the premises of the consumer, in the presence of two witnesses or by publication in two largely circulated daily newspapers commonly read in the concerned locality, and in such cases an endorsement shall be made on the copy of the notice. This affixture or publication shall be deemed as sufficient for service of notice.

12.4 Terms and Conditions of Supply

Every licensee shall, modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to the supply of electricity to consumers to make them consistent with the provisions of this Code under intimation to the Commission.

12.5 Electricity Supply Code Review Panel

1. The Commission shall set up an Electricity Supply Code Review Panel (ESCRP) The ESCRP shall perform the following functions and shall meet at least once in a year:

- (i) To consider views from licensees, consumers and other interested parties about the implementation of the Code,
- (ii) To assess compliance by licensees with conditions of supply, protection of consumer interests, overall performance of utilities and recommend changes in the code wherever needed.
- (iii) To review the Code due to any operational problems faced by them in implementation of the Code.
- (iv) ESCRP shall consist of following Members:
 - a) The Chairman / Member of the Commission shall be Ex-officio Chairman of ESCRP.
 - b) One representative from distribution Licensees
 - c) One representative from STU and transmission Licensees (optional).
 - d) Representative from SLDC (optional).
 - e) One Representative each from the consumers of Domestic/LT/HT/EHT to be nominated by the Commission.



- f) And any other member as nominated by the Chairman.

Provided that the maximum number of members in the ESCRCP will be 15.

Provided that if 7 members are present, the quorum of the panel shall be considered complete for holding the meeting of the panel. The Secretary of the ESCRCP shall be an officer of Commission nominated by Chairman of the ESCRCP.

2. Manner of reviewing the Code

(i) Any Licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Secretary of the Panel specifying the reasons for such change and setting out the attendant circumstances.

(ii) The Secretary of the Panel shall prepare comments and place before the Chairman prior to the date of meeting. The Chairman shall decide the date of meeting.

(iii) The Secretary shall consider the comments of the members during the meeting, and if necessary, may invite and hear the person who had submitted suggestions requiring changes.

(iv) The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.

(v) The Panel shall, after finalizing its views on the modifications to the Code submit the same to the Commission

(vi) The Commission may approve the changes with or without modification as it may deem fit and follow the due procedure.

12.6 Power to amend

The Commission may, at any time, vary, alter, modify or amend any provisions of this Code either sou-motto or on recommendation of ESCRCP.

12.7 Power to Remove Difficulties

If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any of the provisions, the matter may be referred to the Commission and the commission may after consulting the parties affected where considered necessary pass necessary orders to remove such dispute or disputes as the case may be.



12.8 Repeal & savings

(1) The Meghalaya Electricity Supply Code 2006 (7 of 2006) and the Meghalaya Electricity Supply Code (Amendment) Code 2009 (6 of 2009) are hereby repealed.

(2) Notwithstanding the repeal, anything done or purported to be done under the provisions of those Codes shall be deemed to have been done under the provisions of this Code.

12.9 Miscellaneous provisions

- (1) Nothing in this Code shall be deemed to limit or otherwise restrict the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice to the consumers at large.
- (2) Nothing in this Code shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which may be at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a case or class of cases and for reasons, to be recorded in writing, deems it necessary or expedient for dealing with such a case or class of cases, based on merits.

Secretary

Meghalaya State Electricity Regulatory Commission



**Meghalaya Power Distribution Corporation Limited
Application form for providing LT Service Connection
(for all categories and for all purposes)**

To
The Area Manager / Asst. Executive Engineer
Service Connection Sub-Division / _____ Distribution Sub-Division
Meghalaya Power Distribution Corporation Limited

(Indicate the local area of the jurisdiction of the Engineer of the licensee)

Sir,

I / we hereby request you to supply electricity to the premises located at the address fully described below:

I / we agree to abide by the terms and conditions relating to the supply of electricity by MePDCL and to make all payments as may be required and also to pay regularly all the charges as may become due.

(a) Full name and address of the applicant with contact telephone number, **Mobile Number,**
E-Mail _____

(b) Status in relation to the premises

Owner Occupier

(c) Location and address of the premises including Police Station

(d) Nature of LT supply

Commercial Domestic

Industrial General purpose

WSLT Public lighting

Agriculture KJ



MeECL employee

DATE:

Applicant's Signature:

NB: The following documents are to be enclosed:

1. Test Report from the electrical licensed contractor
2. Agreement form duly filled in
3. Proof of ownership (in case the applicant is owner)
4. Number of the nearest electric pole
5. No objection certificate of the owner of the premises (in case the applicant is occupier)
6. Attested copy of permission obtained from Pollution Control Board-If applicable
7. Building permission from the concerned authority- If applicable
8. Occupancy certificate from MUDA for areas within Shillong Municipal limits.- If applicable



**Application form for supply of electricity
(High tension / extra high tension)**

To

The Area Manager / Asst. Executive Engineer
Service Connection Sub-Division / _____ Distribution Sub-Division
Meghalaya Power Distribution Corporation Limited

(Indicate the local area of the jurisdiction of the Engineer of the licensee)

Sir,

I / we hereby request you to supply electricity to the premises located at the address fully described below: I/ We are the owner / lawful occupier of the premises.

I / we agree to abide by the terms and conditions relating to the supply of electricity by MePDCL and to make all payments as may be required and also to pay regularly all the charges as may become due.

Note A:

For this application, “consumer body’ means a government, public or private body requiring bulk supply of electricity of high tension above 50kW or extra high tension of 5000kW and above, as the case may be, for consumption in factories, hotels, hospitals, institutions, military or paramilitary stations, or such other establishments or units of its own.

Note B:

The application should be accompanied by the following documents relating to:

- (a) the entity of the consumer body;
- (b) the proprietorship of the consumer body;
- (c) the clearances from the Pollution Control Board (s) (as may be required)
- (d) the clearances from Municipal or Cantonment Board and Urban Affairs authorities (as may be required)
- (e) environmental clearance from the concerned authorities (as may be required)
- (f) approval of the Single Window Agency of the Industries Departments (in case of factories)
- (g) any other information MePDCL may ask for;



Note C:

An agreement will have to be executed in due course with the MePDCL for the supply of electricity.

The Application

- (1) Name of the person making the application
and designation in relation to the consumer body
- (2) Name and address of the proprietor owning the consumer body
- (3) Entity of the consumer body (whether a Company, Corporation, Government Department, University, Hospital or Society, as the case may be, with Registration entity if any)
- (4) Location and address of the consumer body and that of the Head Office
Contact Number- Mobile/Email
- (5) Business or activity of the consumer body
- (6) Purpose(s) for which electricity will be principally used
- (7) Character of supply required (tick in the blank box)

400V 3Phase 4Wire 11kV 33kV 132kV

- (8) Contracted load / demand required
- (9) Connected load required (if in phases, indicate it year wise, for a period of five years) from the date of supply
- (10) Whether any electricity charges due to distribution utility, are outstanding against the consumer body or any of its subsidiaries, at any other station, and, if so, state the details in brief.

Verification

The signatory applicant affirms that he is competent to sign this application for and on behalf of and by due authorisation of the consumer body or as part of the normal functioning of the office he holds therein.

The signatory applicant affirms that the facts and particulars herein above stated are true and correct.

Dated

Signature of the applicant

Name at 1 above

Name of the applicant



Annexure – 3**Agreement for supply of electricity low tension**

An agreement made this the ____ day of ____ of 20__ between _____ and his successor and assigns (hereinafter referred to as the consumer) of the one part and the Meghalaya Power Distribution Corporation Limited an electricity distribution licensee under the EA, 2003 and its successors and assigns (hereinafter referred to as the Distribution Utility / MePDCL) of the other part.

Note: the term 'consumer' includes an individual person (whether male or female), a body of persons, a company, society, firm, association or organisation.

Whereas, the consumer has applied to the distribution utility for supply of electricity to the premises and the distribution utility has agreed to give the supply under the terms and conditions hereinafter appearing;

Now, therefore, the agreement witness –

- (1) That the supply shall be given to the premises located at _____ with the consumer as owner / occupier of;
- (2) That the supply shall be for the purpose of _____
The load whereof shall not exceed _____ watts
- (3) That the provisions of the EA 2003 and the regulations, code and orders including tariff orders, as may be made from time to time by the MSERC shall apply and bind the consumers and the distribution utility alike;
- (4) That the consumer shall regularly and timely pay to MePDCL all charges as may be due for the supply of electricity;
- (5) That the agreement shall be a period of two years and may be renewed for a further period;
Provided that supply shall not be terminated by mere efflux of time if the consumer is willing that the agreement is renewed;
- (6) That the agreement shall be terminated if he consumer on its part desires it so and gives to the MePDCL a prior notice of not less than one month or, on the part of the MePDCL, if the consumer has violated any of the terms and conditions of the agreement.



Provided that on the part of the MePDCL notice shall be given to the consumer stating the reasons for the proposed termination and giving him opportunity to state his case and his statement, if any duly considered before the agreement is terminated and the supply of electricity cut off;

- (7) The terms and conditions of this agreement shall be effective from the date of supply of electricity is commenced.

IN WITNESS WHEREOF the parties hereto have set their hands and seals the date, month and year first above written.

Consumer

For and behalf of MePDCL.

Witness:

1. Signature:

Name:

Address:

2. Signature:

Name:

Address:



**Agreement for supply of electricity
(High tension / extra high tension)**

An Agreement made this the ____ day of ____ 20__ between [_____ name / description of the company / body / association receiving electricity_____]
(hereinafter referred to as the 'the consumer' and which term shall include its successors and assigns) of the one part and the Meghalaya Power Distribution Utility Limited an electricity distribution licensee under the EA, 2003 (hereinafter referred to as the 'MePDCL' and which term shall include its successors and assigns) of the other part.

Whereas, the consumer is [_____ here briefly mentioned the nature of business/ work/activity of _____] and requires electricity of quantum _____ KVA at _____ voltage level for the purpose of _____;

And, whereas, the consumer has applied to the MePDCL for supply of electricity required and the MePDCL has agreed to supply it;

Now, therefore, the parties hereto mutually agree as follows:

- (1) That the total connected load shall be _____ KVA as declared in the Annexure appended hereto.
- (2) That the contracted load of supply shall be ____ for the 1st year, ____ for the 2nd year, ____ for the 3rd year, ____ for the 4th year _____ for the 5th year.
- (3) That the consumer shall draw power of not less than 75% and not more than 100% of the contracted load;
- (4) That the consumer shall not sell the electricity supplied except utilizing it for the purpose herein before stipulated and shall not charge tariff other the those approved by the Commission from time to time .
- (5) That the provision of the EA, 2003 and the Regulations, Code and orders including tariff order, as may be made from time to time by the Meghalaya State Electricity Regulatory Commission shall apply in matters, including disputes, if any, relating to supply of electricity under this agreement.
- (6) That the consumer shall regularly and timely pay to the distribution utility all charges as may be due for the supply of electricity;
- (7) That the agreement shall be for a period of 5 (five) years from the date of its execution subject to renewal on terms as may be mutually agreed upon the terms



and conditions thereof shall specifically be effective from the date of supply of the electricity is commenced.

- (8) That the agreement shall be terminated if the consumer on its part desires it so and gives to the MePDCL a prior notice of not less than one month or, on the part of MePDCL, if the consumer has violated any of the terms and conditions of the agreement.

Provided that on the part of the MePDCL notice shall be given to the consumer stating the reasons for the proposed termination and giving him opportunity to state his case and his statement, if any, duly considered before the agreement is terminated and the supply of electricity cut off;

IN WITNESS WHEREOF the parties hereto have set their hands and seals the date, month and year first above written.

()

For and on behalf of and by authorisation of the consumer

()

For and on behalf of and by authorisation of Meghalaya Power Distribution Corporation Limited

Witness:

	Name	Designation / occupation	Signature
(1)			
(2)			
(3)			



Annexure – 4 (A)**Declaration / Undertaking**

I, _____ Son/Daughter of _____ Resident of _____ (hereinafter referred to as “Applicant”, which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The _____, a company incorporated under the provisions of the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as “Applicant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at _____ in support of which the Applicant has enclosed a proof of occupancy.

THAT the Applicant has requested the Licensee to provide a service connection at the above-mentioned premises in the Applicant’s name for the purpose mentioned in the application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the Licensee shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify the Licensee against all proceedings, claims, demands, costs, damages, expenses that he Licensee may incur by reason of a fresh service connection given to the Applicant.
2. That all Electrical Works done within the premises are as per Indian Electricity Rules and have been carried out by a licensed electrical contractor (in case the Applicant is an owner and wiring in the premises is new)

Or

That all Electrical Work done within the premises are as per Indian Electricity Rules to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

3. The Licensee is indemnified against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of the Licensee due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
4. To pay the electricity consumption bills and all other charges at the rates set out in the Licensee’s Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
5. To deposit the additional consumption deposit as revised by the Licensee from time to time based on the consumption of the Applicant in preceding year.



6. To abide by the provisions of the Electricity Act, 2003, Meghalaya Electricity Supply Code, tariff orders and any other rules or regulations notified by the Commission, as applicable from time to time.
7. That Licensee shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of nay contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by the Licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
9. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
10. That the Applicant would let the Licensee disconnect the Service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority(ies) to effect such an order. This shall be without prejudice to any other rights of the Licensee including that of getting its payment as on the date of disconnection.
11. That the Licensee shall not be held responsible for any interruption or diminution of supply of Electricity.
12. All the above declaration given by the Applicant shall be construed to an Agreement between the Licensee and the Applicant.

Signature of the Applicant
Name of the applicant

SIGNED AND DELIVERED
In presence of witness

Name of Witness



In case of load enhancement existing load (in watts)								
Total load in the premises (in watts)								

Notes:

(a) Details of any apparatus (other than the above mentioned) should be given.

(b) Rating of capacitor used in induction Motor and welding

Transformer (Test report of capacitor is to be enclosed)

KVAR

II. Type of wiring

III. Voltage and system of supply

IV. Test Result

Date of testing by licensed contractor

--	--	--	--	--	--

	Type of test	Result of test carried out by licensed contractor (in MΩ) / Ω	Result of test carried out by the supplier under relevant Cea regulations, (in MΩ) / Ω
(a)	Insulation resistance between earth and whole system of conductor.		
(b)	Insulation resistance between all conductors		
(c)	Earth continuity between earth electrode and earth continuity conductor		
(d)	Polarity of non-linked SP switches		

V. Full name with signature of licensed contractor (with date)

LIC No.

Mobile No.

:

VI. Full name with signature of supervisor (with date)

LIC No.

Mobile No.

:

VII. Full name with signature of wireman (with date)

LIC No.

Mobile No.

:

VIII. Signature of the authorized official who

tested the installation on behalf of supplier (with date)

:

Mobile No.

:

IX. Date of connection of supply to the installation



Determination of Connected Load

All category of LT Connection

1. Name of the consumer : _____

2. Address : _____

3. Consumer Number (for existing connections) : _____

4. Electrical equipments 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 (1)	Load per item (Watts) (2)	No. (3)	Total load (Watts) (4=2X3)
Bulb	As per actual rating		
Tube light (Fluorescent)			
4'	40		
2'	20		
Fan	60		
Tape-recorder/Music system	25		
Television			
Colour	100		
Black & White	60		
Mixie	60		
Refrigerator	200 or actual		
Cooler	200 or actual		
Heater (for cooking and water heating)	1000		
Washing machine	750 or as actual		
Geyser	1500 / 2000 or as actual		
Microwave Oven 2000	2000		
Air Conditioner (1 ton/1.5 ton/2.0 ton)	1500 / 2000 / 2250		
Split Air Conditioner 1.5 ton	2250		
Computer	100		
Printer	150		
Water lifting Pump set	375 or actual		
Inverter to be used in case of power failure for own use	Nil		
Spare plug points			
(a) 5 Amp	100 W		
(b) 15 Amp	1000 W		
Others - on Actuals			
Total			

Note:

- (a) 1/3rd of the total unused plugs incase of domestics and general purpose supply and (half) of the plug points of the commercial category shall be counted for computing connected load.
- (b) Defective appliances like cooler, freidge, T.V., Iron, Oven, etc. which are not connected and not working shall not be taken into account.
- (c) In some domestic connections Geyser, Room Heater and Air-conditioner (without heater) are installed. The load of Geyser(s) and Room Heater(s) shall be accounted for billing the month of December, January & February and the load of Air-conditioner(s) (without heater) shall be taken into account for the month of April to September. The load of Air conditioner(s) with heater(s) shall be accounted as connected load for full year.
- (d) Any other item of load not included above shall be taken as per manufacturers' rating.
- (e) Fraction of load in kW shall be taken as next higher whole number for the purpose of billing or as otherwise provided in the tariff order.
- (f) Assessed load may be upto 105% of the approved connected load.

Signature of the Consumer

Date: _____

Place : _____

Signature of the licensee's representative

Date: _____

Place : _____



Self Declaration of Connected Load

1. Name and address of the Consumer
2. Consumer No. / Account No.
3. Category of Consumer
4. Purpose of Supply
5. Details of Load Connected.

Sl. No.	Name of Appliance	Load (W)	Nos.	Total load (kW/HP)
(i)				
(ii)				
(iii)				
(iv)				
(v)				
(vi)				
(vii)				
(viii)				
(ix)				
(x)				

Total Aggregate Load

Note: In case of HT/EHT the details of transformer installed and the Connected Load to be furnished

6. Sanctioned Load

7. Extra Load

Date

Signature of the Consumer



Annexure - 8

Application form – Change in Name of Registered Consumer

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Contracted load	
5	Address:	
		Telephone no.: Mobile: Email
	Name of the person in whose name connection to be changed (in CAPITAL LETTERS)	

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

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. No Objection Certificate from the existing consumer if available/possible.
4. Registered deed/ Succession certificate/ _____ (if any other document, please specify)

Date: _____

Signature of the Consumer

Place: _____

Name:

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for changing the name of Consumer to _____.

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

Signature / Seal of Licensee's representative
Name and Designation:



Annexure - 9

Application form – Transfer of Ownership to Legal Heir

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Contracted load	
5	Address:	
		Telephone no.: Mobile: Email
6	Name of the person in whose name connection to be changed (in CAPITAL LETTERS)	

Note: The following documents are attached with the application form:
(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. Registered deed/ Succession or Legal Heir certificate/ Mutation deed/
_____ (if any other document, please specify)
4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs

Date: _____

Signature of the Consumer

Place: _____

Name:

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for changing the name of Consumer to _____.

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

Signature / Seal of Licensee's representative
Name and Designation:



Annexure - 10

Application form – Conversion of Services / Change of Consumer Category / Shifting of Premises

(Tick the applicable purpose)

1	Service Connection No.	
2	Name of Consumer	
3	Consumer category	
4	Contracted load	
5	Address:	Telephone no.: Mobile: Email
6	Request for change in service:	
i)	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) Conversion from HT to EHT f) Conversion from EHT to HT g) Other (Please specify)
ii)	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)
iii)	IF request is for change in premises:	a) New address to which existing service connection is to be shifted: b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer, etc.):
7	Reason for change in service	

Note: The following documents are attached with the application form: (Tick whichever applicable)

1. Installation inspection report
2. Proof of ownership / legal occupancy of premises, if request is for shifting of premises
3. Any other document (please specify)

Date: _____

Signature of the Consumer



Place: _____

Name: _____

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for _____

_____ (purpose).

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

Signature / Seal of Licensee's representative
Name and Designation:



Application form – Load Enhancement / Load Reduction
(Tick the applicable purpose)

1	Name of the Applicant/Organization:	
2	Service Connection Number	
3	Address of premises to which electricity is being supplied	Telephone no.: Mobile: Email
4	In case of Load Enhancement:	
	Existing sanctioned load (in kW):	Enhanced load requested (in kW):
5	In case of Load Reduction:	
	Existing sanctioned load (in kW):	Reduced load requested (in kW):
6	Reason(s) for Load Enhancement / Reduction:	
7	Details of load added/ disconnected from supply, if applicable. (Please attach list of equipments category-wise) (a) Lighting (b) Motive Power (c) Agricultural (d) Other (please specify)	

Date: _____
Place: _____

Signature of the consumer
Name: _____

Note: The following documents are attached with the application form *(if applicable)*

1. A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
2. Resolution for authorized signatory.

Acknowledgement

Application of for load enhancement / load reduction against Service Connection No..... is hereby received on (date)

In this regard, the applicant is given a reference no. to be used in all future correspondence.

Signature / Seal of Licensee's representative
Name and Designation:



Meter Testing Result Report

1. Consumer Particulars

Service Connection No. _____ Name of consumer: _____

Consumer category: _____ Contracted Load: _____

Address of consumer: _____

2. Meter Particulars

Meter No. _____ Rating _____

Type _____ C. T. Ratio _____

E/L- LED Status Rev LED status _____

3. Revolution / Pulse Test

Meter Constant _____ Load _____

Reading before test _____ Reading after test _____

No. of Revolution/pulse taken _____ Actual Time Taken for the test _____

Energy Recorded by meter _____

Energy Recorded by a standardized meter _____

Error _____

RESULT

Consumer Meter recorded _____ % LESS / MORE Consumption

Needs replacement OR Results are within limits

Certificate

This is to certify that testing has been carried out as per the procedure prescribed by the Commission. An external load of _____ kW was used for testing for 1 kWh and total time taken was _____ minutes. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer

Company Official

Name:

Signature of

Name and Designation:

Note: Approximate time taken for test for different external loads is as under:

Load in kW Approximate time in minutes

1 kW 60

2 kW 30

4 kW 15

5 kW 12



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/Mobile No/ Email 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:



Test Result Report of Applicant's Installation
(Refer Relevant CEA's Regulations)

(To be filled by Licensee's representative)

Reference No.: _____ Date _____

Result of Insulation Resistance

(To be measured on applying a potential of 500 volts for one minute between phase conductor and earth):

Phase-1 & Earth	Phase-2 & Earth	Phase-3 & Earth
_____	_____	_____
Between Phase and Earth		

Caution: Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation. Certified that an Earth Terminal as required under Rule 33 of the Indian Electricity Rules, 1956 or CEA regulations has been provided by the Licensee and this terminal has been connected with the Licensee's earthing system.

The following deficiencies have been found in your electrical installation. You are requested to remove them within 10 working days i.e. by _____ and inform the Licensee, failing which your request for new connection would lapse:

- 1- _____
- 2- _____
- 3- _____

Date: _____

Signature / Seal of Licensee's representative

Mobile No.

Name and Designation:

(To be filled by applicant)

The testing of the premises has been carried out by licensee in my presence and:

I am satisfied with the testing / I am not satisfied with the testing and may file an appeal with Electrical Inspector. *(Strike out whichever is not applicable)*

It is also certified that the Licensee has / has not provided *(Strike out whichever is not applicable)* an Earth Terminal as per Rule 33 of IE Rules 1956 or Cea regulations at the premises and this earth terminal has / has not *(Strike out whichever is not applicable)* been connected to the Licensee's earthing system.

Signature and Name of applicant

Address of applicant:



Format for Application of Advance Payment

Service Connection No. _____

Name of consumer: _____

Consumer category: _____

Contracted Load: _____

Address of consumer: _____

_____ TelephoneNo.: _____

Mobile No.

Email:

Dear Sir,

I wish to make advance payment for the period from _____ to _____ against the above referred connection.

You are requested to kindly send me a provisional advance bill for my electricity consumption of above period, so that I can make payment.

Thank you.

Signature of Consumer

Name of Consumer:



Application for Self Assessed Bill

1	Name of the Consumer	
2	Service Connection Number	
3	Address Telephone Mob Email	
4	Average consumption of last 6 months	
5	Amount paid by Consumer based on reading (Self assessed) <i>(Must not be less than average consumption of last 6 months)</i>	Previous Reading
		Current Reading
		Net Consumption
		Amount
6	Mode of Payment	Cheque
		DD/Money Order
		Cash

Signature of Consumer

Name of Consumer:



Request for Permanent Disconnection & Termination of Agreement

Service Connection No. _____

Name of the consumer: _____

Consumer category: _____

Contracted load: _____

Address: _____

Mobile No and Email _____

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: _____

Place: _____

Signature of the Consumer

Name:

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:

Mobile No



Format for Intimation to Consumer after Termination of Agreement

Licensee's Office
Office Address

Date. _____

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:

Mobile No.



Intimation to Consumer after Temporary Disconnection of Supply

From

.....
.....
.....
.....

No. _____

Dated: _____

Reference:

Connection No. _____

Consumer Category _____

Contracted Load _____

This is to inform you that the supply to your service connection has been temporarily disconnected with effect from _____ due to following reasons: _____

You are requested to remove the cause (s) of disconnection and intimate this office at the earliest. You are also requested to pay sum of Rs. _____ towards, reconnection charges and * _____ If the cause of disconnection is not removed to the satisfaction of this office, your supply will be permanently disconnected.

Thanking you,

Yours faithfully

Name, Signature & Designation

** Mention if any other dues is to be deposited and also give break up of the total sum



INSPECTION REPORT

(Under Section 126 of the Act)

Sub Division:

I. Inspection notes of Sri _____ Dated _____ 200

Time of Inspection: Total time of inspection:

II. (a) Name and address

of the occupant of the place/premises

(b) Person present at the time of inspection:

Name

Signature

(i) -----

(ii) -----

(iii) -----

(iv) -----

III. (a) Any other person available at the time of inspection and his / her relationship with the occupant of the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No.:

2. Distribution:

3. Nature of premises:

4. Category:

V. (a) Meter diagram indicating the seals position & their condition:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection



VI (a) Meter Reading:

(i) KWH

(ii) KVA

(iii) KVAH

(iv) Power factor

(b) Status of Meter:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP

2. kW /HP

3. kW/HP

4.

5.

6.

In case of HT Transformer details and connected load details are to be given separately

VIII Findings and Conclusion of the Inspecting Team

IX Signature of all members of the inspecting team and occupant of the premises or his representative.



Annexure – 21 (A)

Initial Assessment Notice (Unauthorized use)

Memo No. Date

Hours of issue

Place

From :

To :

.....
.....
.....

.....
.....
.....

Reference No.:

Dear Sir(s) / Madam,

This notice bill is being served on you, which has been assessed on the basis of the Clause 10.3 and 10.5 of MSERC Electricity Supply Code Regulations, 2010.

Evidences revealed that you were directly or indirectly involved in the act of unauthorized use of electricity / theft of electricity for which your service connection was disconnected on as per Notice No.

A statement showing your involvement along with the assessment bill is enclosed herewith.

Unless the amount of the assessment bill along with the reconnection charges are received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namelyPlease acknowledge receipt.

Thanking you,

Place:

Date:

Yours faithfully,

Signature and seal of authorized officer of licensee

Acknowledgement

I / We, Shriconsumer No.Meter No. hereby acknowledge receipt of your assessment bill No. ... dated

Place :

Signature of consumer

Date :

Address



Initial Assessment Notice (Theft)

Memo No. Date
Hours of issue
Place

From : To :
.....
.....
.....

Reference No.:

Dear Sir(s) / Madam,

This notice bill is being served on you, which has been assessed on the basis of the Clause 10.3 and 10.5 of MSERC Electricity Supply Code Regulations, 2010.

Evidences revealed that you were directly or indirectly involved in the act of unauthorized use of electricity / theft of electricity for which your service connection was disconnected on as per Notice No.

A statement showing your involvement along with the assessment bill is enclosed herewith. Unless the amount of the assessment bill along with the reconnection charges are received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namelyPlease acknowledge receipt.

Thanking you,

Place:

Date:

Yours faithfully,

Signature and seal of authorized officer of licensee

Acknowledgement

I / We, Shriconsumer No.Meter No. hereby acknowledge receipt of your assessment bill No. ... dated

Place :

Signature of consumer

Date :

Address



INSPECTION / SEIZURE REPORT

(Under Section 135 of the Act)

Sub Division:

I. Inspection/Seizure notes of Sri _____ Dated _____ 200

Time of Inspection/Seizure: Total time of inspection/Seizure:

II. (a) Name and address
of the occupant of the place/premises(b) Person present at the
time of inspection /

Seizure:

Name Signature

(i) -----

(ii) -----

(iii) -----

(iv) -----

III. (a) Any other person available at the
time of inspection and his / her
relationship with the occupant of
the place/premises:

(b) Any other departmental staff present:

IV.

1. Service Connection No., if any:

2. Distribution:

3. Nature of premises:

4. Category:

V. (a) Meter diagram indicating the seals position & their condition, if meter installed:

Location of the meter

Height of the meter

Impression on Seals

Impression on Seals

Before Inspection

After Inspection



VI (a) Meter Reading, if installed:

- (i) KWH
- (ii) KVA
- (iii) KVAH
- (iv) kW
- (v) Power factor

(b) Status of Meter, if installed:

Running / Stop / Defective / Burnt

(c) CT / PT Connection details with phase sequence

VII Details of Connected Load

1. kW/HP
2. kW /HP
3. kW/HP
- 4.
- 5.
- 6.

In case of HT Transformer details and connected load details are to be given separately

VIII List of items with full details seized during inspection/search

IX Findings and Conclusion of the Inspecting Team

X Signature of all members of the inspecting team and occupant of the premises or his representative.



Assessment Report

1.1 Assessment of units Consumed

(1) In case of LT consumers:

The quantity of units consumed per month shall be worked out in the manner prescribed

$$\text{Consumption per month} = \text{AXBXCXD}$$

Where

A is total connected load found at time of inspection

B is diversity factor

C is an average load factor

D is the number of hours in a month

For the assessment of energy consumed, the diversity factors and the average load factors for the various categories of consumers shall be taken as under.

Load Factor and Diversity Factor:

Sr. No.	Category	Purpose	Diversity Factor	Load Factor
1	Residential Consumers	Lighting and Fans	2.5	16%
		Heating appliances	1.0	16%
		Cooling appliances		
		Feb-Oct	1.0	30%
		Nov-Jan	1.0	NIL
2	Non-Residential Consumers	Lighting and Fans	1.0	30%
		Heating appliances	1.0	40%
		Cooling appliances	1.0	40%
3	LT (Industrial) Consumers	All industrial	1.5	28% for one Shift
				50% for two Shift
				70% for three Shift
				Each shift of eight hours
4	Water works	Water pumping / sewage pumping	1	24%
5	Public lighting	Street lighting	1	50%
6	Agricultural consumers under metered tariff		1.0	16%
7	Direct connection for any category	Agricultural category	1.0	50%
		Any other category	1.0	50%

(2) In case of HT consumers:

In case of HT consumers, the actual maximum demand shall be considered as equivalent to 75% of the total connected load of the consumer at the time of inspection subject to a minimum of the contracted demand and the energy consumption shall be as assessed as under:

Assessed units per month = M x H x C

Where M = Demand in KW (KVA x PF)

H = Nos. of Hours in a month

C = Load factor

Category of HT consumers	Load factor
Hotels	50%
Large commercial complexes	37.5%
Iron & steels	60%
Chemical factory	60%
Cement	60%
Oil Mills & solvents	60%
Ginning and pressing	60%
Engineering Goods	50%
Cold storage & ice	50%
Sugar & Khandsari	60%
Dairy	50%
Cinema	60%
Direct connections	100%
Others	8 hours shift
	30% - 1 Shift
	50% - 2 Shifts
	75% - 3 Shifts

Period during which unauthorized use of electricity has taken place is to be considered for assessing the loss. If the period during which such unauthorise use of electricity has taken place cannot be ascertained such period shall be limited to a period of 12 months (365 days) immediately preceding the date of inspection.

1.2 Assessment in case of unauthorized use of electricity (UUE)

(i) The consumption so assessed shall be charged at twice the rate per unit of the tariff applicable to the consumer category after adjusting the amount paid by the consumer / person for the energy consumption assessed for the assessment period if any. The amount



billed at this rate shall not be taken into consideration for the purpose of computing consumer's liability to pay monthly / annually minimum charges, wherever applicable.

(ii) If the connected load of the consumer is found in excess of load contracted, then the fixed charge or demand charge, as the case may be, shall also be charged at two times of the fixed charge or demand charge for the connected load minus charge or demand charge for the contracted load at the applicable tariff rate. Period for computation of this charge shall be as given at 'D' above.

(iii) In cases where fixed monthly tariff exist, monthly assessment shall be made at twice the monthly rate.

1.3 For cases where usage of electricity is for other purpose than authorized.

(i) If it is found at any time that the energy supplied is used for a purpose on which higher tariff is applicable, the total energy consumed in the previous twelve month from the date of detection shall be charged at twice the rate applicable for the category for which load was found to have been used. Provided if it is found at any time that the energy supplied is used for a purpose on which lower tariff is applicable, it shall not be considered as UUE and no penal action will be taken.

(ii) The calculations above are subject to the condition that metering of energy is healthy, else, the energy will be calculated as given in para 1.1 after adjusting the amount if any paid by the consumer / person for the energy consumption assessed for the assessment period.

(1.4) Assessment of Energy in cases of Theft / Pilferage.

(i) Assessment of energy in the cases of theft / pilferage shall be done based on the formula in para 1.1 above as in unauthorized use. The 'A', 'B', 'C', 'D', 'M' and 'H' shall remain the same.

(ii) Only for direct theft, 'C' shall be = 1.0 (100%)

(iii) The consumption so assessed, shall be charged at three times the normal tariff applicable and payment made for energy consumption of the assessment period shall be adjusted.

