

KERALA ELECTRICITY SUPPLY CODE 2012

(DRAFT)

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1: INTRODUCTION

Section 50 and clause (x) of sub-section (2) of Section 181 of the Electricity Act, 2003 (No.36 of 2003) (hereinafter referred to as 'the Act') stipulate that the State Commission shall specify an Electricity Supply Code to provide for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity, tampering, distress or damage to electrical plant, electric lines or meter, entry of distribution licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintaining electric lines or electrical plant or meter.

Section 181 of the Act *inter-alia* provides that the State Commission may, by notification, make regulations for the Electricity Supply Code under Section 50, reasonable security payable to the distribution licensee under Subsection (1) of Section 47, payment of interest on security under Subsection (4) of Section 47, duty to supply on request under Section 43, and power to recover expenditure under Section 46. Subsection (2) (zo) of Section 181 provides that the Commission may make regulations on any other matter, which is to be specified. The Regulations hereunder have been framed in pursuance of the above provisions of the Act.

2: SHORT TITLE , SCOPE, EXTENT AND COMMENCEMENT

- 2.1 This Code shall be called ‘Kerala Electricity Supply Code’ (hereinafter referred to as ‘the Code’).
- 2.2 This Code shall be applicable to:
- (1) all Distribution and Retail Supply licensees including Deemed licensees and all consumers in the State of Kerala ;
 - (2) all other persons who are exempted under Section 13 of the Act; and
 - (3) unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.
- 2.3 This Code shall come into force on the date of publication in the official Gazette of Kerala State.
- 2.4 This Code details the obligations of the licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:
- (1) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.); and
 - (2) Practices relating to consumer metering, billing and payment of bills.
- 2.5 All the forms and formats annexed to the Code are for guidance. The licensee may make suitable amendments in the forms/formats after seeking prior approval of the Commission and such amended forms/ formats would be posted on the website of the respective licensees for use by consumers.

3: DEFINITIONS AND INTERPRETATIONS

- 3.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and the Regulations of the Central Electricity Authority as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act and Regulations. Expressions used herein but not specifically defined in the Act or Regulations but defined under any law passed by a competent legislature and applicable to the electricity industry in the state, shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Acts, or Rules or Regulations or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.
- 3.2 In the interpretation of this code, unless the context otherwise requires:
- (1) Words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
 - (2) References to any statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be, referred to.
 - (3) Terms “include” and “including” shall be deemed to be followed by “without limitation” or “but not limited to”, regardless of whether such terms are followed by such phrases or words of like import.
- 3.3 In this Code, unless it is repugnant to the context:
- (1) “**Act**” means the Electricity Act, 2003 and subsequent amendments thereof;
 - (2) “**agreement**” means an agreement entered into by the Distribution licensee and the consumer;
 - (3) “**apparatus**” means electrical apparatus and includes all machines, fittings, accessories and appliances in which conductors are used;
 - (4) “**Appellate Authority**” means the authority prescribed under sub-section (1) of Section 127 of the Act;
 - (5) “**applicant**” means an owner or occupier of any land/premises who files an application form with a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and Code, rules and regulations made there under or other services;

- (6) **“application”** means an application form complete in all respects in the appropriate format, as required by the Distribution Licensee, along with documents showing payment of necessary charges and other compliances;
- (7) **“application form”** means an application form complete in all respects in the appropriate format, as required by the Distribution licensee, before any payment of applicable charges;
- (8) **“area of supply”** means the area within which a licensee is authorized by his License to supply electricity;
- (9) **“Assessing Officer”** means an officer of State Government or licensee as the case may be designated as Assessing Officer by the State Government of Kerala under provisions of Section 126 of the Act;
- (10) **“Authorised Officer”** means an Officer designated as Authorised Officer by the Commission or the State Government under provisions of Section 135 of the Act;
- (11) **“authorized representative”** of any person/entity means all authorised officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (12) **“average power factor”** for a billing period shall be the ratio of the total kilowatt hours (kWh) to the total kilovolt ampere hours (kVAh) supplied during that period, ratio being rounded off to two decimal figures. In case kVAh reading is not available, then power factor shall be calculated on the basis of kVARh reading, if the meter is capable of recording kVARh;
- (13) **“bank rate”** means the rate at which the Reserve Bank of India is prepared to buy or rediscount bills of exchange or other commercial paper eligible for purchase under the RBI Act, 1934;
- (14) **“bill date”** means the date on which bill is prepared by distribution licensee which shall not be later than 4 days from meter reading date;
- (15) **“billing cycle or billing period”** means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee;
- (16) **“calendar year”** means the period from the first day of January of a year to the thirty first day of December, of the same year;
- (17) **“check meter”** means a meter which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is

connected and shall be used for accounting and billing of electricity in case of failure of main meter;

- (18) **“Class-I cities”** are as defined in the latest Census of India;
- (19) **“Code”** means the Kerala Electricity Supply Code as in force from time to time.
- (20) **“Commission”** means the Kerala State Electricity Regulatory Commission constituted under the Act;
- (21) **“conductor”** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy so arranged as to be electrically connected to a system;
- (22) **“connected load”** expressed in kW, kVA or BHP, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the distribution licensee’s service line on the consumer’s premises, which can be simultaneously used and shall be determined as per the procedure laid down in this Code;
- (23) **“connection point”** means a point at which the consumers plant and /or apparatus are connected to distribution licensee’s distribution system
- (24) **“consumer”** means any person who is supplied with electricity for his/her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be.

A consumer is specified as a:

‘Low Tension Consumer (LT Consumer)’ if he obtains supply from the licensee at low or medium voltage;

‘High Tension Consumer (HT Consumer)’ if he obtains supply from the licensee at High Voltage;

‘Extra High Tension Consumer (EHT Consumer)’ if he obtains supply from the licensee at Extra High Voltage;

- (25) **“consumer installation”** or **“consumer’s installation”** means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer’s premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;

- (26) “**contracted load**” or “**contract demand**” means the maximum demand in kW, kVA or BHP, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer;
- (27) “**cut-out**” means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible cut-out;
- (28) “**date of commencement of supply**” is the date when the licensee energizes the consumer installation by connecting to the Distribution mains;
- (29) “**Dedicated distribution system**” means such facilities, not including a service line, forming part of the distribution system of the Distribution licensee which are clearly and solely dedicated to the supply of electricity to a single consumer or a group of consumers on the same premises or contiguous premises;
- (30) “**demand charge**” for a billing period refers to a charge levied on the consumer based on the contracted/sanctioned load or maximum demand, whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (31) “**disconnection**” means the physical separation of user or consumer from the system;
- (32) “**distributing mains**” means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (33) “ 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;
- (34) “**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 electricity without danger;
- (35) “**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;
- (36) “**emergency rostering**” means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;

- (37) **“energy”** means electrical energy; generated, transmitted, used or supplied for any purpose;
- (38) **“energy charge”** refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per tariff) supplied;
- (39) **“Extra High Voltage (EHV)”** or **“Extra High Tension (EHT)”** means a voltage exceeding 33000 Volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time.
- (40) **“financial year”** means the period beginning from first of April in an English (Gregorian) calendar Year and ending with the thirty first of March of the next year;
- (41) **“feeder”** means a LT, HT, or EHT distributor, emanating from a substation, to which a distribution substation, or LT, HT or EHT consumers are connected;
- (42) **“fixed charges”** shall be as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission;
- (43) **“Harmonics”** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz, causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with section 53 of the Act.
- (44) **“High Voltage (HV)”** or **“High Tension (HT)”** means the voltage higher than 650 volts but which does not exceed 33, 000 volts under normal conditions subject however to the percentage variation as may be specified by the Central Electricity Authority from time to time.
- (45) **“ installation”** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing, trading or utilizing energy;
- (46) **“license”** means a license granted under section 14 of the Act;
- (47) **“Licensed Electrical Contractor (LEC)”** means a contractor licensed by the State Government as provided in Section 29 of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.

- (48) **“licensee “ or “distribution licensee”** means a person granted license under Section 14 of the Act authorizing him to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (49) **“load factor” of consumer** is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the full load been maintained throughout the same period and shall usually be expressed as the following percentage:

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

- (50) **“Low Tension (LT)” or “Low Voltage (LV)”** means a voltage that does not exceed 250 Volts between phase and neutral or 415 Volts between any two phases under normal conditions -subject to the percentage variation as may be specified by the Central Electricity Authority from time to time.
- (51) **“maximum demand”** means the highest average load measured in kVA or kW at the point of supply of a consumer during consecutive period of 30 (thirty) minutes, or as specified by the Commission, during the billing period;
- (52) **“Medium Voltage” (MV)** means the voltage higher than 250 volts but which does not exceed 650 volts under normal conditions subject however to the percentage variation as may be specified by the Central Electricity Authority from time to time.
- (53) **“ Meter”** means a device suitable for measuring, indicating and recording consumption of electricity or any other quantity related with electrical system and shall include, wherever applicable, other equipment such as Current Transformer (CT), Voltage Transformer (VT), or Capacitance Voltage Transformer (CVT) necessary for such purpose.
- (54) **“month”**, in relation to billing of charges, means the English (Gregorian) Calendar month or any period of thirty days;
- (55) **“minimum charge”** shall be as approved by the Commission in the prevailing Tariff Order for the licensee.
- (56) **“Multi-storey (High rise) building”** means a building having more than four floors and / or exceeding 15 metres in height from the lowest ground level.

- (57) **“occupier”** means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (58) **“overhead line”** means an electric line which is placed above the ground and in the open air but does not include live rails of a traction system;
- (59) **“person”** shall include any company or body Corporate or association or body of individuals, whether incorporated or not, or artificial juridical person.
- (60) **“phased contract demand “** means contract demand agreed to be availed in a phased manner;
- (61) **“point of supply”** means the outgoing terminals of the licensee’s cutouts/Circuit Breaker fixed in the premises of the consumer in case of LT installation and the outgoing terminals of the licensee’s metering cubicle placed before any consumer’s apparatus in case of HT or EHT installations. In the absence of any metering cubicle or the metering being on the LT side in case of HT installations, the point of commencement of supply shall be the incoming terminals of the consumer’s main switchgear;
- (62) **“Power Factor “** is the ratio of **Active Power** to **Apparent Power**.
(Active Power being the multiple of the components of alternating current and voltage that equate to true power. Normally measured in kilowatts (kW) or megawatts (MW).
Apparent Power being the product of voltage and alternating current measured in volt-amperes and standard multiples thereof, ie VA, kVA,MVA.)
- (63) **“premises”** means land, building, buildings or other designated infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity; as per details and sketches specified in the application or agreement prescribed for grant of electric connection.
- (64) **“protected load ”** means a load not subjected to normal rostering.
- (65) **“ Regulations “** means the Central Electricity Authority regulations framed as per the provisions of the Act.
- (66) **“rural areas”** means the areas covered by Grama Panchayats;
- (67) **“service line“** means any electric supply line through which electricity is, or is intended to be, supplied:

- (i) to a single consumer either from a distributing main or immediately from the Distribution licensee's premises; or
 - (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (68) “**supplier**” means any utility authorised to supply electricity to consumers under the provisions of the Act.
- (69) “**system**” means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply.
- (70) “**tariff order**” in respect of a licensee is the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;
- (71) “**tariff schedule**” means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;
- (72) “**temporary supply**” means supply of electricity for a temporary period, as may be agreed between the Distribution licensee and the applicant.
- (73) “**theft**” shall mean theft of electricity as explained in Section 135 of the Act;
- (74) “**transmission licensee**” means a person who has been granted a license under Section 14 of the Act authorizing him to establish or operate transmission lines;
- (75) “**transmission system**” means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and / or operated by the Transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the Transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee's distribution system;
- (76) “**unauthorized use of electricity**” means the usage of electricity-
- (i) by any artificial means; or
 - (ii) by a means not authorised by the concerned person or authority or licensee; or
 - (iii) through a tampered meter; or
 - (iv) for the purpose other than for which the usage of electricity was authorised or

(v) for the premises or areas other than those for which the supply of electricity was authorised.

(As detailed in Section 126 of the Act)

- (77) **“urban areas”** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class I Cities;
- (78) **“user”** means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable.

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

- 3.4 (1) This Code shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Act read with the Regulations and Rules made under the provisions of the Act.
- (2) Words or expressions occurring in these Regulations not specifically defined herein, shall have meaning assigned to them in the Act. Expressions used in this Code but not specifically defined herein or in the Act shall have the meaning as is generally understood in the Electricity Supply Industry.

3.5 **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 six months.
- (a) To consider views from licensees, consumers and other interested parties about the implementation of the Code,
- (b) 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.
- (c) To review the Code due to any operational problems faced by them in implementation of the Code

- (2) ESCRP shall consist of following Members:

- a) The Chairman/Member of the Commission shall be ex-officio Chairman of ESCRP.

- b) One representative from each distribution licensee of the State to be nominated by the licensee.
- c) One representative from State Transmission Utility (STU) and each transmission licensees (optional).
- d) Representative from State Load Dispatch Centre (SLDC) (optional).
- e) Representatives of the consumers to be nominated by the Commission.

Of these, three representatives shall be from LT consumers, two from HT/EHT consumers and one each from registered consumer organizations from rural and urban areas. At least two representatives from the above shall be from the category of the domestic consumers.

f) Secretary of the ESCRP shall be an officer of Commission nominated by Chairman of the ESCRP.

g) And any other member as nominated by the Chairman.

h) The maximum number of members in the ESCRP will be 21. If seven members are present, the quorum of the panel shall be considered complete for holding the meeting of the panel.

(3) Manner of reviewing the Code: -

(a) 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 in one soft copy, accompanied with 7 hard copies specifying the reasons for such change and setting out the attendant circumstances.

(b) The Secretary of the Panel shall prepare comments and place before the Members prior to the date of meeting. 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.

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

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

(e) The Commission may approve the changes with or without modification as it may deem fit and follow the procedure as per clause (4) for amendment of code.

(4) Amendment in the Code:

(a) The Commission may amend the Code, suo motu or on the recommendations of ESCRP. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the supply licensees and public.

(b) Any change in the Code shall be placed on the websites of the licensees and KSERC web site, and the extracts of the changes shall be published by the licensees in at least two newspapers having wide circulation in their area of supply apart from keeping the copies of changes in all local offices.

(5) The rules and regulations to be followed by the ESCRP in conducting the business shall be formulated by the Panel and got approved by the Commission.

4: SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

System of Supply

- 4.1 The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified by the Central Electricity Authority from time to time.
- 4.2 The voltage supplied by the licensee shall be as follows;
- (a) Low Tension (LT) Supply
 - i) Single phase 240 Volts between each phase and neutral.
 - ii) Three phase 415 Volts between phases.
 - (b) High Tension (HT) Supply
 - i) Three phase 11,000 Volts (11kV) between phases.
 - ii) Three phase 22,000 volts (22 kV) between phases
 - iii) Three phase 33,000 Volts (33kV) between phases
 - (c) Extra High Tension (EHT) Supply
 - i) Three phase 66,000 volts (66 kV) between phases
 - ii) Three phase 110,000 Volts (110 kV) between phases
 - iii) Three phase 220,000 Volts (220kV) between phases
 - iv) Three phase 400,000 Volts (400kV) between phases.

Except with the written consent of the consumer or with the sanction of the Commission the licensee shall not vary the voltage at the point of supply from the defined voltage under Section 4 (2);

- (a) by more than 6 per cent in the case of low or medium voltage;
- (b) by more than 6 per cent on the higher side or by more than 9 per cent on the lower side in the case of high voltage; and
- (c) In the case of extra-high voltage, by more than 10 percent on the higher side or by

more than 12.5 percent on the lower side.

4.3 The supply voltage for different connected loads for new connections shall be as follows

Supply Voltage	Max Connected Load	Max Contract Demand
240 V	5 KW	
415V	100 KVA	100kVA (For TOD metering)
11 kV		3000 kVA
22kV		6000 kVA
33 kV		12000kVA
66 kV		20000kVA
110 kV		40000kVA
220 kV		>40000 kVA

Consumers availing supply at lower voltage than above classification will be required to pay Low Voltage Supply Surcharge as prescribed by the Commission from time to time.

Similarly, consumers availing supply at voltage higher than above classification will get High Voltage Supply Rebate as prescribed by the Commission from time to time.

For new consumers, connected load permitted under L.T may be limited to 100kVA. But all L.T consumers existing as on the date of implementation of Kerala electricity Supply Code 2005, with loads exceeding the limit of 100kVA , may be permitted to operate in the same system of supply until an upward revision is sought. The maximum contract demand for L.T consumers who opt for MD or TOD based billing shall be 100kVA.

Provided that variations may be permitted with the approval of the Commission.

4.4 Except in the case of Kerala State Electricity Board or its successor body, for multi-storey building, having several service connections, with more than 100 kVA connected load, connections can be extended at medium voltage by providing bus ducts / cables of adequate current carrying capacity and complying with the Regulations of the Central Electricity Authority, after installation of a single transformer of adequate capacity by the licensee / developer.

4.5 The licensee may, depending upon the technical conditions of the distribution system, give supply at a voltage and phase other than the classification of supply in clause 4.2 of this Code, subject to the Commission's approval.

4.6 Load for power intensive consumers (such as arc/induction furnaces, rolling mills, re-rolling mills and mini steel plants etc.defined in the Tariff Ordes) shall be released only through an independent feeder and all necessary works including the modification of the distribution system shall be done by the licensee, at the cost of the intending consumer.

Supply may be given through independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.

Load Balancing

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

Classification of Consumers

- 4.8 The licensee may classify and re-classify consumers into various tariff categories from time to time as may be approved by the Commission and announce different tariffs for different classes of consumers with the Commission's approval. No additional category other than those approved by the Commission shall be created by the licensee.

Charges for supply

- 4.9 Charges for supply of electricity shall be as per the tariff approved by the Commission from time to time. The charges may include:
- (1) Charges for supply of energy (fixed, demand, energy charges etc.) as determined for the licensee by the Commission in the latest tariff order for the licensee;
 - (2) Statutory levies such as electricity duty, taxes or any other taxes/duties payable by the consumer as per law;
 - (3) Wheeling charges and / or cross-subsidy surcharge and additional surcharge, if any, as determined by the Commission;
 - (4) Rental, if any, towards meters and other electric plant and equipment of the licensee, as approved by the Commission;
 - (5) Fuel surcharge, charges for protected load, penal charges for harmonic distortion, synchronising charges.
 - (6) Miscellaneous charges such as penal charges for exceeding contract demand, late payment surcharge and any other charges applicable as approved by the Commission from time to time.
- 4.10 The licensee shall publish the tariff schedule in English and Malayalam on its web site immediately after the Commission has approved it. The licensee shall also make available copies of the tariff schedule in English and Malayalam to consumers at a reasonable price.

5: PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to supply on request

- 5.1(1) The distribution licensee shall develop and maintain an efficient coordinated and economical distribution system in his area of supply and shall supply electricity in accordance with the provisions of this code.
- 5.1(2) The licensee shall on an application in the proper form from the owner or lawful occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, provided,
- (1) the supply of power is technically feasible.
 - (2) the applicant has observed the procedure specified in this code and
 - (3) the applicant bears the cost of providing supply and services as specified in this code.

Licensee's obligation to extend the distribution system

- 5.2 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

In case supply of electricity is sought in a village, hamlet or area wherein no provision for supply of electricity exists, the licensee shall take up the electrification of such locality as per investment plan approved by the Commission. Once electrification of such locality is completed, supply shall be provided to the applicant in accordance with this code.

Recovery of charges

- 5.3(1) Subject to the provisions of this code, the prices to be charged by the distribution licensee for the supply of electricity by the licensee in pursuance of section 43 of the Act shall be in accordance with the tariffs fixed from time to time and the conditions of his license.
- 5.3 (2) The charges of electricity supplied by a distribution licensee shall be ,
- (a) fixed in accordance with the methods and principles as may be specified by the concerned state Commission;
 - (b) published in such manner so as to give adequate publicity for such charges and prices.
- 5.3 (3) The charges for electricity supplied by a distribution licensee may include,

- (a) a fixed charge in addition to the charge for the actual electricity supplied;
- (b) a rent or other charges in respect of any electric meter or electrical plant provided by the distribution licensee.

- 5.3 (4) Subject to the provisions of section 62 of the Act, in fixing charges under this section, a distribution licensee shall not show any undue preference to any person or class of persons or discrimination against any person or class of persons.
- 5.3 (5) The charges fixed by the distribution licensee shall be in accordance with the provisions of the Act and Regulations made in this behalf by the concerned state Commission.

Recovery of expenditure

- 5.4(1) Subject to the provisions regarding the time line for releasing connections, the Commission authorises the licensee under section 46 of the Act, to recover from the owner or lawful occupier of any premises requiring supply, the expenses reasonably incurred by the licensee for providing from the distributing main, any electric line or electrical plant required specifically for the purpose of giving that supply.

Provided that, the licensee shall not be entitled to recover such expenditure if such expenditure is under the scheme approved by the Commission.

Provided also that, the licensee may exempt any person requiring connection under clause 5.4(1) above, from payment of expenditure if the state government directs the licensee to provide new electric connection to any category of consumer and pays the cost as specified in these regulations in advance to the licensee.

- 5.4(2) The expenditure charged by the licensee shall be based on the schedule of rates approved by the Commission and published by the licensee annually effective from every first day of April.
- 5.4(3) The licensee shall not include the cost of meter while preparing the cost estimate under sub clause (1) above. The licensee may provide the meter to the consumer and require to give the licensee, security for the price of meter and enter into an agreement for the hire charge there of unless the consumer elects to purchase the meter.

Power to require security

- 5.5(1) Subject to the provisions of this section, a distribution licensee may require any person, who requires a supply of electricity in pursuance of section 43 of the Act, to give him reasonable security as determined by the regulations for the payment to the licensee of all monies which may become due to him,

(a) in respect of the electricity supplied to such persons; or

(b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to a person, in respect of the provision of such line or plant or meter, and if that person fails to give such security, the distribution licensee may, if he thinks fit, refuse to give the supply or to provide the line or plant or meter for the period during which the failure continues.

- 5.5(2) Where any person has not given such security as is mentioned in subsection (1) above or the security given by any person has become invalid or insufficient, the distribution licensee may, by notice, require that person, within thirty days after the service of the notice, to give him reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.
- 5.5(3) If the person referred to in subsection (2) fails to give such security, the distribution licensee may, if he thinks fit, discontinue the supply of electricity for the period during which the failure continues.
- 5.5(4) The distribution licensee shall pay interest, as may be specified by the concerned state Commission, on the security referred to in subsection (1) and refund such security, when it is no longer required, on the request of the person who gave such security.
- 5.5(5) A distribution licensee shall not be entitled to require security in pursuance of clause (a) of subsection (1) if the person requiring the supply is prepared to take the supply through a pre-payment meter.

Consumer's share in the cost

- 5.6(1) The cost of extension and up-gradation of the distribution system upto and including the distributing main, for meeting the demand of new consumers and the additional load demand of existing consumers shall be met by the distribution licensee, through its annual revenues or funds arranged by the licensee and this cost shall be recovered from the consumers through tariff.

Provided that, the cost of extension and up gradation of the system for meeting the demand of new consumers and additional load demand of existing consumers with a load of 1MW and above, developers of domestic / commercial / industrial complexes, power intensive consumers and consumers requesting for dedicated feeder and protected load status, shall be borne by the respective consumers or collective body of consumers or the developer.

- 5.6(2) The consumers except those belonging to the above mentioned categories shall bear the expenditure of the service line, plant and equipment, provided exclusively for him by the licensee.

Conditions for grant of connection

- 5.7 The licensee shall prominently display on its web site and wherever feasible, in its offices, the up-dated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Normally no document which has not been so listed, will be required for processing application forms for new connection. Security amount and other costs to be deposited by applicant shall also be prominently displayed. All these details shall be available in English and Malayalam.
- 5.8 Connection to unauthorized colonies/areas/buildings shall not be granted in case of a restraining /prohibition order by the government or competent authority.

Purchase of existing property

5.9(1) Where the applicant has purchased an existing property whose electricity connection has been dismantled, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a "no-dues certificate" within one (1) week from date of receipt of such application.

(2) In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

5.10 (1) If a purchaser of a premises requires to have a new connection, as the earlier connection has already been dismantled after disconnection, the arrear if any, shall be realised from the previous owner / occupier of the premises and not from the purchaser.

(2) Notwithstanding anything contained in sub clause (1), the purchaser referred to therein shall deposit an amount equivalent to such arrears excluding interest with the licensee, which shall be reimbursed as and when realised from the previous owner/ occupier:

Provided that an auction purchaser who obtains property by auction by a court of law or other authorities duly constituted by law or an allottee of government land shall not deposit any such amount.

Sub-divided property

- 5.11 Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicants.

Reconstruction of existing property

- 5.12 In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with clause 5.122 of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

Procedure for providing New Service Connection

Application Form

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

Application form for release of new connection (Low Tension) – Annexure 11.1

Application form for release of new connection (High Tension/ Extra High Tension) – Annexure 11.2

Format for declaration/undertaking to be signed at the time of receiving electricity supply – Annexure 11.3

The Application for LT service connections shall be submitted to the Section office or equivalent level.

The Application for HT service connection shall be submitted to the Circle office or equivalent level and for EHT service connection to the Chief Engineer.

5.14 Application forms in English and Malayalam shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.

All the information and documents needed by the consumers, such as Terms and Conditions of Supply, Tariff schedule, Acts, Rules and Regulations with latest amendments, relevant orders of the State and Central Commissions, Court Orders, Regulations etc. shall be available in the web site of the licensee. The information shall be updated regularly. The Malayalam translation of these documents shall also be made available wherever possible.

5.15 The licensee shall also provide new avenues for applying for new connection or modification in existing connection through website, call centres, etc. which minimise the applicant's interface with the utility during the process.

5.16 Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, and in specific cases, certain other documents as detailed in clauses 5.18 – 5.23 of this Code.

5.17 Registration / processing fees for applications shall be payable as approved by the Commission.

5.18 The following documents shall be considered as acceptable proof of identity:

(1) If the applicant is an individual:

(i) Electoral identity card;

(ii) Passport;

(iii) Driving license;

(iv) Ration card;

(v) Photo identity card issued by Government agency; (Adhar, NPR etc.)

(vi) PAN card;

(vii) Photo Certificate from village Panchayat / Municipality / Municipal Corporation.

(viii) Other identity cards such as Adhar and NPR card

- (2) If the applicant is a company, trust, educational institution, government department or similar, the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with a relevant resolution/ authority letter of the institution concerned.

5.19 The following documents shall be considered as acceptable proof of ownership or occupancy of premises:

- (1) Copy of sale deed or lease deed or in the case of agricultural connections for dewatering a certificate from the Punja / Kole Special Officer.
- (2) Registered General Power of Attorney;
- (3) Current Municipal / Panchayat tax receipt or Demand notice or similar related document;
- (4) Letter of allotment in the case of industrial estates / parks.
- (5) Ownership certificate from Local Body.

An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at 1 to 5 above, also furnish a No Objection Certificate from the owner of the premises.

5.20 The following documents shall be considered as acceptable proof of current address for communication:

- (1) Electoral identity card;
- (2) Passport;
- (3) Driving license;
- (4) Ration card;
- (5) Photo identity card issued by any Government agency;
- (6) Statement of running Bank Account;
- (7) Most recent Water / Telephone / Electricity / Gas connection Bill;
- (8) Income Tax assessment order.

- 5.21 In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the application form and agreement;
- 5.22 In case of Public and/or Private limited Company – The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the application form and agreement;
- 5.23 Other documents applicable only for select consumer categories:
- (1) Industrial consumers: Valid Industrial License, Small Scale Industries (SSI) registration if applicable;
 - (2) Agricultural consumers of Punja /Kole land: Approval from Punja / Kole Special Officer
 - (3) If the supply is for pump set, the applicant should produce a ‘No Objection Certificate’ from competent government authority for pumping water from state owned rivers, canals, ponds, wells etc. if the pump set is installed in them ;
 - (4) Non-Domestic Kiosks, Telecom tower and Temporary Structure: No Objection Certificate for Kiosk or temporary structure from the Municipal Corporation / Municipality / Grama Panchayat / land development authority / land owning agency.

Processing Application

- 5.24 For all application forms pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found deficient prima facie, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 5.25 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a Permanent Application Number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained if required . The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application

- 5.26 The licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. The licensee shall maintain a waiting list of applicants seeking new connections, area-wise information about new connections released, and updated status of the waiting list. The waiting list shall be displayed on the licensee’s website and the Notice Board kept at the local office of the licensee, and shall be updated daily.
- 5.27 An **application form** shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 5.28 An **application** shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 11.18 of this Code, after receipt of the application form.
- 5.29 The licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant’s premises in mutual consultation with the applicant, under written acknowledgment. The date of inspection must be scheduled within 3 working days in Class-I cities and urban areas and 5 working days in rural areas from the date of receipt of application form. If the applicant wishes, he can get the inspection scheduled on a non-working day for the licensee or a day specified by the consumer on payment of inspection fee fixed by the Commission.
- 5.30 If inspection is required to be carried out, the licensee shall inspect and test the applicant’s consumer installation as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 in the presence of the applicant and his Licensed Electrical Contractor or his authorized representative. The licensee shall maintain a record of test results in the format given in the annexure 11.9 as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. If on inspection, the licensee finds any defect (e.g. consumer’s installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant on the spot under proper receipt in the format given in Annexure 11.9.
- 5.31 During the inspection, the licensee shall:
- (1) Fix the point of supply and the place where the meter and the Circuit Breaker etc. shall be installed, in consultation with the consumer;
- Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain etc. and is easily accessible without getting the premises unlocked or opened for this purpose.

- (2) Record the correct full address of the premises, if not provided in the application form, and note down landmarks near the property and the pole number or distribution pillar from where service connection is proposed to be given; and
 - (3) Verify all other particulars mentioned in the application form, as required.
- 5.32 If on inspection the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure 11.9.
- 5.33 The applicant shall get all defects removed within 10 working days from receipt of intimation of defects as specified in clause 5.32 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects, the application form shall be put on hold and the applicant will lose the priority. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.
- 5.34 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The date of re-inspection must be scheduled within 3 working days in Class-I cities and urban areas and 5 working days in rural areas from the date of receipt of such information.
- 5.35 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure 11.9 to this Code and hand over a copy of the same to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement.

Provided that if the applicant feels aggrieved by the licensee's action, the applicant may appeal to the next higher officer or an officer designated by the licensee. If the applicant is aggrieved on the decision of this appellate officer also, he may appeal to the Consumer Grievance Redressal Forum (CGRF) established by the licensee as provided in the Act.

Provided further that in case the licensee does not carry out site inspection/re-inspection within 3 working days in Class-I cities and urban areas and 5 working days in rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

- 5.36 If on inspection there are no defects found, or on re-inspection the defects noticed earlier are found to have been removed, the licensee shall sanction the load determined in accordance with Annexure 11.8 to this Code or the load applied for, whichever is higher, and issue a demand note in writing, under acknowledgment, within the timeline specified below:

Table 1 Timeline for issue of demand note

Particulars	No. of working days from receipt of application form		
	Class-I Cities	Urban Areas	Rural Areas
Extension of distribution mains not required	Within 7 working days	Within 7 working days	Within 7 working days
Extension of distribution mains / system required			
In case of LT service connections	Within 15 working days	Within 15 working days	Within 15 working days
In case of HT service connections	Within 15 working days	Within 15 working days	Within 15 working days
In case of EHT service connections	Within 30 working days	Within 30 working days	Within 30 working days

Provided that no defects/deficiencies are found at the applicant's premises.

In case defects/deficiencies are found, the time taken by applicant in getting removed the defects / deficiencies found at the applicant's premises shall not be included in the timeline specified above

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

- 5.37 The demand note shall contain details on the following:
- (1) Details of the works (including service line) to be undertaken for providing electricity supply;
 - (2) Applicable charges for the above mentioned works to be paid by the applicant in accordance with Cost data approved by the Commission;
 - (3) Amount of security deposit as specified in Annexure 11.18 to this Code.

- 5.38 The applicant shall make the payment within 15 days of receipt of demand note, failing which the application shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the 15-day payment period.
- 5.39 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.
- 5.40 If the licensee is of the opinion that provision of supply requires installation of a distribution transformer, Ring Main Unit or a similar equipment within the applicant's premises, the applicant shall make available to the licensee a suitable room or portion of land within his premises, for the period of supply, for installation of the distribution transformer, Ring Main Unit or similar equipments.

Timeline for releasing new connections and energisation

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

(A)New connection/ additional load where supply can be provided from existing network

1. In case of new connection/ additional load where supply can be provided from existing network, the licensee shall inspect the applicant's premises and prepare cost estimates including initial security deposits and notify the applicant within 7 days from the date of application.
2. The cost estimates for LT consumers shall include the cost of service line and terminal arrangements at the premises of the applicant, but shall not include the cost of meter.
If a new transformer is required to be installed for giving this supply, the intending consumer shall provide the required space for erecting the transformer and associated plant.
3. In case of HT and EHT consumers, the licensee shall include the cost of service line and terminal arrangements specifically required for the applicant, but shall not include the cost of meter.
4. The licensee shall give the applicant not less than 7 days for remitting the required expenses and security deposits and shall release the connection within one month from the receipt of completed application.
5. The priority for releasing connections shall be the date of remittance of required expenses and security deposits.

(B)New connection/ additional load where supply can be provided after extension/augmentation of distribution system.

In case of new connection/ additional load where supply can be provided after extension/augmentation of distribution system, the following timeline shall be followed.

LT line	per km or part there of – 30 days.
HT line	per km or part thereof – 4 months.
66kV / 110kV line	up to 5 km – 1 year; additional 5km or part thereof – 3 months.
220kV line	up to 5km – 2years; additional 5km or part thereof – 6 months.
New distribution transformer and associated switchgear, enhancement of transformer capacity	2 months

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

(C)Where extension of supply requires erection and commissioning of new substation / Enhancement in existing substation.

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

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

3. Provided further that in cases where the substation is meant to extend supply to an individual consumer with a dedicated feeder or for a developer of domestic, commercial or industrial complex, or for a power intensive load, or for an applicant with a load requirement of 1MW or higher, the work shall be done by the licensee at the cost of the applicant and the licensee shall commence erection of the substation only after receipt of necessary payment from the applicant, against demand note of the licensee.

Before effecting any connection, the licensee shall make sure the applicant has complied with all requirements regarding safety as per the law in force.

If any licensee fails to comply with the time frame stipulated under clause 5.41 shall be liable to pay penalty as may be determined by the Commission in accordance with sub-section (3) of section 43 of the Act.

The liability of the licensee to pay penalty under this Regulation shall be without prejudice to the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of section 57 of the Act.

5.42 The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way, acquisition of land, court order or delay in consumer's obligation over which licensee has no reasonable control.

Wiring on Consumer's Premises

5.43 (a) The work of wiring at the premises of the consumer shall be carried out by a licensed electrical contractor and shall conform to the standards specified in the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.

(b) The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards.

(c) All high-rise buildings shall also comply with Regulation 36 of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. The wiring shall be tested as per provisions of Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.

(d) For HT and EHT services, High rise buildings and for installations involving stand by generators, Neon sign boards, X-ray, Lift, and escalators, approval from Electrical Inspectorate is required.

(e) All consumers, irrespective of the connected load, shall install a suitable device approved by the Electrical Inspector for earth leakage protection.

Installation of AC Motors

5.44 No AC motor shall be connected to the low or medium voltage system of the licensee unless the motor and the installation thereof has a suitable device to limit the starting current in accordance with the requirement indicated below.

(a) Power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 1 HP capacity or above or welding transformers of 1 kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code.

b) Motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

Nature of supply	Size of installation	Maximum current demand
Single phase / Three phase	a) Up to and including 1 BHP.	Six times full load current
	b) Above 1 BHP and up to and including 10 BHP.	Three times full load current
	c) Above 10 BHP and up to and including 15 BHP.	Two times full load current
	d) Above 15 BHP	One and a half times full load current

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

(c) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload relays) shall be used for overload protection. It is important that the relays shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire shall be No. 14 SWG. The Central Electricity Authority Regulations in this regard shall be complied with in every respect.

(d) Total harmonic voltage distortion shall not exceed the limits mentioned in IEE STD 519-1992, namely “ IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with section 53 of the Act.

All new HT and EHT consumers ,and LT industrial and commercial consumers (above 10 kW) shall install suitable Harmonic filters. Existing consumers of these categories shall install Harmonic filters within a period of one year from the date of implementation of this code.

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

Installation of Irrigation Pump Set

5.45 All new pumping set connection/reconnections shall ensure minimum losses and to achieve the same, shall conform to the requirement of Bureau of Energy Efficiency, and shall not be inferior, and shall also have the following: -

- (a) Friction less foot valve
- (b) HDPE piping suction and delivery
- (c) ISI marked energy efficient monoblock pump set.
- (d) Capacitor of adequate rating for the pump set.

Parallel Operation with the Supply System of licensee

5.46 (a) In case a consumer is desirous to operate his generating equipment synchronized to the grid, the consumer shall arrange his installation to protect it from disturbances in the licensee’s system.

(b) 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.

(c) For parallel operation with the grid, the consumer shall have to follow the provisions of the Kerala Electricity Grid Code and other relevant regulations and shall pay synchronizing charges as approved by the Commission.

(d) The actual operations shall be carried out in coordination with the STU and the licensee.

(e) Safety certificate from Electrical Inspector shall be obtained before synchronising to the grid.

Protected Load

- 5.47 The licensee may grant protected load status in exceptional cases, such as essential services to be specified in agreement to those consumers, who have opted for twenty four hours use of power, on the following terms and conditions: -
- (a) An additional charge as specified in the latest Tariff Schedule shall be recovered each month through regular billing.
 - (b) The protected load may be subjected to any emergency rostering as ordered by the SLDC.
 - (c) The charges for protected load shall not count towards minimum charge, if any for the main supply.
 - (d) The consumer availing the facility of protective load shall, however, not be subjected to scheduled power cut imposed from time to time by the licensee. During the period of scheduled power cut, the protective load shall not exceed the sanctioned protective load.
 - (e) Protective load shall be sanctioned only to such consumers, who are given supply through a dedicated feeder at 11 KV and above emanating from a grid sub-station.
 - (f) Protective load status shall not be released or continued to such consumer, against whom there are arrears towards the licensee.
 - (g) If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during the period he is not permitted to do so, exceeding the sanctioned protective load, the feeder supplying such a consumer shall be opened to de-energize it from the source grid substation.

Electricity Connection in High-rise Buildings / Colonies developed by Development Authorities and /or Private Builders/Promoters / Domestic , Commercial or Industrial Complexes.

- 5.48 (a) The responsibility of construction of the required internal distribution network in case of a new residential, commercial or an industrial complex with load exceeding 50 kVA (calculated on the basis of area constructed as per norms approved by Commission) shall be that of the body or the agency (Authority/Promoter/Builder) that constructs such complex. Single point supply shall be provided by the licensee.
- (b) Authority/Promoter/Builder shall submit an application in the prescribed form with the local office of the licensee as per the procedure specified above for loads exceeding 50kVA. Authority/Promoter/Builder shall also submit along with application a copy of the plan/map of the building/colony / residential, commercial or industrial complex approved by the concerned Development Authority/Corporation/Municipality, and shall adhere to the prescribed procedure and pay applicable charges specified by licensee and approved by the Commission.
- (c) The licensee shall sanction the load as per the following procedure

Procedure for Determination of Contracted Load in case of High-rise Building

- (i) For domestic - 500 watt per 100 Sq. foot of the constructed area.
- (ii) For commercial - 1500 watt per 100 Sq. foot of the constructed area
- (iii) For lift, water lifting pump, streetlight if any, corridor/campus lighting and other common facilities, actual load shall be calculated.
- (iv) For Industrial - Actual load shall be calculated.
- (v) Separate service connection shall be given to telecommunication towers on top of High - rise buildings.

(d) Authority/Promoter/Builder shall bear the cost of modification of the distribution system of the licensee (including the cost of line, transformer, Switchgear and/or Substation wherever required) on the basis of sanctioned load.

(e) Authority/Promoter/Builder shall make payment for the estimated cost of the above work only. The service connection charges, cost of meter, security charges etc. shall be borne individually by the applicant inhabitants at the time of making an application for electricity connection.

Provided that in case the Authority/Promoter/Builder submits an application for single point supply to the licensee, for supplying to the individual owners of the flat in the multistoried complex/colony, individual commercial units, individual industrial units, all the applicable costs /charges specified as in (e) above, shall be borne by him. The rules regarding the sale of energy to individual owners, and transfer of ownership of connection by the Authority/Promoter/Builder, shall be as per the provisions in 5.129 to 5.131 of this Code.

(f) The Authority/Promoter/Builder shall deposit 10% of the cost estimated in clause 5.48 (e) at the time of making an application for temporary connection for the construction of the building. The licensee shall start the work of construction of feeder after receipt of 100% estimated cost.

Damage to equipment at consumer's premises

5.49 (a) The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by any 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.

(b) In the event of any damage caused to the licensee's equipments in the Consumer's premises by reason of any act, neglect or default of the Consumer or his employees, the cost thereof as claimed by the licensee shall

be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the supply is liable to be disconnected.

Waiting list of prospective consumers

5.50 (a) The licensee shall allot a unique reference number on the basis of registration. The applicants shall be granted connections on the basis of first cum first served basis.

(b) An area wise information on waiting list of prospective consumers, their current status, reference number up to which connections stand released, may be maintained at Centralized call centres, published in the web sites and shall also be displayed on the Notice Board, kept at a prominent place in the licensee's office, to be updated regularly.

Procedure for Providing Temporary Supply

5.51 Temporary connection shall be granted for a period of up to 6 months at a time. For extension of the period of temporary supply, the procedure detailed in this Code shall be applicable.

5.52 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.

5.53 The applicant shall apply for temporary supply in the format prescribed in Annexure 11.1 or 11.2 (as applicable) to this Code along with the documents prescribed in this Code as well as a No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority;

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

Provided further that in case any permit/NOC is withdrawn by the competent authority after energization of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

5.54 The licensee shall process the application form as per the procedure given in this Code.

5.55 During the inspection, the licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 7 working days for LT and 15 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.

- 5.56 If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with this Code, inclusive of an estimate of advance charges for electricity, within the timeline specified in clause 5.36 of this Code. Both the licensee and applicant shall follow the procedure and timelines as laid down in this Code.
- 5.57 The applicant or his authorized representative shall be present during testing along with the Licensed Electrical Contractor or his authorized representative who had undertaken the installation. If the licensee is satisfied, he shall issue a written acknowledgment on the spot.
- 5.58 If the licensee is not satisfied the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in this Code.
- 5.59 After re-testing of the consumer installation and payment of prescribed fee, if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot. No fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged.
- 5.60 After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines given below, whichever is later.

Provided that in case of temporary supply for premises where 100 or more people are likely to assemble, sanction for energisation shall be obtained from Electrical Inspector.

Timeline for release of temporary connection

Release of temporary connection	Class-I Cities	Urban Areas	Rural Areas
Where supply can be provided from existing network	3 days	3 days	7 days
Where supply can be provided after extension/augmentation of network	LT 30 days HT 90 days EHT 180 days	LT 30 days HT 90 days EHT 180 days	LT 30 days HT 90 days EHT 180 days

- 5.61 If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid.

- 5.62 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Consumption security, after adjusting unpaid dues, shall be refunded by the licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, switchgear etc) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made along with a receipt and account statement within 15 days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.
- 5.63 For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant extension, if feasible, and send to the consumer a demand note of advance electricity charges for the period of extension within 7 working days of receiving the written request. Each extension shall be for a period of maximum 3 months. The maximum period for which a temporary connection can be given is two years.
- 5.64 The applicant may get the date of availing temporary supply amended to a date not later than 90 days from the date of original sanction, by applying to the licensee at least 4 days before the originally sanctioned date of commencement of supply in Class-I cities and Urban Areas, and at least 8 days in advance in Rural Areas.
- 5.65 The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

Tatkal Temporary Connection

- 5.66 The licensee shall give temporary supply, without line extension, at a notice of 24 hours, if it is technically feasible, on payment of an additional fee to be decided by the Commission.

Procedure for Modification in Existing Connections

Application Form

- 5.67 The applicant shall apply for change in existing connection in the following format as given in the Annexure to this Code:
- (1) Application format for change in name of registered customer due to change in ownership/occupancy – Annexure 11.4
 - (2) Application format for transfer of ownership to legal heir – Annexure 11.5
 - (3) Application format for Conversion of Services / Change of Consumer Category / Shifting of meter, service line etc. – Annexure 11.6

(4) Application format for load enhancement/reduction – Annexure 11.7

- 5.68 Application forms in English and Malayalam shall be available at the local office of the licensee free of cost. The licensee shall also put up all application forms on its website for free download. Photocopies of a blank form may be made by the consumer and shall be accepted by the licensee. The licensee shall clearly display on its website the address and telephone numbers of offices where filled-up application form can be submitted. The licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the licensee.
- 5.69 The licensee shall also provide new avenues for applying for new connection or modification in existing connection, through website, call centres, etc. which minimise the applicant's interface with the utility during the process.
- 5.70 All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 5.18 of this Code, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

Processing Application

- 5.71 The licensee shall verify the application form along with enclosed documents and if found deficient, shall issue a written note on the spot regarding shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 5.72 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. The licensee shall deal with application forms on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database.
- 5.73 An *application form* shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects and attached with all relevant documents.
- 5.74 An *application* shall be deemed to be received on the date of receipt of all applicable charges including the security deposit in accordance with Annexure 11.18 of this Code, after receipt of the application form.

- 5.75 The licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection

- 5.76 The consumer shall not without prior consent in writing of the distribution licensee, assign, transfer or part with the benefit of the agreement executed with the distribution licensee, or shall part with or create any partial or separate interest thereunder in any manner.

A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application in the prescribed format given in either Annexure 11.4 or 11.5 (as applicable), along with the required documents in support of the request, for change of name by the new owner or occupier.

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

The transferee shall pay the required security and execute a service connection agreement.

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

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 11.4 to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No Objection Certificate from the registered consumer/ authorized person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with this Code.
- (2) In case the No Objection Certificate from the registered consumer/ authorized person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person.
- (3) Change of consumer's name shall be effected within two billing cycles after acceptance of application form.

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

- (1) The applicant shall apply for change of consumer's name in the format prescribed in Annexure 11.5 to this Code, with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, revision in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with this Code.
- (2) The change of consumer's name shall be effected within one billing cycles after acceptance of application.
- (3) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

Conversion of Service

5.79 The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with clauses 5.67 – 5.70 of this Code. For site inspection and issuance and payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 5.29 – 5.40 of this Code. After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the following time limits:

Table 2 Timeline for conversion of services

Release of temporary connection	Class-I Cities	Urban Areas	Rural Areas
Conversion from LT single-phase to LT 3-phase or vice-versa	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer	Within two billing cycles from payment of necessary charges by consumer
Conversion from LT to HT or vice-versa	Within 120 days from payment of necessary charges by consumer	Within 120 days from payment of necessary charges by consumer	Within 120 days from payment of necessary charges by consumer
Change in HT to EHT or vice versa	Within 180 days from payment of necessary charges by consumer	Within 180 days from payment of necessary charges by consumer	Within 180 days from payment of necessary charges by consumer

- 5.80 The licensee shall, within the specified period, seek the Commission's approval for extension of time limit whenever the above schedule cannot be met.

Shifting of Meter / Service line

- 5.81 The applicant shall apply for shifting the meter in existing premises or for deviation of existing lines in the format prescribed in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in this Code.
- 5.82 The following time schedule shall be observed for completing the works from the date of payment of charges:
- (1) Shifting of meter/service line: 7 days
 - (2) Shifting of LT/HT lines: 20 days
 - (3) Shifting of transformer: 30 days
- 5.83 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

Reclassification of Consumer Category

- 5.84 If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission's order, the licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a 30-day notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.
- 5.85 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure 11.6 to this Code. The licensee shall process the application form in accordance with clauses 5.67 – 5.70 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 5.29 – 5.40 of this Code. The licensee shall also note down the meter reading at the time of inspection. If on inspection the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

- 5.86 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.
- 5.87 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity.

Load Enhancement

- 5.88 Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure 11.7 to this Code. The licensee shall process the application form in accordance with clauses 5.67 – 5.70 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in clauses 5.29 – 5.40 of this Code.
- 5.89 The licensee's written intimation sent along with the demand note to the consumer shall cover the following:
- (1) Whether the additional power can be supplied at existing voltage or at a higher voltage;
 - (2) Addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
 - (3) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
 - (4) Change in classification of the consumer and applicability of tariff, if required.
- 5.90 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues.
- 5.91 If supply of enhanced load is feasible, the consumer shall:
- (1) Pay additional security deposit, cost of alteration of service line and apparatus if any required to be made, within 15 working days of receipt of the demand note; and
 - (2) Execute a supplementary Agreement.
- 5.92 Supply of enhanced load shall be provided in adherence to the timeline specified in this Code.

5.93 If the application is not decided by the licensee within the above-mentioned period of 30 days, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted.

Load Reduction

5.94 Any application form for load reduction shall be accepted only after six months from original energisation for LT connections and after one year from original energisation for HT/EHT connections. However, if the consumer is willing to pay the fixed charges applicable for the unreduced contracted load for the balance of the lock-in period, reduction may be allowed.

5.95 The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure 11.7 to this Code, specifying the reasons.

5.96 The licensee shall process the application form in accordance with this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in this Code.

5.97 The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 10 working days from inspection by a reasoned speaking order.

5.98 If the licensee sanctions the reduced load, the meter and service line may be changed if required and the cost recovered from the applicant. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in clause 5.36, and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in this Code.

5.99 If the application is not decided by the licensee within the above-mentioned period of 10 days from inspection, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 15 days, permission for reduction of contract demand shall be deemed to have been granted.

5.100 If the licensee has sanctioned load reduction through a speaking order, the same shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

5.101 Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer. Request for load reduction shall be entertained only once in six months.

Annual Review of Contract Demand

- 5.102 In case of HT and EHT connections, if the maximum demand was recorded to be in excess of contract demand at least four times during the last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of contract demand. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter. Applicable charges shall be collected from the Consumer.
- 5.103 The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with clauses 5.24 – 5.39 of this Code. Enhanced supply shall be released in accordance with clause 5.41 of this Code.
- 5.104 An appeal can be made to the Consumer Grievance Redressal Forum if the consumer is not satisfied with the decision of the licensee.

Execution of Agreement

- 5.105 The licensee may require the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply. The format for the agreement may be prepared by the licensee and got approved by the Commission.
- 5.106 The agreement form shall be supplied by the licensee along with application form and shall also be available on the licensee's website for download.
- 5.107 The agreement shall include the following:
- (1) Consumer number, Name and address of the consumer/applicant;
 - (2) Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
 - (3) Sanctioned load/ contract demand;
 - (4) Specific and detailed purpose of usage of electricity;
 - (5) Declaration by the applicant/consumer.
 - (i) To abide by provisions of Act and this Code;
 - (ii) To pay for the supply of electricity based on the prevailing tariff rates;

- (iii) To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
- (iv) To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code

5.108 A copy of the agreement executed shall be given to the consumer/applicant under acknowledgement.

General Conditions of Supply

Connected Load

5.109 The method of determination of connected load is given in Annexure 11.8 to this Code.

Demand Note

5.110 The demand note shall be prepared as per the provisions of this Code and on the basis of charges approved by the Commission from time to time. The licensee shall submit once in a year a proposal to the Commission for approval of various charges to be charged by the licensee in demand notes. The demand note, once made for an applicant, shall be valid for two months

Point of Supply

5.111 Supply shall be given at a single point in the premises at the outgoing terminal of the licensee. The point of supply shall be determined by the licensee such that meters and other equipments are always accessible to the licensee for inspection without infringing upon consumer's privacy or his business. All HT & EHT consumers shall provide independent entry to the meter or metering cubicle. However, in special cases, the licensee may agree to give supply At more than one point in the consumer's installation on account of the physical layout of the installation and requirement of consumer.

5.112 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of the Regulation 35 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010. The system of protection shall have to be approved by the licensee before commencement of supply. Meters, MCBs/CBs and associated equipment shall be installed by the licensee at the point(s) of supply.

5.113 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side. The neutral terminal may be earthed by a method approved by the Electrical Inspector / Central Electricity Authority.

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

Power Factor and Harmonics

- 5.116 It shall be obligatory for the consumer to maintain the average power factor of his load at levels prescribed by the relevant orders of the Commission and also to control harmonics of his load at levels prescribed by the IEEE STD519-1992, and in accordance with the relevant orders of the Commission.
- 5.117 The Distribution licensee may require the consumer, within a reasonable time period, which shall not be less than three months, to take such effective measures so as to raise the average power factor or control harmonics of his installation to a value not less than such norm, in accordance with Regulation 5.116 above:

Provided that the Distribution licensee may charge penalty or provide incentives for low/high power factor and for harmonics, in accordance with relevant Orders of the Commission.

Security for supply of electricity and meter

- 5.118 (1) A distribution licensee may require from any person who requires supply of electricity to his premises to provide security for payment of all monies due to the licensee in respect of electricity supplied to such person.
- (2) The security charged by the licensee shall be as per the rates approved by the Commission
- (3) If any person refuses to give such security, the licensee may refuse to give supply of electricity.
- (4) The licensee shall require a consumer, at all times to maintain with the licensee an amount equivalent to the electricity bill amount of two billing cycles as security during the period of agreement in force;
- (5) The licensee shall review the adequacy of security deposit of all consumers in the first quarter of every financial year or when tariff revision is effected based on the

average consumption of preceding financial year and charges and tariff in force. Based on the review, the licensee may demand for the shortfall by giving 30 days notice to the consumer or adjust the excess security amount in the next bill as the case may be .

(6) The licensee may also require a consumer to pay security for the price of the meter, unless the consumer elects to purchase a meter. The licensee may charge a rent for the meter as per the rates approved by the Commission.

(7) If any consumer requiring supply opts to take supply through prepayment meter, he is not required to provide security deposit on this account.

(8) The consumer shall remit the security in any such form as may be required as per the Supply Code.

(9) Failure to pay security demanded by the licensee under this regulation shall lead to disconnection of power supply to the installation.

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

(1) the estimated power consumption for two billing cycles period ; and

(2) payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to the consumer.

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

Provided that for consumers who have opted for availing phased contract demand, revision of security deposit for the existing load shall be based on actual consumption of the previous financial year, while security deposit for additional load released during the year shall be estimated on the basis of the methodology given in Annexure 11.18 to this Code.

5.120 Subsequently, the security deposit shall be revised annually as per the procedure defined in clause 5.124 of this Code. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

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

5.122 The security deposit shall be returned to consumer upon termination of Agreement within 30 days of adjustment of all dues. In case of delay, interest equivalent to the State Bank of India base rate on the 1st of April of the year shall be payable to the consumer. The Consumer is entitled to get an account closing statement.

Interest on Security Deposit

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

Review of Security Deposit

- 5.124 At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of two billing cycles, where 'average payment' shall be equal to the average of actual bills paid in the last financial year.

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

- 5.125 The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the licensee, as and when arises, shall be made through maximum of three electricity bills without any other formalities.

Mode of Payment of Charges

- 5.126 All payments shall be made by way of Cash (up to Rs.20,000), Banker's Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Section Office or equivalent office of the licensee is located. The licensee shall introduce new modes of payment such as bank transfer, on line payment etc.

General Provisions Regarding Service Line and Apparatus

- 5.127 The consumer shall provide space of requisite dimensions at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection / installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under his control.

5.128 The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected adversely. Further, even if the supply to the consumer who has paid for the line / apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

Sharing of Electricity Charges

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

5.130 In case of commercial, office, residential or industrial complexes including residential complexes constructed by an employer for his employees, where power supply is availed originally at a single point in the name of the builder or promoter of the complex and who subsequently transfers the ownership of the complex, either entirely, to different individuals or partly to different individuals retaining the balance for lease, the power supply may be continued in the following methods.

(1) The builder or promoter of the complex in whose name the supply continues, is permitted to extend power supply to the individual owners of the flats etc. or to the lessee by installing sub-meters and to collect the cost of consumption of power from them on no-profit no-loss basis (i.e. sharing of expenses of consumption of electricity) and this shall not be treated as unauthorized extension of supply or resale of energy.

(2) In case the promoter or builder of the complex does not wish to have any stake in the complex after promoting the complex, the service connection originally availed may be permitted to be transferred in the name of an Association or Society that may be formed in the complex and registered and the service agency so formed is permitted to extend supply to the individual owners of the flats etc. or lessees by installing sub-meters and to collect the cost for consumption of power from them on a no-profit no-loss basis (i.e. sharing of expenses of consumption of electricity) and this shall not be treated as unauthorized extension or resale of energy.

Provided that the tariff charged from ultimate consumers should under no circumstance exceed that prescribed by the Commission for the respective tariff category.

- 5.131 A Panchayat/cooperative or a registered association of consumers may apply for supply of electricity to a group of consumers at a single point. In such cases, the body that has taken the connection shall be responsible for all payments of electrical charges to the licensee and for collection from the consumers.

Provided that the provisions of this clause shall not in any way affect the right of a person residing in the housing unit sold or leased by such a Cooperative Group Housing Society to demand supply of electricity directly from the distribution licensee of the area.

Provided that the tariff charged from ultimate consumers should under no circumstance exceed that prescribed by the Commission for the respective tariff category.

Distribution of electricity through services of franchisees:

- 5.132 A licensee may undertake distribution of electricity for a specified area within its area of supply through another “Person” being a company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person, but the Distribution licensee shall be responsible for distribution of electricity in the area of supply. However, in such cases also the licensee shall be responsible for distribution of electricity in his area of supply.

Access to Consumer's Premises

- 5.133 The Distribution licensee or any person duly authorised by Distribution licensee may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:

- (1) Inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution licensee;
- (2) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (3) Removing where a supply of electricity is no longer required, or where the Distribution licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee.

- 5.134 No inspection of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises, or an adult male representative.

5.135 While seeking entry into the consumers' premises, the Authorised Representative shall visibly display his name-tag and produce for scrutiny, proof of identity or authorization of the Distribution licensee and shall inform the consumer of his reason for entry into the premises. The Authorised Representative shall also carry the job sheet or work order or similar authorization setting out the work required to be done at the premises and show the same to the consumer before entering the premises.

5.136 Where there is a reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being committed on a consumer's premises, the visit of the officer designated by the State Government under Section 126 of the Act or of the officer authorised by the State Government under Section 136 of the Act, as the case may be, shall be recorded in a logbook to be maintained with the Distribution licensee along with the name of such officer and details of the visit to the consumer's premises:

Provided further that, where possible, two independent witnesses shall be taken for the visit and an inspection report / site mahazar prepared by such officer, of the findings of the visit to the consumer's premises, which shall be signed along with his remarks, if any, by the consumer and / or his representative and by such witnesses:

Provided also that the refusal of the consumer or his representative to sign on the inspection report/site mahazar shall also be recorded in the inspection report:

Provided also that a copy of the inspection report shall be provided to the consumer .

5.137 Whoever indulges in any of the acts of the nature provided in clauses (a), (b) or (c) of sub-section (1) of Section 135 of the Act with the intention of dishonestly abstracting, consuming, or using electricity shall be liable to the consequences provided in the said Section:

Provided that nothing in this regulation shall apply to any unauthorized use of electricity provided in Section 126 of the Act.

5.138 A licensee or any person authorized as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:

- (1) Enter any premises or land referred to in paragraph 5.133 for any of the purposes mentioned therein;
- (2) Enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

5.139 Where a consumer refuses to allow the licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above clauses, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorised by those clauses to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues, but for no longer.

Withdrawal of application

5.140 (1) If any person after applying for supply of electricity with the licensee withdraws his application or refuses to take supply, the amount of security paid under clause 14 shall be refunded to him. Amount paid for providing electric line or electric plant shall not be refunded if the licensee has commenced the work.

(2) If a person fails to pay the sum required for extension of supply lines or other works within the time allowed by the licensee, the licensee may treat his application as withdrawn after giving him 30 days notice.

Delay on the part of applicant to take supply

5.141 (1) Where the licensee has completed the work required for providing supply of electricity to an applicant but the installation of the applicant is not ready to receive supply, the licensee shall serve a notice on the applicant to take supply within sixty days of service of the notice in the case of LT consumers and 90 days in the case of HT & EHT consumers.

(2) If after service of notice the applicant fails to take supply of electricity, the licensee may charge fixed/minimum charges as per the tariff in force for completed months after expiry of notice till the applicant avail supply.

Supply for street lights

5.142 licensee shall provide electric supply for street lights on request from local bodies on realization of cost of installation. An agreement has to be executed in format to be specified by the licensee and approved by the Commission. Local Bodies shall have the option to provide their own street lighting installation and avail power through metered supply in which case capital and maintenance works will be carried out by Local Body under supervision of the licensee. A supervision charge not exceeding 10% of capital cost shall be levied by the licensee in such cases.

1. Street lights required by a Local Body (Panchayat, Municipality or Corporation) will be installed by the KSE Board on realization of cost of installation and as per conditions and rates stipulated in the agreement in Form No.11 prescribed for street lighting, provided the financial stability for the expenditure to be incurred is certified by the District Panchayat Officer (in cases of Panchayats).
2. In areas where the Local Authority, is unable to finance the street lighting programme, private person's requisition for streetlights in public paths, which is approved by the Local Authority, will also be considered for execution on the same terms and conditions.

3. The Board will also consider installation of streetlights in Private areas where Board's distributing lines are in existence, on special terms and conditions. The energy will be metered and charged at the appropriate tariff. Hire charges will be realised for the street light fittings and mains. The bulbs initially installed, or replaced subsequently, will be at the cost of consumers. Maintenance works will be done by the Board at its own cost.
4. The executive authority of the local body shall execute the agreement in Form No 11 with a valid resolution to that effect and accepting the rates and conditions of the Board and passed by the local body in a duly constituted meeting. This will form part of the agreement. All agreements shall also be stamped with common seal of the local body. Security deposit also shall be collected as in the case of other service connections.

6: METERING

Requirement of Meters

- 6.1 No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act. The licensee shall also comply with the above mentioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.
- 6.2 For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter. Load limiters also may be provided wherever authorised by the Commission.
- 6.3 At the time of seeking a new connection the consumer shall have the option to either:
- (1) Purchase the meter, and associated equipment himself from a vendor(s) provided the equipments are of a make and specification approved by the licensee from time-to-time; or
 - (2) Require that the meter, MCB/CB and associated equipment be supplied by the licensee.

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

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

- 6.4 The licensee is authorised to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install remote metering device in the consumer's premises as per the technical requirements of the specific device. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.
- 6.5 The meters for new connections shall be of following type(s):
- (1) For LT Single Phase connections – Electronic Meters
 - (2) For LT Three Phase connections - Electronic meters with MDI and TOD facility;
 - (3) For HT/EHT consumers – 3 Phase Tri-vector meters with MDI. The meters shall have a facility for “Time of the Day” metering and data storage of at least 45 days.

The accuracy class of meters used for distribution of power shall be as per the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006.

The licensee may install Pre-payment meters or Smart meters also with the approval of the Commission. The meters shall conform to the technical requirements as prescribed by the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006. In such a case, the licensee shall include, in the service connection agreement, the necessary special conditions to suit the special metering system, after obtaining approval from the Commission.

When pre-payment meters are used to supply power, security for electricity charge shall not be collected. In this case, consumers shall be eligible for a rebate for making the pre-payment.

- 6.6 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- 6.7 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

Supply and Installation of Meters and Circuit Breakers

- 6.8 LT, HT and EHT 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.
- 6.9 If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more instalments as per the terms approved by the Commission. In the case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.
- 6.10 The consumer shall provide suitable and adequate space for installation of the meter in such a manner that it is always accessible to the licensee or its representatives. In case of multi-storeyed buildings, it shall be fixed preferably on the ground floor/rising mains having proper ventilation & adequate illumination.
- 6.11 Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorized representative.

- 6.12 The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorized representative of the licensee, shall be given to the consumer under proper acknowledgment. The consumer or his authorized representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorized representative.
- 6.13 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and all subsequent amendments.
- 6.14 The consumer shall be responsible for safe custody of meter(s), and accessories. If the same are installed within the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.
- 6.15 It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.

Reading of Meters

- 6.16 The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the licensee or his authorized representatives to read the meter.
- 6.17 The meter shall be read by an authorized representative of the licensee. The licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- 6.18 The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- 6.19 It shall be the duty of the meter reader to check the condition of LEDs (light emitting devices) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.

- 6.20 Status of the meter and / or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.
- 6.21 In case, for any reason, the meter is not read during a billing cycle the licensee shall prepare a provisional bill based on the average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than two billing cycles at a stretch, and the licensee shall not generate more than two provisional bills for a consumer during one financial year. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.
- 6.22 If the meter is rendered inaccessible on two consecutive meter reading dates, (of two billing cycles) a notice shall be issued to consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.
- 6.23 If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 days. Failing this, supply shall be disconnected.
- 6.24 The provisions of clauses 6.22 and 6.23of this Code shall not apply in case of a domestic consumer who have given advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with clause 7.20 of this Code.
- 6.25 When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges / minimum charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.
- 6.26 If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge, determined as per the cost guidelines of the Cost Data given in Annexure 11.21 to this Code (or as determined by the Commission from time to time), shall be included in the next bill of the consumer.

Testing of Meters

- 6.27 It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006.

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

- (1) Single phase meters: Once every five years
- (2) LT 3-phase meters: Once every 3 years
- (3) HT meters including MDI: Yearly

Wherever applicable, CT and PT and the wiring connections shall also be tested along with meters

6.29 Test results shall be maintained as per the format given in Annexure 11.9 to this Code.

Replacement of Meters

Testing of Defective Meters

6.30 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. The consumer shall provide the licensee necessary assistance for conducting the test.

6.31 A consumer may request the licensee to test the meter installed in his premises if he doubts its accuracy, by applying to the licensee in the format given in Annexure 11.10 to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in clauses 6.32 – 6.37 of this Code.

6.32 The meter shall be tested for accuracy in the laboratory of the licensee, approved by the Commission.

In case the licensee does not have a testing facility approved by the Commission, or if so desired by the consumer, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee.

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost guidelines of the Cost Data given in Annexure 11.21 to this Code or as determined by the Commission from time to time.

Provided further that if the meter is found to be recording incorrectly, found to be defective / burnt due to technical reasons attributable to the licensee, viz. voltage fluctuation, transients etc. the test fee shall be refunded to the consumer by the licensee by adjustment in the subsequent bill.

- 6.33 The licensee shall inspect and check the correctness of the meter within 4 working days of receiving the complaint in Class-I cities, within 7 working days of receiving the complaint in urban areas and within 7 working days of receiving the complaint in rural areas.
- 6.34 Before testing a consumer's meter, the licensee shall give 2 days' advance notice in case of Class-I cities, 4 days' advance notice in urban areas and 7 days' advance notice in rural areas intimating the date, time and place of testing so that the consumer or his authorized representative may be present at the testing. The testing shall be done within a maximum period of 30 days from the receipt of the complaint.
- 6.35 The consumer/authorized representative present during testing will sign the test report as a token of witness. In case the consumer/authorized representative is not present, the licensee's representative and the third party testing laboratory official shall sign on the test report.
- 6.36 The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of a faulty meter, revision of bill on the basis of the test report shall be done for a maximum period of six months or from the date of last testing, whichever is shorter and the account shall be adjusted in the subsequent bill.
- 6.37 If a consumer disputes the results of testing at the laboratory of the licensee, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee.

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the cost guidelines of the Cost Data given in Annexure 11.21 to this Code (or as determined by the Commission from time to time).

Provided further that if the meter is found to be defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of, the test fee shall be refunded to the consumer by the licensee by adjustment in the subsequent bill.

- 6.38 If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision within one month of the application. The CGRF may refer the matter to a laboratory of State Electrical Inspectorate after hearing the case if the earlier test was not conducted at the laboratory of State Electrical Inspectorate. The cost of testing in this case shall be borne by the Consumer.

Cost of Replacement of Defective/ Burnt/ Lost Meters

- 6.39 If, as a result of inspection / testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee.
- 6.40 If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorized load by the consumer etc., the cost of the meter shall be borne by the consumer as specified below:
- (1) If the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of clauses 6.1 – 6.4 of this Code within 7 days, after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable.
 - (2) If the meter was owned by the licensee, the licensee shall install a new meter and recover the cost from the Consumer.

Provided that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per clause 8.49 of this Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

- 6.41 In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee's office or sub-station. The licensee shall recover the cost of the meter from the consumer in proportion of the remaining useful life of the meter that was lost.

Replacement of Meters (including MDI) Not Recording

- 6.42 The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- 6.43 If during periodic or other inspection by the licensee, any meter is found to be not recording, or if a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in clauses 6.33 – 6.36 of this Code.
- 6.44 If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter within 3 working days in Class-I cities, within 5 working days in urban areas and within 15 working days in rural areas.

Replacement of Burnt Meters

- 6.45 In case a meter is found burnt, either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply immediately by passing the burnt meter, if meter can not be replaced immediately, after ensuring that necessary preventive action at site is taken to avoid future damage and obtaining an undertaking from the consumer to make good the loss if any sustained by the licensee. The consumption during the bypassed period shall be computed based on the average consumption during the previous billing cycle.
- 6.46 If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt out meter within 3 working days of receiving the complaint in Class-I cities, within 5 working days of receiving the complaint in urban areas and within 7 working days of receiving the complaint in rural areas.
- 6.47 If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., the procedure laid down in clause 6.40 shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 7 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

Replacement of Lost Meters

- 6.48 Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.
- 6.49 Supply in such cases shall be restored after installation of a new meter, payment of electricity charges assessed for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per clause 7.13 of this Code.

7: BILLING

General

7.1 The licensee shall intimate the consumer, in the beginning of the financial year, of the following:

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

Normally, changes in respect of the above shall be effected only in the first quarter of a financial year.

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

7.2 The licensee shall also intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details.

7.3 The licensee shall arrange to get the name of the bill distributor stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer

7.4 The licensee shall issue the first bill within two billing cycles of energising a new connection. In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next 14 days.

7.5 The bill will be delivered to the consumer immediately in case of spot billing under acknowledgment by the consumer. If nobody is available for acknowledging, the bill shall be deposited in the meter box / letter box if provided. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/courier at least 10 days prior to the due date of payment.

- 7.6 If a consumer does not receive the bill within 7 days of the bill issue date, he may obtain a duplicate bill from the concerned billing office of the licensee. The licensee shall issue a duplicate bill immediately if the consumer contacts the licensee's office in person/ telephonically, or on the date of acknowledgement if received by post. Non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date.
- 7.7 The following information shall be included in the bill:
- (1) Address and telephone number of the billing office / distribution centre;
 - (2) Bill Number and Period of Bill;
 - (3) Consumer Number, Name and Address;
 - (4) Pole Number, or distribution pillar reference from which connection is served / Name of sub-division or centre;
 - (5) Date of issue of Bill;
 - (6) Tariff category of consumer (i.e. domestic/ commercial etc.);
 - (7) Tariff, rate of electricity duty and cess applicable;
 - (8) Status of meter (OK/defective/not available);
 - (9) Billing Status (Regular/ Assessed/ Provisional Bill with reason)
 - (10) Supply details:
 - (i) Type of supply (i.e. single phase, three-phase LT or HT)
 - (ii) Contracted load/ Connected load
 - (11) Meter number and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter)
 - (12) Initial meter reading with date;
 - (13) Final meter reading with date;
 - (14) Multiplying Factor of the meter if any;
 - (15) Units consumed;

(16) Maximum demand if applicable;

(17) Due date of payment;

Note : Due date of payment shall be separately specified for payment by cash, cheque, ECS, NEFT, Credit/Debit Card, etc. if necessary);

(18) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:

- (i) Energy Charges
- (ii) Fixed Charges
- (iii) Meter rent, if any
- (iv) Capacitor surcharges
- (v) Other Charges, if any
- (vi) Electricity Duty
- (vii) Fuel Cost adjustment charges
- (viii) Power factor adjustment charges, if any
- (ix) Reactive Energy Charges, if any
- (x) Time of Use charges, if any
- (xi) Penal charge for delay, if any
- (xii) Interest on instalments due
- (xiii) Total current month demand
- (xiv) Arrears (with details)
- (xv) Others (with details)
- (xvi) Total amount due
- (xvii) Adjustment
- (xviii) Net amount to be paid

- (19) Modes of payment accepted;
- (20) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
- (21) Security Deposit held and required.
- (22) Advance already paid
- (23) Details of last six readings.

7.8 The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill:

- (1) Address(es) of collection centre(s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;
- (2) Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
- (3) Complete address(es) with telephone number(s) of the complaint centres, if any;
- (4) Addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under Section 42 sub-clause 6 of the Act;
- (5) Tariff Schedule applicable to the consumer; and

7.9 The bill may contain additional information, if any, as desired by the licensee.

Procedure for Billing under Special Circumstances

Billing when Meter Not Accessible

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

Billing in case of defective/stuck/stopped/burnt meter

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

Provided that any evidence provided by consumer about conditions of working and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee for computing the average. If this is not possible, the average shall be reassessed / computed from the three billing cycles after the meter is replaced.

- 7.12 In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered.

Billing in case of Lost Meters

- 7.13 In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
- (1) As per clause 8.49 of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance
 - (2) As per clauses 7.11 and 7.12 of this Code, in other cases.

Special Reading and Billing of Meters in cases of Change of Occupancy or Vacancy

of Premises for Domestic Consumers

- 7.14 It shall be the responsibility of the consumer to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant and obtain a No-Dues certificate from the licensee.
- 7.15 The consumer shall request in writing to the licensee for special reading to be taken at least 15 days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.

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

Payment on Self Assessment by the Consumer

- 7.18 In case of non-receipt of bill the consumer may deposit self-assessed bill in the format prescribed in Annexure 11.12 to 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/deficient payment so made by the consumer shall be adjusted in the next bill.
- 7.19 In case of dispute regarding levy of penal charges for belated payments, the licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity for reply and a personal hearing.

Advance Payment of Bills

- 7.20 The Distribution licensee shall provide consumers the facility to make advance payment of charges of his choice for electricity supplied.
- 7.21 On payment of the advance amount in accordance with Regulation 7.20 above, the Distribution licensee shall issue a receipt to the consumer for the amount held as advance.
- 7.22 The Distribution licensee shall allow rebate on the amount deposited by a consumer at a rate equivalent to the bank rate of the Reserve Bank of India if the advance is equal to or more than the average bill amount of previous six bills.
- 7.23 Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left.

Disputed Bills

- 7.24 On receipt of the complaint regarding a bill, the licensee shall issue a written/electronic acknowledgment on the spot and give a complaint number for reference.
- 7.25 If no additional information is required from the consumer, the licensee shall resolve the consumer's complaint and intimate the result to the consumer within 7 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 15 days of receipt of the complaint. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay.
- 7.26 If the complaint is found to be correct by the licensee, a revised bill shall be issued within 5 working days of intimation of the complaint by the consumer. The consumer shall make the payment within 15 days after receipt of the revised bill. The consumer shall not be charged any penalty towards late payment if the payment is made by the revised due date.
- 7.27 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment penalty if the payment is made after the due date of the original bill.

Payment of Bills

- 7.28 Consumer may pay the bill by Cash (up to Rs. 10,000), Banker's Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Section Office or equivalent office of the licensee is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received in the licensee's office, or date of cheque whichever is later; provided that the cheque is not dishonoured.
- 7.29 The payment may be made:
- (1) In person at the designated collection offices of the licensee during specified times; or
 - (2) By post or courier; or
 - (3) By deposit in the drop-boxes maintained by the licensee at designated locations; or
 - (4) By bank transfer through the internet; or
 - (5) By any other scheme notified by the licensee for acceptance of bill payment.

- 7.30 The licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities where consumer can deposit the bill amount with ease and without undue congestion. Wherever necessary separate collection counters should be provided for senior citizens and physically challenged persons.
- 7.31 The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues. In case a cheque is dishonoured within the period prescribed in clause 7.28 of this Code, the licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the financial year. In addition the licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act.
- 7.32 In addition to the mode of payments specified in clause 7.28 of this Code, the licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.
- 7.33 Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next working day.

Receipt of bill payment

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

Utilization of the Amount Received

- 7.35 All payments made by the consumer will be adjusted in the following order of priority:
- a) Interest on electricity duty arrears
 - b) Electricity duty arrears
 - c) Interest on electricity charge arrears
 - d) Electricity charge arrears
 - e) Current month dues

Penalty for delayed payment

7.36 Penalty for delayed payment shall be at twice the State Bank Interest interest rate for three months and at 18% thereafter.

Under charged / Over charged bills

7.37 (1) If the licensee establishes that it has undercharged the consumer either by review or otherwise, the licensee may recover the amount undercharged from the consumer by issuing a bill and in such cases at least 30 days shall be given for the consumer to make payment against the bill. While issuing the bill, the licensee shall specify the amount to be recovered as a separate item in the subsequent bill or as a separate bill with an explanation on this account.

(2) After payment of any bill, if it is established that the licensee has overcharged the consumer, the excess amount shall be refunded with interest at twice the bank rate for three months and at 18% thereafter, in the subsequent three bills. If this can not be adjusted in three bills, the amount may be refunded in cash.

Instalment Facility

7.38 The licensee may frame a scheme, with the approval of the Commission, for providing facility of payment of bills in instalments for consumers who are for the time being under financial distress.

Recovery of Arrears

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

8: TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT

Action against tampering, distress or damage to electrical plant, electric lines or meter

- 8.1 A consumer shall provide and maintain sufficient protection to the metering and associated equipments to the satisfaction of the licensee.
- 8.2 The licensee shall ensure that all electricity supply lines and equipments that are belonging to the licensee or under its control in the consumers' premises, are in a safe condition and are fit in all respects for supplying energy and further the licensee shall take adequate precaution to avoid dangers arising on such premises from such supply lines and equipment.
- 8.3 The consumer or occupant of the premises or installation for which licensee had provided electricity service, shall not tamper or permit tamper, distress or damage to the electrical plant, lines or metering equipment provided by the licensee.
- 8.4 The licensee shall provide seals or other appropriate devices in respect of metering equipment to detect the interference and shall maintain a register of all relevant security devices and seals.
- 8.5 If the consumer or licensee or other authorized persons discover that the protective seal of the metering equipment has been broken, he shall notify the other party (licensee or consumer as the case may be) in writing immediately. The licensee after receiving such notification shall replace the seal on the first occasion of visit and take meter reading.
- 8.6 If it appears to the licensee that the metering equipment provided for supplying electricity to the consumer is defective, the licensee must test the metering equipment and repair and replace the metering equipment, as the case may be.
- 8.7 The cost of replacement of metering equipment as mentioned under clause 8.6 above shall be borne by the consumer, if the licensee reasonably establishes that damage to the metering equipment was due to action of the consumer. licensee may deny reconnection to the consumer, if it is established that there are chances of such repeated occurrence.

Theft of Electricity

- 8.8 Whoever, dishonestly,
 - (a) taps, makes or causes to be made any connection with overhead, underground or under water lines or cables, or service wires, or service facilities of a licensee or supplier as the case may be; or

(b) tampers a meter, installs or uses a tampered meter, current reversing transformer, loop connection or any other device or method which interferes with accurate or proper registration, calibration or metering of electric current or otherwise results in a manner whereby electricity is stolen or wasted; or

(c) damages or destroys an electric meter, apparatus, equipment, or wire or causes or allows any of them to be so damaged or destroyed as to interfere with the proper or accurate metering of electricity,

(d) uses electricity through a tampered meter; or

(e) uses electricity for the purpose other than for which the usage of electricity was authorised,

so as to abstract or consume or use electricity, shall be punishable with imprisonment for a term which may extend to three years or with fine or with both.

PROVIDED THAT in a case where the load abstracted, consumed, or used or attempted abstraction or attempted consumption or attempted use -

- (i) does not exceed 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction the fine imposed shall not be less than six times the financial gain on account of such theft of electricity;
- (ii) exceeds 10 kilowatt, the fine imposed on first conviction shall not be less than three times the financial gain on account of such theft of electricity and in the event of second or subsequent conviction, the sentence shall be imprisonment for a term not less than six months but which may extend to five years and with fine not less than six times the financial gain on account of such theft of electricity:

Provided further that in the event of second or subsequent conviction of a person where the load abstracted, consumed or used or attempted abstraction or attempted consumption or attempted use exceeds 10 kilowatt , such person shall also be debarred from getting any supply of electricity for a period which shall not be less than three months but may extend to two years and shall also be debarred from getting supply of electricity for that period from any other source or generating station.

Procedure for booking a case of theft of electricity

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

- 8.10 The licensee or supplier shall publish the list of the Authorized Officers prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- 8.11 An Authorized Officer, suo motu or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- 8.12 The inspection team of the licensee or supplier, headed by such Authorized Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer before entering the premises. Photo Identity Card of the Authorized Officer shall clearly indicate that he has been nominated as Authorized Officer as per provisions of Section 135 of the Act.
- 8.13 The Authorized Officer shall prepare a report/site mahazar giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, artificial means adopted for theft of energy).
- 8.14 The report / site mahazar shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report/site mahazar.
- 8.15 No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, or electricity being used for a different purpose than authorised, temporarily, unless corroborated by consumption pattern of consumer and such other evidence like intention to fraud as may be available.
- 8.16 In case sufficient evidence is found to establish direct theft of electricity, and the intension to dishonestly abstract electricity, licensee or supplier, as per Section 135 sub-clause (1A) of the Act, shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection. The Authorized Officer of the licensee or Supplier shall within 2 days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act.
- 8.17 The Authorized Officer shall assess the energy consumption as per the assessment formula given in Annexure 11.19 to this Code, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place can not be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof or any other evidence which may be provided by the consumer:
- (1) Actual period from the date of commencement of supply to the date of detection of theft;

- (2) Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;
 - (3) Actual period from the date of previous checking of installation to date of detection of theft;
 - (4) Meter Reading Instrument (MRI) data should be considered wherever available.
- 8.18 After establishing the duration period of theft, the Authorized Officer shall prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper acknowledgement.
- 8.19 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 8.20 In case of suspected theft, the Authorized Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorized representative and the Authorized Officer and the consumer shall sign on the seal borne on the meter. The licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in the presence of the consumer and the Authorized Officer at the licensee's testing lab which shall give a test report, in writing, which along with photographs/videographs shall constitute evidence thereof. The Authorized Officer shall record reasons to suspect theft in the premises in his report/site mahazar.
- 8.21 The report/site mahazar shall be signed by the Authorized Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper acknowledgement. In case of refusal by the consumer or his authorized representative to either accept or give an acknowledgement, a copy of the inspection report/site mahazar must be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed Post on the day or the next working day of the inspection.

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

- 8.22 After detailed examination of the evidence and the consumption pattern of the consumer, if the licensee or supplier is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the licensee or supplier shall, within 7 days of inspection, serve a provisional assessment order assessed as per clause 8.32 of this Code along with show cause notice to the consumer, giving reasons, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision and points on which reply has to be submitted. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 8.23 In case a show-cause notice is not served even after 30 days from date of inspection by the licensee or supplier, the case of suspected theft shall be considered as dropped and no further action can be initiated against the consumer.
- 8.24 Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods such as remote control, high voltage injection etc. which interfere with the accurate registration of energy consumed. Theft of electricity may be established by analysis of metering data down-loaded by a third party facility approved by the Commission. In case theft of energy is determined by way of meter down load, the provisional assessment order assessed as per clause 8.32 of this Code along with show cause notice will be sent to the consumer/user. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 8.25 The person, on whom an order has been served under clauses 8.22 and 8.24 of this Code shall be entitled to file objections, if any, against the provisional assessment before the Authorized Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

Submission of consumer's reply

- 8.26 The consumer shall submit his / her reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clauses 8.22 and 8.24 of this Code.
- 8.27 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 8.28 and 8.29 of this Code.

Hearing in case of suspected theft

- 8.28 Within 5 days from the date of submission of consumer's reply, the licensee or supplier shall arrange a hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the licensee may proceed against the consumer.

- 8.29 During the hearing, the Authorized Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of theft is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.
- 8.30 In all cases where theft of electricity has been detected, the licensee or supplier shall file the case with Appropriate Court for decision in the matter unless the offence is compounded under Section 152 of the Act.

Provided that in case the consumer is aggrieved by the decision of the Authorized Officer, he may take recourse to appeal as specified in Section 153 of the Electricity Act, 2003 with all subsequent amendments.

- 8.31 In case of the decision based on the consumer's reply/hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.

Assessment

- 8.32 Where it is established that there is a case of theft of energy based on the consumer's reply/hearing, the Authorized Officer shall assess the energy consumption as per section 126 of the Act as per the guidelines given in Annexure 11.19 to this Code, for the entire period during which such theft of electricity has taken place and if, however, the period during which such theft of electricity has taken place can not be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection and prepare an assessment order on applicable tariff as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt.
- 8.33 In case of a regular metered connection, where a case of theft of electricity is detected, units allowed to be recorded in the meter for which bills have been raised by the licensee to the person during the period, for which the assessment is made, shall be duly credited to the consumer.
- 8.34 The consumer shall be required to make the payment within 7 days of receipt of the assessment.
- 8.35 The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause 135 (1A) of the Electricity (Amendment) Act, 2007, restore the supply line of electricity within forty eight hours of such deposit or payment.
- 8.36 If the person does not make payment within the stipulated time, the licensee or supplier shall proceed to recover its dues against the assessment order.

8.37 In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty days from the date of order of assessment, an amount of interest at the rate of 18% per annum compounded every 6 months pending adjudication by Appropriate Court.

Default in payment of assessed amount

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

Voluntary declaration of tampered meters

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

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

Unauthorized Use of Electricity (UUE)

8.40 Unauthorised Use of Electricity means the usage of electricity –

- (i) by any artificial means; or
- (ii) by a means not authorised by the concerned person or authority or licensee; or
- (iii) through a tampered meter; or
- (iv) for the purpose other than for which the usage of electricity was authorised; or
- (v) for the premises or areas other than those for which the supply of electricity was authorized.

Procedure for booking a case for Unauthorized Use of Electricity

- 8.41 The licensee shall publish the list of Assessing Officers, prominently in all the Offices and the Photo Identity Card issued to such officers shall indicate so.
- 8.42 An Assessing Officer, suo motu or on receipt of reliable information regarding unauthorized use of electricity shall promptly conduct inspection of such premises and shall be present at the time of conducting inspection of such premises.
- 8.43 The inspection team of the licensee, headed by such Assessing Officer shall carry along with them their Visiting Cards and Photo Identity Cards. Photo Identity Card should be shown and Visiting Card handed over to the consumer before entering the premises.
- 8.44 The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for unauthorized use of electricity).
- 8.45 The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorized use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilised for the purpose shall be kept as a proof.
- 8.46 The report/ site mahazar shall be signed by the Assessing Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt.. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed post on the day or the next day of the inspection.
- 8.47 Within three 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 and the report of inspection. If it is concluded that no unauthorized use of electricity has taken place, no further action will be taken.

Notice to consumer

- 8.48 If the Assessing Officer suspects that the unauthorized use of electricity has taken place, he shall serve a provisional assessment order assessed as per clauses 8.57 and 8.58 of this Code along with show cause notice to the consumer, giving reasons as to why a case of unauthorized use of electricity should not be booked against such consumer. The show cause notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

- 8.49 The person, on whom an order has been served under clause 8.48 of this Code shall be entitled to file objections, if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.
- 8.50 If the provisional assessment amount is deposited within 7 days of serving such provisional assessment order on the consumer, reply to the notice shall not be necessary.

Submission of consumer's reply

- 8.51 The consumer shall submit his reply within 15 days of receipt of show cause notice to the concerned officer mentioned in clause 8.48 of this Code.
- 8.52 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per clauses 8.53 and 8.54 of this Code.

Hearing in case of suspected unauthorized use of electricity

- 8.53 Within 5 days from the date of submission of consumer's reply, the licensee shall arrange a hearing with the consumer.
- 8.54 During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, a speaking order as to whether the case of unauthorized use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

Assessment

- 8.55 In cases where unauthorized use of electricity is not established based on consumer's reply submission/hearing, further proceedings shall be discontinued and case of unauthorized use of electricity shall be dropped immediately.
- 8.56 Where it is established that there is a case of unauthorized use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall assess the energy consumption taking into consideration the following:
- 8.57 The Assessing Officer shall assess the energy consumption considering the following:
- (1) Period of assessment: If the Assessing Officer reaches to the conclusion that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such 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 12 months immediately preceding the date of inspection.

- (2) Assessment charge: The assessment for units assessed as per clause 8.58 of this Code shall be done on the basis of applicable tariff and in accordance with the Electricity (Amendment) Act, 2007 and any subsequent amendments, excluding the consumption recorded by the meter or already billed during the assessment period at applicable tariffs.
- (3) If a consumer is found indulging in more than one act of unauthorized use of electricity, the charges payable by the consumer in respect of each such unauthorized use shall be separately assessed and billed accordingly.

8.58 The methodology for assessment of consumption for unauthorized use of electricity shall be as follows:

Assessment shall be based on the data obtained from the meter (in case of electronic meter through MRI) and shall be given as:

= Average Monthly consumption for the period of assessment (units) x Period of assessment (in months or fraction thereof), assessed as per clause 8.57(1) of this Code

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

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

If the above conditions are not satisfied then the assessment shall be as per the assessment formula given in clause of Annexure 11.19 to this Code.

Unauthorized connected load (UCL)

8.59 Contracted Connected Load (CCL) means the connected load installed by the consumer at the time of executing the service connection agreement and recorded in KVA/KW in the Schedule to agreement. Unauthorised Connected Load (UCL) means the connected load in excess of the Contracted Connected Load.

1. In case of consumers, whose tariff is based on Maximum Demand and Contract Demand, the billing is based on Maximum Demand for the billing period and the Contract demand in the Service Connection Agreement. In case of such consumers, additional loads can be connected observing the provisions in the Indian Electricity Rules, including the approval of Electrical Inspector, if required as per Rules. The consumer shall immediately report, in the prescribed form given in Annexure 11.7, details of the additional load connected, to the licensee and execute a revised Schedule to the Service Connection Agreement. The licensee shall examine this and authorise the additional load, if it is in order, by executing the revised Schedule to Agreement, based on the increased load, within seven days. A copy of the revised Schedule executed shall be returned to the consumer for his records.

If the additional load is not acceptable as per the Rules, the licensee shall, within seven days, intimate the fact to the consumer, detailing the defects and directing him to immediately disconnect the additional load.

2. In case of consumers, whose tariff is based on connected load and not on Maximum Demand, any increase in connected load required in excess of 120% of the Contracted Connected Load shall be reported to the licensee and got authorized before energisation. The additional load shall be wired observing the relevant provisions in the Regulations of CEA, including the approval of Electrical Inspector, if required. The consumer shall execute a revised Schedule to the Service Connection Agreement based on the increased load. The licensee shall examine the request and authorize the additional load if it is in order. Any fees or charges approved by the Commission may be collected from the Consumer. The licensee shall execute the revised Schedule to Service Connection Agreement and return a copy of the revised Schedule executed to the Consumer for his records. On receipt of the authorization, the consumer can connect the additional load.

If the additional load requested is not acceptable as per the Regulations, the licensee shall, within seven days, intimate the fact to the consumer, detailing the defects and directing him to rectify the defects.

The consumers coming under Connected Load based tariff and having Unauthorised Connected Load (UCL) are liable to pay penal fixed charges, based on UCL at twice the applicable tariff rates for the entire period for which the UCL was in service. If this period can not be ascertained, it shall be limited to twelve months.

3. Consumers who do not come under the above two categories are liable to pay penal charges @ `100/- per KW or part thereof of the UCL as a one time penalty, on detection of UCL. The consumers are required to give a declaration in form Annexure 11.7 and execute a revised Schedule to Service Connection Agreement for getting the UCL authorized. The licensee shall authorize the additional load within seven days if the request is in order. If it is not acceptable as per Regulations, the licensee shall, within seven days, intimate the fact to the consumer, detailing the defects and directing him to rectify the defects.
4. The above provisions relating to UCL shall not be applicable to LT domestic consumers with connected load less than 5KW.

Loads harmful to the system

5. If on inspection of the consumer's installations, it is found that the consumer has connected up loads such as those generating excessive harmonics, drawing excessive reactive power, heavily unbalancing the system etc., which may be harmful to the system, the Agreement Authority of the licensee may initiate action to disconnect the power

supply to the consumer after giving notice citing defects, hearing the consumer and allowing reasonable time for rectification of defects.

- 8.60 The final assessment order shall be served on the consumer under proper acknowledgement. The consumer shall be required to make the payment within 7 days of its proper receipt. A copy of the speaking order shall also be handed over to the consumer under proper receipt.
- 8.61 The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as prescribed in section 10.4 of this code.
- 8.62 Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within 7 days of service of assessment order upon him.
- 8.63 In case of non-payment of bill amount within 7 days of serving the final assessment order, the connection will be disconnected by serving a 15 days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- 8.64 When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

Appeal to Appellate Authority

- 8.65 Any person aggrieved by the final order served by the Assessing Officer may, within 30 days of the said order, prefer an appeal in such form, verified in such manner and be accompanied by such fee as specified by the State Commission, to an Appellate Authority.
- 8.66 No appeal against an order of assessment under section 8.65 above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.
- 8.67 The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order and send copy of the order to the Assessing Officer and the appellant. The order of the Appellate Authority shall be final and shall not be appeal-able.
- 8.68 The consumer will be served with a revised bill , as per final order of the Appellate Authority, to be paid in 7 days.

- 8.69 If a consumer defaults in making the payment within 7 days of serving the final order of the Appellate Authority, the connection will be disconnected after serving a 15 days notice which will not be reconnected until the bill amount is cleared. In case of non-payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.

An interest of 16% per annum will be charged on the amount as per final order of the Appellate Authority after thirty days from the date of final order, compounded every 6 months as per section 127(6) of the Act.

- 8.70 In case the Appellate Authority holds that no case of unauthorised use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.
- 8.71 In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the rate of 16 percent per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

9: DISCONNECTION AND RECONNECTION

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

Disconnection of Supply

- 9.3 The supply may be disconnected temporarily, by the licensee in following cases:

- (1) ***On non-payment of the licensee's dues:*** The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues including the security, after giving him a notice period of 15 working days to pay the dues. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;

The licensee shall not disconnect the supply to a consumer under (1) above if the consumer deposits under protest;

- (a) an amount equal to the sum claimed from him or
(b) calculated based on the average bill amount of past six months

whichever is less, pending disposal of any dispute between him
and the licensee.

- (2) If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;
- (3) The licensee is mandated to do so by a person with legal authority to issue such a mandate.
- (4) The licensee is entitled to do so under an agreement with the consumer.
- (5) The licensee reasonably believes that:
- a. the consumer has contravened the provisions of the Code / Act, which entitle the licensee to disconnect the supply.

- b. the failure to disconnect may or is likely to cause health hazard or safety risk or damage to property or to the consumer or to any other person.
 - c. the consumer's installation does not comply with the applicable rules or any other reasonable requirements prescribed by the licensee.
 - d. the consumer is found to have tampered or damaged electrical plant or meter of the licensee.
- (6) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective, unsafe or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.
 - (7) If at any time the consumer is found to be using energy for a purpose other than for which it was intended/provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection without the permission of the licensee.
 - (8) In case the consumer requests for a temporary disconnection, due to the temporary non - occupancy of the building or similar reasons. The supply may be disconnected as per the request of the consumer and the consumer intimated.
 - (9) The security provided by the consumer has become insufficient or the consumer fails to provide additional security as required by the licensee.
- 9.4 In the case of 9.3 (2), 9.3 (3) and 9.3 (4), above, the supply shall be disconnected after giving a notice period of minimum 7 days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.
- 9.5 The licensee shall, after the connection is temporarily disconnected as per clauses 9.3(2), 9.3(3) and 9.3(4), issue a notice to the consumer as per format given in Annexure 11.17 to this Code, to remove the cause of disconnection within 45 days, failing which the supply shall be disconnected permanently.
- 9.6 In case the supply is temporarily disconnected on the request of the consumer as per 9.3 (5) above, the supply may be reconnected only on the request of the consumer, within 24 hours of the consumer's payment of all dues.
- 9.7 The consumer is liable to pay the charges approved by the Commission, during the period of disconnection.

- 9.8 No service shall be disconnected after 1:00 p.m or on holidays so that the consumer get a chance to remit the dues on the same day and get reconnection.
- 9.9 The licensee may take steps to prevent unauthorized reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in an unauthorized manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per clause 9.3(1).

Dismantling of Service

9.10 The supply shall be dismantled permanently in following cases:

- (1) On the termination of the Agreement
- (2) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Provided that if the service of the consumer remains continuously disconnected for 180 days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of 15 days or after expiry of the initial period of agreement whichever is later without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

If the service is terminated as above, the licensee shall arrange dismantling the same on 15 days notice as above, and no charges shall be due to the licensee for the period which is in excess of six months from the date of disconnection.

Dismantling on Consumer's Request

9.11 In case a consumer desires his service to be dismantled, he shall apply for the same in the format prescribed in Annexure 11.15 to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.

9.12 The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate.

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within 2 working days after termination in the format given in Annexure 11.16 to this Code, failing which such intimation shall be deemed to have been given to the consumer.

9.13 Thereafter, the licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after dismantling.

9.14 The consumer may terminate the Agreement after expiry of the initial period of Agreement of 1 year in case of LT connections and 2 years in case of HT/EHT connections, after giving 30 days' notice to the licensee. However if the Agreement is to be terminated before expiry of the initial period of Agreement, the consumer shall be liable to pay charges as specified below:

(1) The consumer shall be liable to pay the demand/fixed charges (if no minimum charges are prescribed for that category) for a period of 6 months or the period by which the total duration of the Agreement falls short of 1 year, whichever is lower;

(2) HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

9.15 In case the consumer requests for dismantling and termination of supply, while the supply is being utilised by a lawful occupier, the supply shall not be dismantled.

Reconnection of Supply

9.16 The licensee shall reconnect a consumer's installation which was disconnected under section 9.3.(1) above, within 24 hours of payment of past dues, reconnection charges and Service Line Charges, as applicable, for that category of consumer and after getting necessary formalities completed from the consumer.

9.17 If the omission or commission of the consumer, which led to the disconnection has been remedied, then reconnection has to be given immediately.

9.18 The licensee may charge a reconnection fee as approved by the Commission.

10: GENERAL PROVISIONS

General

- 10.1 The licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of code in each category, penalty leviable, penalty adjusted etc.
- 10.2 The licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website giving overall figure of such cases booked, decided and pending. The licensee shall also upload at its website all the reports sent to the Commission in accordance with this Code.

Provision for load shedding/ load restriction

- 10.3 Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as may be specified in any order that may be made by the State Load Dispatch Centre or the State Government or the licensee to maintain orderly grid operation. The licensee shall inform bulk/ HT /EHT consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.

Notice to the consumer

- 10.4 (1) A Licensee shall ensure that the notices issued under this Code to a consumer are in accordance with the Code and in writing and are expressed in English or Malayalam. The Licensee shall specify the reason for notice and the likely action by the Licensee with a request to the consumer to contact local office of the Licensee.

(2) Any notice under this Code shall be served to the consumer, by registered post, by courier or other similar means, delivered by hand to the person residing at consumer's address, affixed at a conspicuous part of such premises in case there is no person to whom the same can with reasonable diligence be delivered.

- (3) In addition to the methods under sub-clause (2) above, the Licensee may resort to any of the following means:

- (a) through special messenger and obtaining signed acknowledgement or
- (b) by telegraphic message or

- (c) by fax or
- (d) by e-mail

(4) If the notice is under clause 25(1)(g), the Licensee shall

- 1.(a) state that the consumer has defaulted the payment by the due date
- (b) notify the consumer that failure to pay the amount due will entitle the Licensee to disconnect or restrict the supply of Services to the Premises;
- (c) outline the availability of payment options
- (d) outline the installment option if applicable

Entry of Licensee to Consumer Premises

10.5 (1)The licensee or any person duly authorised by the licensee with proper identification card may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is or has been supplied by the licensee, of any premises or land, under, over, along, across in or on which the electric supply lines or other works have been lawfully placed by the licensee for the purpose of

- (a) Taking meter reading, inspecting, testing, repairing or altering the electric supply lines, meters, works and apparatus for the supply of electricity belonging to the licensee; or
- (b) Removing where a supply of electricity is no longer required, or where the licensee is authorised to take away and cut off such supply, any electric supply lines, meters, fittings, works or apparatus belonging to the licensee.
- (c) A licensee or any other person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours notice in writing to the occupier, enter any premises or land referred to above for any of the purposes mentioned therein.

(2) The licensee or any person duly authorised by the licensee, may enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

(3) Where a consumer refuses to allow a licensee or any person authorised as aforesaid to enter his premises or land in pursuance of the provisions of sub-clause (1) above, when such licensee or person has so entered, refuses to allow him to perform any act which he is authorised by the sub-clause (1) to perform, or fails to give such reasonable facilities for such entry or performance, the licensee may after expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues, but no longer.

Demand Side Management

10.6 It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programs for Demand Side Management that may be launched by the licensee.

Standards of Performance

10.7 The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.

10.8 Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the Transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the Distribution licensee has no reasonable control.

Failure of Supply due to Fuse Failure

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

Repeal and Savings

10.10 Save as otherwise provided in this Code, the Kerala Electricity Supply Code 2005 is hereby repealed.

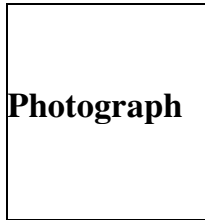
10.11 Notwithstanding such repeal:

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

Power of Relaxation and Power to Remove Difficulties

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

Annexure



Annexure 11.1

Application form – New Connection (Low Tension Service)

1	Name of the Applicant/Organization:	
2	Name of father/husband/Director/Partner/Trustee:	
3	Address:	
(a)	For communication	House/Plot/Premise no.
		Street
		Area/Colony with PIN Code
		District
		Telephone No.:
(b)	Where the new connection is applied for	House/Plot/Premise no.
		Street
		Area/Colony with PIN Code
		District
	<i>(Indicate landmarks to identify the location)</i>	
4	Plot size:sq. meter	Covered area:sq. meter
5	Tariff Category opted for:	
6	Purpose of Supply:	
7	Total Load applied for (in kW): / contract load in kVA	
8	Type of Supply (Permanent / Temporary):	
8(a)	If Temporary supply, specify period of requirement:	From (date):
		To (date):
9	Basis for projection of contract demand-Diversity Factor assumed	
10	Please indicate whether you want to purchase your own CEA approved meter (Yes/No)	
11	List of documents attached:	
(a)	Photograph to be affixed on application form (Yes/No)	
(b)	Identity Proof submitted along with this application form:	

	- If Applicant is a person (Tick any one)	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by Government agency; (vi) PAN card; (viii) Certificate from village Panchayat / Municipality / Municipal Corporation.
	- If Applicant is an organization (Tick any one)	Signature of competent authority (e.g. Branch Manager, Principal, Executive Engineer, etc) along with relevant resolution/authority letter of the institution concerned
(c)	Proof of ownership of occupancy of premises for which electricity connection is required (Tick any one)	(i) Copy of sale deed or lease deed (ii) Registered General Power of Attorney; (iii) Municipal tax receipt or Demand notice or other related document; (iv) Letter of allotment. (v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises
(d)	Proof of current address (Tick any one)	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by any Government agency; (vi) Statement of running Bank Account; (vii) Water / Telephone / Electricity / Gas connection Bill; (viii) Income Tax assessment order.
(e)	Any other document as applicable (Please specify)	
12	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
13	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
14	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
(For questions 12, 13 & 14 if the answer is 'Yes' in any case please provide details on a separate sheet)		

I/ We hereby declare that

- The information provided in this application is true to my knowledge.
- I/ We have read the Kerala Electricity Supply Code and agree to abide by the conditions mentioned therein.
- I/ We will remit electricity dues, every month, as per the applicable electricity tariff and other charges.
- I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:
Place:

Signature of the consumer/ Authorized Signatory
Name:

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

1. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
2. In case of Public and/or Private limited Company – The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
3. Other documents applicable only for select consumer categories:
 - (a) Industrial consumers: Valid Industrial License, if applicable
 - (b) Agricultural consumers: No Objection Certificate from competent government authority for pumping water from wells, canals, rivers etc., if required
 - (c) Non-Domestic Kiosk and Temporary Structure: No Objection Certificate for kiosk or temporary structure from the Municipal Corporation / Municipality / / gram panchayat / land development authority / land owning agency

Acknowledgement

Application of (name of applicant) for
..... (purpose) is hereby received on (date).

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

Signature / Seal of licensee’s representative

Name and Designation:

Annexure 11.2

Application form – New Connection (High Tension / Extra High Tension Service)

1	Name of the Applicant/Organization:						
2	Name of father/husband/Director/Partner/Trustee:						
3	Address for communication						
4	Address where the new connection is applied for /						
	<i>(Indicate landmarks to identify the location)</i>						
5	Voltage at which supply is required (kV) <i>(Please tick the category applicable)</i>	11 kV	22 kV	33 kV	66 kV	110 kV	220 kV
6	Type of Supply (Permanent / Temporary):						
6(a)	If Temporary supply, specify period of requirement:	From (date):					
		To (date):					
7	Total Contract Demand applied for (in kVA):						
8	Basis for projection of Contract Demand - Diversity Factor assumed:						
9	Phasing of Contract Demand required (Yes/No):						
	If Yes, then provide the following details in the given format:						
	<i>CD required (kVA) along with remarks, if any</i>	<i>Tentative Date from which required</i>					
	<i>(a)</i>						
	<i>(b)</i>						
	<i>(c)</i>						
10	Purpose of Installation:						
11	Category of Tariff opted for:						
12	Type of Industry and Production capacity:						
13	Category of Industry: <i>(Tick the applicable one)</i>	SSI	MSI	LSI			
	Type of unit: <i>(viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/ Govt Dept./Govt undertaking)</i>						
14	Name of Institution developing Industrial Premises:						
15(a)	Possession Letter or No-Objection Certificate						
15(b)	Issued by the Institution <i>(attach a copy)</i>	Number:			Date:		
16	Whether supply is needed through dedicated feeder						
17	Whether the above unit ever operated at some other place or applied for connection? <i>(If Yes,</i>	(a) Sanctioned Load:					
		(b) Service Connection No.:					

	<i>please provide details)</i>	(c) Arrears of payment (if any):
18	If electricity connection for the premises was requested in the past? <i>(If Yes, please provide details)</i>	(a) Name of unit: (b) Service Connection No.: (c) Arrears of payment (if any):
19	Status of land acquisition:	
20	Expected date by which construction work will be completed :	
21	Whether the requisite consent / NOC have been obtained from as per statutory requirements <i>(If yes, attach copies):</i>	
22	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
23	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
24	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	<i>(For questions 22, 23 & 24 if the answer is 'Yes' in any case please provide details on a separate sheet)</i>	

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the Kerala Electricity Supply Code and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date: _____

Signature of the consumer/ authorized signatory

Place: _____

Name:

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

1. Proof of ownership of the premises
2. A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
3. Licence/NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.

6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries).

Copies of statutory approvals (for Industry).

Acknowledgement

Application of (name of applicant)
for (purpose) is hereby received 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:

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 Applicants 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 the Regulations of Central Electricity Authority 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 Regulations of Central Electricity Authority 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 security deposit as revised by the licensee from time to time based on the consumption of the Applicant.
6. To abide by the provisions of the Electricity Act, 2003 Kerala 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 any contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables , or any other equipment 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 subject to the Standards of Performance approved by the Kerala State Electricity Regulatory Commission
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

Annexure 11.4

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 / Connected load	
5	Address:	Telephone no.:
6	Name of the person in whose name connection to be changed <i>(in CAPITAL LETTERS)</i>	
7	Reasons for change in name requested	

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 11.5

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.:
6	Name of the person in whose name connection to be changed <i>(in CAPITAL LETTERS)</i>	

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 11.6

Application form – Conversion of Services / Change of Consumer Category / Shifting of Meter (Tick the applicable purpose)

1	Service Connection No.	
2	Name of Consumer	
3	Consumer category	
4	Contracted load	
5	Address:	Telephone no.:
6	Request for change in service:	
i)	IF request is for conversion of service: <i>(Tick whichever applicable)</i>	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 <i>(Please specify)</i>
ii)	IF request is for change in consumer category, mention the tariff category to which Consumer wants to shift:	<i>(See list of all tariff categories attached with this form)</i>
iii)	IF request is for shifting of meter:	a) New location to which existing service connection meter or other equipment 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. Sketch showing the present and proposed position of the meter in the case of shifting meter.
4. 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.:
4	In case of Load Enhancement:	
	Existing sanctioned load (in kW / kVA):	Enhanced load requested (in kW / kVA):
5	In case of Load Reduction:	
	Existing sanctioned load (in kW / kVA):	Reduced load requested (in kW / kVA):
6	Reason(s) for Load Enhancement / Reduction:	
7	Details of load added/ disconnected from supply, if applicable. <i>(Please attach list of equipments category-wise)</i> (a) Lighting (b) Motive Power (c) Agricultural (d) Other (please specify)	

Date: _____

Signature of the consumer

Place: _____

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:

Annexure 11.8

Procedure for Determination of Connected Load (Domestic Connection)

Name of applicant: _____

Service Connection No. (for existing connections): _____

Address of applicant: _____

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	Load per item (Watts)	No.	Total load (Watts)
<i>1</i>	<i>2</i>	<i>3</i>	<i>4 = 2x3</i>
CFL	15		
Bulb	60		
Tube light	50		
Fan	60		
Tape-recorder/ Music system	100		
Television	90		
Mixie	375		
Electric iron	750		
Fridge	150		
Cooler	250		
Heater (for cooking and water heating)	1000		
Washing machine	750		
Geyser	2000		
Microwave oven	2000		
Air Conditioner (1 ton)	1500		
Air Conditioner (1.5 Ton)	2250		
Computer	100		
Printer	150		
Pump-set	375		
Total			

Test Result Report of Applicant’s Installation

(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 the Central Electricity Authority 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
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 CGRF.
(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 Central Electricity Authority 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:

Meter Related Complaints / Request for Testing of Meter
(Tick the applicable purpose)

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

- 1. Service Connection No and Meter No.: _____
- 2. Name of the consumer: _____
- 3. Address and Telephone No. of the consumer: _____

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

Date: _____ (Signature of Consumer)

(For Office Use)

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

Acknowledgement

Complaint reference no.: _____ (to be given by licensee)
Complaint received by: _____ (name and designation)
Date of receiving complaint: _____

Signature / Seal of licensee’s representative
Name and Designation:

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. _____ Size _____

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
Name:

Signature of Company Official
Name and Designation:

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

Load in kW Approximate time in minutes

<i>1 kW</i>	<i>60</i>
<i>2 kW</i>	<i>30</i>
<i>4 kW</i>	<i>15</i>
<i>5 kW</i>	<i>12</i>

Annexure 11.12

Application for Self Assessed Bill

1	Name of the Consumer	
2	Service Connection Number	
3	Address	
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:

Annexure 11.13

Format for Application to make Advance Payment

Service Connection No. _____
Name of consumer: _____
Consumer category: _____
Contracted Load: _____
Address of consumer: _____

_____ Telephone No.: _____

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:

Annexure 11.14

Format for Inspection Report in case of Unauthorised Use of Energy/Theft/Other Irregularity

Date of Inspection: _____

S.No.: _____

Inspecting Agency: _____

Service Connection No.			
Name of Consumer			
Consumer category			
Address:			
Load Details			
a) Sanctioned/Contracted Load			
a) Billing Load			
a) Total Connected Load			
Type of Irregularity: <i>(Tick whichever applicable)</i>			
Unauthorized Use of Electricity	Excess Load	Theft	Other <i>(Specify in detail)</i>
INSPECTION RESULT:			
Meter No. (Painted):	CT Box Seal No.:	Found:	
Meter No. (Dial):	Meter Box Seal No.:	Found:	
Reading (kWh):	Meter Terminal Seal No.:	Found:	
Reading (kVAh):	Half Seal No.:	Found:	
Reading (kVARh):	Working Meter:		
MDI:	Cable Status:		
Power Factor:	CT Ratio:		
Size:	Type:		
Shunt Capacitor <i>(Tick one)</i>	<ul style="list-style-type: none"> • Shunt Capacitor _____ No. of _____ rating and _____ make found installed in working order to maintain the power factor; <i>OR</i> • No shunt capacitor found installed. Power factor measured _____ lagging 		

Generator: _____ kVA found installed with / without permission

Details of Seals

Other observations by Inspection Team:

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

Signature of Consumer

Name of Consumer: _____

Signature of Assessing/Authorized Officer(s):

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

Request for Dismantling of Service & Termination of Agreement

Service Connection No. _____
Name of the consumer: _____
Consumer category: _____
Contracted load: _____
Address: _____

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

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

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

Thank you.

Date: _____
Place: _____

Signature of the Consumer
Name:
Phone no.:
Address:

Acknowledgement

Application of _____ (name of applicant) complete in all respects for dismantling 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:

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

Thank you.
Sincerely,

Signature / Seal of licensee’s representative
Name and Designation:

Annexure 11.17

Format for Intimation to Consumer after Temporary Disconnection of Supply

licensee's Office Address

Date _____

Service Connection No.: _____

Name of consumer: _____

Consumer category: _____

Contracted Load: _____

Address of consumer: _____

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

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

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

Thank you.
Sincerely,

Signature / Seal of licensee's representative
Name and Designation

Annexure 11.18

Determination of Security Deposit amount

Security deposit amount for a consumer = Load x Load Factor of the category in which the consumer falls x (Billing cycle + 45 days) x Current tariff

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

Assessment of Energy in cases of Theft

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

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

Where,

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

D = Period of assessment in days;

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

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

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

Assessment of energy in case of temporary connection

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

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

Where,

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

D = Period of assessment in days; and

H = 6 hours for agriculture connections and 12 hours for others.

Schedule of Miscellaneous Charges				
Sl. No.	Description	Approved Amount Rs.		
1	Application Fee			
	a	Service Connection		
	i	L.T. Supply	50	
	ii	H.T. Supply	1,000	
	iii	E.H.T. Supply	5,000	
	b	Shifting of meters, change of tariff, connecting up additional load, change of ownership, disconnection & reconnection on request, testing accuracy of meters, testing transformer oil etc. for individual benefit	10	
	c	Realignment of lines, shifting of posts / lines etc. for individual benefit		
	i	For LT lines	100	
	ii	For HT lines	500	
	d	Hire & Hire purchase of materials	50	
	e	Request by consumer		
	i	Reduction / increase of connected load / contract demand	25	
	ii	Meter Reading and associated billing	50	
Note: Applications for Voltage Improvement, mass petition for line extension and deposit works by local bodies are exempted from remitting application fee. A petition signed by four or more people may be considered as a mass petition.				
2	Processing fee			
	a	For change of ownership	100	
	b	For shifting of lines	For LT lines	200 per work
			For HT lines	500 per work
3	Monthly Rental Charges			
	c	Energy Meter (Rupees per month or part thereof) for service connection provided with		
	i	Single Phase Meter	10	
	ii	Three Phase Meter	20	
iii	Three Phase CT Meter	75		

	Note: Charges shown above are uniform irrespective of whether the meters are mechanical, electronic or having wide range.				
4	Shifting of Meter (labour portion)				
	a	Single phase energy meter:		300	
	b	Three phase energy meter:		500	
	c	CT meter (LT)		1,200	
	d	TOD meter		1,800	
5	Reconnection Fee		LT	HT	EHT
	a	When the supply to installation remains disconnected for period not exceeding six months due to non-payment of electricity charges	30	1,000	2,000
	b	When the supply to installation remains disconnected for period exceeding six months due to non-payment of electricity charges or on request of the consumer (including testing fee)	100	2,000	4,000
	c	When the supply to installation remains disconnected due to fault in installation / due to non-compliance with the provisions of the KSEB Terms and Conditions of Supply, 2005 (even if the period of disconnection does not exceed six months) (including testing fee)	100	3,000	6,000
6	Testing Fee				
	a	The first test and inspection of a new installation shall be carried out free of charge.			
	b	If any further test and/or inspection becomes necessary owing to any fault in the installation or due to non compliance with KSEB Terms and Conditions of Supply, 2005 or for testing for extensions, the charges payable in advance for each additional test and / or inspection shall be as follows:			
		i	LT Single Phase	25	
		ii	LT Three Phase	50	
		iii	HT	1,000	
		iv	EHT	2,000	
	c	Testing fee for metering equipment at consumer's request per test.			
		i	Single Phase Meter	100	
		ii	Three Phase Meter	200	
iii		CT / TOD Meter	1,000		
iv		Trivector Meter	1,000		

	v	CT/PT Unit	1,500
	vi	HT – CT alone (per set)	750
	vii	LT- CT (per CT)	100
	viii	HT – PT	750
	<p>Note: 1) Consumer can entrust the meter testing either in the Electrical Section office or can directly submit the meter to the approved Laboratories of KSEB for testing. Consumer who entrust the meters (to be tested) in the Electrical Section Office, are to remit transportation cost with packing charge of ` 100/- per meter in addition to testing fee mentioned above.</p> <p>2) If the error in the meter is found to be beyond the limits of accuracy as prescribed in the I.E. Rules, in force from time to time, the testing fee shall be returned to the consumer</p>		
	d	Testing of Transformer Oil (per sample)	200
7	Miscellaneous Charges		
	a	Dismantling of service connection (On request by consumer)	100
8	Establishing Credit in the meter (prepaid meter)		
	a	First Credit establishment for the month	Nil
	b	Subsequent Credit establishment	`100

Annexure 11.21

ESTIMATED RATES FOR DISTRIBUTION WORKS			
ABSTRACT			
Sl. No.	INDEX	RATE IN RUPEES	REMARKS
I.	SERVICE CONNECTION		
I.(i)	Abstract estimate for LT single phase weather proof service connection up to and including 5kW (Using Static meter without LCD facility)		
I.(i)(a)	Abstract estimate for LT single phase weather proof service connection up to and including 5kW (Using Static meter with LCD facility)		
I.(ii)	Abstract estimate for LT three phase weather proof service connection up to and including 10 KW (Using Static meter without LCD facility)		
I.(ii)(a)	Abstract estimate for LT three phase weather proof service connection up to and including 10 KW (Using Static meter with LCD display and TOD facility)		
I.(iii)	Abstract estimate for LT three phase weather proof service connection above 10kW up to and including 25kW (Using Static meter without LCD facility)		
I.(iii)(a)	Abstract estimate for LT three phase weather proof service connection above 10kW up to and including 25kW (Using Static meter with LCD display and TOD facility)		
I.(iv)	Abstract estimate for LT three phase weather proof service connection above 25kW & below 50kVA		
I.(v)	Abstract estimate for LT three phase weather proof service connection from 50kVA and above up to and including 100kVA (Excluding cost for transformer installation)		
I.(vi)	Estimate for providing support pole for weather proof service connection.		
2(i)	Abstract estimate for LT single phase over head service connection up to and including 60m with maximum 1 Post		
2(ii)	Abstract estimate for LT single phase over head service connection above 60m up to and including 100m with maximum 2 Posts		

2(iii)	Abstract estimate for LT single phase over head service connection above 100m up to and including 150m with maximum 3 Posts		
2(iv)	Abstract estimate for LT single phase over head service connection above 150m up to and including 200m with maximum 4 Posts		
2(v)	Abstract estimate for LT three phase over head service connection up to and including 60m with maximum 1 Post		
2(vi)	Abstract estimate for LT three phase over head service connection above 60m up to and including 100m with maximum 2 Posts		
2(vii)	Abstract estimate for LT three phase over head service connection above 100m up to and including 150m with maximum 3 Posts		
2(viii)	Abstract estimate for LT three phase over head service connection above 150m up to and including 200m with maximum 4 Posts		
3(i)	Abstract estimate for post insertion for LT single phase over head service connection (without stay)		
3(ii)	Abstract estimate for post insertion for LT single phase over head service connection (with stay)		
3(iii)	Abstract estimate for post insertion for LT single phase over head service connection (with strut)		
3(iv)	Abstract estimate for post insertion for LT three phase over head service connection (without stay)		
3(v)	Abstract estimate for post insertion for LT three phase over head service connection (with stay)		
3(vi)	Abstract estimate for post insertion for LT three phase over head service connection (with strut)		
4(i)	Abstract estimate for conversion of LT single phase weatherproof service connection to Three phase weather proof service connection with connected load up to and including 10kW		
4(ii)	Abstract estimate for conversion of LT single phase weatherproof service connection to LT three phase weather proof service connection with connected load above 10 kW up to and including 25kW		

4(iii)	Abstract estimate for conversion of LT single phase weatherproof service connection to LT three phase weather proof service connection with load above 25kW and below 50kVA		
4 (iv)	Abstract estimate for conversion of LT single phase weatherproof service connection to LT three phase weather proof service connection with load 50kVA and above up to and including 100kVA		
II.	DISTRIBUTION LINES		
1	Dismantling ,shifting and re-erecting one LT pole with or without stays, Single Phase Overhead lines, of ACSR Rabbit all accessories and fittings		Rates do not include cost of additional conductor
2	Dismantling ,shifting and re-erecting one LT pole with or without stays, Three Phase Overhead lines, of ACSR Rabbit all accessories and fittings		
3	Dismantling ,shifting and re-erecting one 11KV pole with or without stays, 11KV Overhead lines, all accessories and fittings		
4	Dismantling ,shifting and re-erecting one 11KV double pole with or without stays, 11KV Overhead lines, all accessories and fittings		
5	Adding one conductor ACSR Rabbit on the existing poles (where cross arm is available) inclusive of cost of insulator, pin etc. and labour		per meter
6	Adding one conductor ACSR Rabbit on the existing poles (where cross arm is not available) inclusive of cost of insulator, pin etc. and labour		per meter
7	Conversion of LT single phase 2 wire line to LT Three phase 4 wire line		per meter
8	Conversion of LT single phase 2 wire line to LT Three phase 5 wire line		per meter
9	Conversion of LT single phase 3 wire line to LT Three phase 5 wire line		per meter
10	Drawing Single Phase 2 wire line under existing HT line		per meter
11	Drawing Single Phase 3 wire line under existing HT line		per meter
12	Drawing Three Phase 4 wire line under existing HT line		per meter
13	Drawing Three Phase 5 wire line under existing HT line		per meter
14	Construction of LT, single phase, 2 wire line using PSC Poles		per meter
15	Construction of LT, single phase, 3 wire line using PSC Poles		per meter

16	Construction of LT,3 phase, 4 wire line using PSC Poles		per meter
17	Construction of LT,3 phase, 5 wire line using PSC Poles		per meter
18	Construction of 11KV ACSR RABBIT using PSC Poles (Including tree cutting compensation of `50000/- per km; variation if any, to be adjusted as per actuals)		per meter
19	Construction of 11KV ACSR RACOON using PSC Poles (Including tree cutting compensation of `50000/- per km; variation if any, to be adjusted as per actuals)		per meter
III	TRANSFORMERS		
1	Erection of 11KV/433V, 25 KVA transformer pole mounted including 2 Nos PSC Poles, DTR meter		
2	Erection of 11KV/433V, 100 KVA transformer pole mounted including 2 Nos PSC Poles, DTR meter		
3	Installation of 11KV/433V, 160 KVA transformer including DTR meter		
4	Installation of 11KV/433V, 250 KVA transformer including DTR meter		
5	Installation of 11KV/433V, 500 KVA transformer including DTR meter		
IV	STREET LIGHTS		Rate
1	Installation of double tube fittings including cost of fluorescent tubes		
2	Installation of street light fitting complete with 40 W Bulb etc.		
Note:	Estimated rates are calculated for 3 phase, with ACSR Rabbit for phase conductor and ACSR Weasel for neutral and street main; for single phase, ACSR Weasel for phase, neutral and street main.		
	For Overhead service line connection provision for strut is to be included wherever necessary.		

Cost of works in the distribution sector for which specific rates are not given shall be arrived at as follows:

- I. (a) Cost of materials as per cost data.
- (b) Centage charge 16% of (a).
- (c) Transportation charge, if any.
- (d) Labour charges.

Total cost of work is [(a)+(b)+(c)+(d)]

II. Supervision charge 10% of I

Grand Total is (I + II)