

PUNJAB STATE ELECTRICITY REGULATORY COMMISSION



Electricity Supply Code and Related Matters Regulations 2014 (Up to 7th Amendment)

Disclaimer: Every effort has been made to ensure that the contents of upto date consolidated Supply Code, 2014 Regulations are free from mistakes & errors. However, in the event of the discrepancies of these consolidated regulations with the regulations published in the Punjab Government Gazette, the contents of Gazette Notification shall prevail.

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PUNJAB STATE ELECTRICITY REGULATORY COMMISSION

Notification

The 5th November, 2014

No. PSERC/Secy/Regu.97 - In exercise of the powers conferred under Section 181 read with Sections 43, 44, 45, 46, 47, 48, 50, 55, 56, 57, 58, 59, 126, 127, 135, 152, 154 & 163 of the Electricity Act, 2003 (Central Act 36 of 2003) read with Electricity (Amendment) Act, 2007 (No. 26 of 2007) and all other powers enabling it in this behalf and in compliance of Electricity (Removal of Difficulties) Order, 2005, issued by the Ministry of Power, Government of India bearing No.S.O.790 (E) dated 8th June 2005, the Punjab State Electricity Regulatory Commission hereby makes the following Regulations on Electricity Supply Code and Related Matters:-

CHAPTER I – PRELIMINARY

1. SHORT TITLE, COMMENCEMENT AND INTERPRETATION

- 1.1 These Regulations may be called the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2014, in short Supply Code 2014.
- 1.2 These Regulations shall be applicable to all licensees (including entities exempted under Section 13 of the Act) in their respective licensed/supply areas and all consumers/persons in the State of Punjab.
- 1.3 These Regulations shall come into force with effect from 1st January, 2015.

2. DEFINITIONS

In these Regulations, unless the context otherwise requires:-

- (a) **“Act”** means the Electricity Act, 2003 as amended from time to time;
- (b) **“Agreement”** means an agreement executed by the applicant/ consumer with the distribution licensee at the time of obtaining a new connection, increase or reduction of load/demand;
- (c) **“Applicant”** means an owner or occupier of any premises who makes an application for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, shifting of meter/connection/line/distribution transformer etc., disconnection or restoration of supply or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Rules & Regulations made there under;
- (d) **“A & A form”** means the Application & Agreement form prescribed by the distribution licensee under Regulation 5 of the Supply Code;
- (e) **“Appropriate Government”** means:
 - (a) the Central Government –
 - (i) in respect of a generating company wholly or partly owned by it;

¹[The 1st amendment issued vide Notification No./ PSERC/Secy./Regu.114 dated 22.06.2016]

²[The 2nd amendment issued vide Notification No./ PSERC/Secy./Regu.116 dated 05.10.2016]

³[The 3rd amendment issued vide Notification No./PSERC/Secy./Regu. 119 dated 21.03.2017]

⁴[The 4th amendment issued vide Notification No./PSERC/Secy./Regu. 125 dated 17.05.2018 read with corrigendum issued vide notification No. PSERC/Secy./Regu.126 dated 06.06.2018]

⁵[The 5th amendment issued vide Notification No./PSERC/Secy./Regu. 137 dated 28.01.2019]

⁶[The 6th amendment issued vide Notification No./PSERC/Secy./Regu. 146 dated 09.01.2020]

⁷[The 7th amendment issued vide Notification No./PSERC/Secy./Regu. 151 dated 18.09.2020]

- (ii) in relation to any inter-State generation, transmission, trading or supply of electricity and with respect to any mines, oil-fields, railways, national highways, airports, telegraphs, broadcasting stations and any works of defence, dockyard, nuclear power installations;
 - (iii) in respect of National Load Despatch Centre and Regional Load Despatch Centre;
 - (iv) in relation to any works or electric installation belonging to it or under its control ;
- (b) in any other case, the State Government, having jurisdiction under the Act;
- (f) **“Area of Supply”** means the area within which a distribution licensee is authorised by his licence to supply electricity;
- (g) **“Assessing Officer”** means an Officer of the State Govt. or licensee designated as such by the State Government under Section 126 of the Act;
- (h) **“Authorized Officer”** means an Officer of the licensee or supplier, as the case may be, authorized by the State Government or the Commission under Section 135 or 152 of the Act;
- (i) **“Billing Cycle or Billing period”** means the period for which electricity bills are issued by the distribution licensee to different categories of consumers;
- (j) **“Circuit Breaker”** means a device, capable of making and breaking the circuit under all conditions, and unless otherwise specified, so designed as to break the current automatically under abnormal conditions;
- (k) **“Commission”** means the Punjab State Electricity Regulatory Commission;
- (l) **“Conductor”** means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (m) **“Connected load”** means the sum of the manufacturer’s rated capacities of all the energy consuming devices in a consumer’s premises connected with distribution licensee’s service line and determined as per procedure laid down in these regulations. This shall not include the standby or spare energy consuming apparatus installed through a changeover-switch;
- (n) **“Connection”** means provision for supply of electricity to an applicant;
- (o) **“Consumer”** means any person who is supplied with electricity for his own use by a distribution licensee or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;
- (p) **“Consumption”** means utilization of electricity in kilowatt-hours (units) or kilo volt ampere hours;
- (q) **“Contract Demand”** means the maximum demand in kVA sanctioned to the consumer and computed in the manner as approved by the Commission;
- (r) **“Default”** means non-compliance or violation of Supply Code and/or agreement entered between the consumer and distribution licensee;
- (ra) ⁷**“Designated Consumer”** means consumer using or engaged in any of following processes i.e Arc Furnace, Induction Furnace, Chloro alkaline unit, Billet heaters

with total connected rating above 100 kVA, Surface hardening Machine & Electrolytic process industry, Electric Bell furnaces for annealing, Electro-slag refining/re-melting processes, IT/ITES, Malls, Petro-Chemical units, Railways, Pharmaceuticals and connected at a supply voltage of 11 kV & above or as may be decided by the Commission from time to time;]

- (s) **“Distribution Licensee”** means a licensee authorized to operate and maintain a distribution system for supplying electricity to consumers in its area of supply;
- (t) **“Distribution main”** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (u) ⁴**“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. It shall also include electric line, substation and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such distribution licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others];
- (v) **“Earthing system”** means an electrical system in which all the conductors and appliances are earthed;
- (w) **“Electrical Contractor”** means a person who has been granted a license by the State Government under Rule 45 of the Indian Electricity Rules, 1956 or the Regulations as notified by Central Electricity Authority under Section 53 of the Act, to carry out electrical installation work in a premises;
- (x) **“Electric line”** means any line which is used for carrying electricity for any purpose and includes-
 - (i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is or may be, supported, carried or suspended; and
 - (ii) any apparatus connected to any such line for the purpose of carrying electricity;
- (y) **“Employer”** means a person having control over the employment of persons and the payment of their wages;
- (z) ⁴**“Energy charges”** means the charges for quantity of electricity actually supplied to the consumer in terms of kWh/kVAh in any billing period as approved by the Commission in the Tariff Order for the relevant year];
- (za) **“Essential Services”** means the services which affect the general public at large and shall inter alia include Hospitals, Railway Stations/Installations, Railway Traction, Defence & Military Installations, Radio / TV / News Service Installations, Water Supply & Sewerage Installations, Postal & Telegraph / Telecom Installations / Telephone Exchanges/Installations;
- (zb) **“Extra High Tension (EHT) Consumer”** means a consumer who is supplied electricity at a voltage exceeding 33000 volts;
- (zc) ⁴**“Feeder”** means a LT, HT or EHT distributor, emanating from a sub-station, to which distribution sub-stations or LT or HT or EHT consumers are connected and may be categorised as under:-

Category 1 Feeder means urban/Industrial feeder feeding mixed load of domestic, commercial, industrial consumers;

Category 2 Feeder means all mixed industrial feeders having sanctioned industrial load of 90% or more and include separate/independent feeders of consumers not declared as continuous process/essential industries;

Category 3 Feeder means independent feeders catering to Arc/Induction Furnace consumers;

Category 4 Feeder means independent feeder feeding Continuous Process/ Essential Industries;

Category 5 Feeder means three phase three wire feeders erected to give urban pattern supply to villages;

Rural Feeder means feeder catering to pure AP load or to rural mixed load on Urban Pattern Supply (category V)];

- (zcc) ⁴["**Fixed Charges**" for a billing period means the charges payable by the consumer on the basis of his sanctioned load/contract demand as approved by the Commission in the Tariff Order for the relevant year];
- (zd) "**Forum**" means the Forum constituted by the distribution licensee for redressal of grievances of the consumers under sub-section (5) of Section 42 of the Act read with Regulation 3 of the PSERC (Forum & Ombudsman) Regulations, 2005;
- (ze) "**Franchisee**" means a person authorised by a distribution licensee to distribute electricity on its behalf in a particular area within his area of supply;
- (zf) ⁴["**General Conditions of Tariff**" and "**Schedules of Tariff**" means the General Conditions of Tariff and Schedules of Tariff as approved by the Commission for the relevant year];
- (zg) "**Harmonic**" means a component of a periodic wave having a frequency that is an integral multiple of the fundamental power system frequency of 50 Hz;
- (zh) "**Housing Society**" means a Co-operative Group Housing Society registered with the Registrar Co-operative Societies Punjab;
- (zi) "**High Tension (HT) consumer**" means a consumer who is supplied electricity at a voltage higher than 650 volts but not exceeding 33000 volts;
- (zj) "**Independent feeder**" means 11 kV feeder erected at the cost of a consumer or a group of similar type of consumers to supply electricity only to that consumer or group of consumers;
- (zk) "**Industrial supply**" means supply of electricity for Industrial and pumping purposes (excluding Agricultural Pumpsets);
- (zl) "**Installation**" means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electricity;
- (zm) "**Low Tension (LT) consumer**" means a consumer who is supplied electricity at a voltage not exceeding 650 volts;
- (zn) "**Main**" means any electric supply-line through which electricity is, or is intended to be, supplied;
- (zna) ⁷["**Maximum demand load current**" means the current value at the point of common coupling calculated as the sum of the currents corresponding to the maximum 15/30 minute demand during each of the twelve previous months divided by 12;

- (zo) **“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 equipments such as Current Transformer, Voltage Transformer with necessary wiring & accessories or Capacitor Voltage Transformer necessary for such purpose;
- (zp) **“Monthly Average Power Factor”** means the ratio of watt hours to the volt ampere hours drawn during a billing month;
- (zq) **“Notified Office”** means an office notified by the distribution licensee to provide different services to the consumers related to supply of electricity;
- (zr) **“Occupier”** means the owner or person in lawful occupation of the premises where energy is used or proposed to be used;
- (zs) **“Ombudsman”** means an authority appointed or designated by the Commission under sub-section (6) of Section 42 of the Act read with Regulation 12 of PSERC (Forum and Ombudsman) Regulations 2005;
- (zt) **“Person”** means any person/persons or occupier or possessor of a premises or place who may or may not be a consumer and shall include any company or body corporate or association or body of individuals, whether incorporated or not, or an artificial juridical person;
- (zta) ⁷**['Point of Common Coupling (PCC)']** means the point of metering, or any other point on supply system of distribution licensee, electrically nearest to the particular load at which other loads are, or could be, connected. For service to industrial users (i.e., manufacturing plants) via a dedicated service transformer, the PCC is usually at the HV side of the transformer. For commercial users (office parks, shopping malls, etc.) supplied through a common service transformer, the PCC is commonly at the LV side of the service transformer;]
- (zu) **“Power Factor”** means the cosine of the electrical angle between the voltage & current vectors in an AC electrical circuit;
- (zua) ⁷**['Power Quality Meter']** means a device suitable for monitoring and recording of power quality. It shall be capable of accurate measurement, monitoring and recording of harmonics, sags, swells, flickers and other power quality parameters;]
- (zv) **“Premises”** includes any land, building or structure;
- (zw) **“Requisition form”** means the form prescribed by the distribution licensee for obtaining feasibility clearance;
- (zx) **“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;
- (zy) **“Service Connection Charges”** means per kW/kVA/BHP charges and variable charges, wherever applicable, as per Standard Cost Data approved by the Commission;
- (zya) ⁷**['Short-circuit ratio at a particular location]** means the ratio of the available short-circuit current, in amperes, to the load current, in amperes;
- (zz) **“State”** means the State of Punjab;

- (zza) **“State Government”** means the Government of Punjab;
- (zzb) **“Supply”**, in relation to electricity, means the sale of electricity to a licensee or consumer;
- (zzc) **“Temporary Connection”** means an electricity connection required by a person for meeting with his temporary needs such as-
 - (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
 - (ii) for illumination during festivals/family functions;
 - (iii) for threshers or other such machinery excluding AP pump sets;
 - (iv) for touring cinemas / theatres / circuses / fairs / exhibitions / melas /congregations;
- (zzd) **“Theft of Electricity”** has the meaning assigned to it under Section 135 of the Act;
- (zzda) ⁷**[Total Demand Distortion (TDD)]** means the ratio of the root mean square of the harmonic content, considering harmonic components up to the 50th order, expressed as a percent of the maximum demand current;
- (zzdb) **‘Total Harmonic Distortion (THD)’** means the ratio of the root mean square of the harmonic content, considering harmonic components up to the 50th order, expressed as a percent of the fundamental;]
- (zzdd) ⁴**“Transmission lines”** means all high pressure cables and overhead lines (not being an essential part of the distribution system of a licensee) transmitting electricity from a generating station to another generating station or a sub-station, together with any step-up and step-down transformers, switch-gear and other works necessary to and used for the control of such cables or overhead lines, and such buildings or part thereof as may be required to accommodate such transformers, switch-gear and other works;
- (zze) **“Unauthorized use of Electricity”** has the meaning assigned to it under Section 126 of the Act;
- (zzf) Words and expressions used herein and not specifically defined shall have the meanings assigned to them in the Act.

3. REVIEW PANEL AND AMENDMENT IN SUPPLY CODE

3.1 Constitution of the Review Panel

The Commission shall set up a Supply Code Review Panel (herein after called Panel), consisting of the following Members:-

- (a) A Member of the Commission nominated by its Chairperson shall be Ex-officio Chairperson of the Panel.
- (b) One representative of the State Government.
- (c) One Chief Engineer/General Manager or equivalent level representative of each distribution licensee operating in the State.
- (d) One Chief Engineer/General Manager or equivalent level representative of the State Transmission Utility (STU) and each transmission licensee operating in the State.
- (e) One representative of the State Load Despatch Centre (SLDC), in case SLDC is a separate company or an authority or corporation as envisaged in section 31(2) of the Act.

- (f) Representatives of the consumers not exceeding seven to be nominated by the Commission representing, as far as possible, different categories of consumers.
- (g) Secretary to the Commission shall be an Ex-officio Member.
- (h) The Secretary of the Panel shall be an officer of the Commission nominated by the Chairperson of the Commission.

3.2 Functions of the Panel

The Panel shall meet atleast once in six months and perform the following functions:-

- (a) To consider views of the licensees, consumers and other stakeholders regarding implementation of the Supply Code;
- (b) To assess compliance of Supply Code by the licensees;
- (c) To protect consumer interests and to monitor overall performance of utilities; and
- (d) To recommend amendments in the Supply Code, wherever required.

3.3 Manner of Reviewing the Supply Code

- 3.3.1 A licensee, consumer or any other stakeholder seeking amendment in the Supply Code shall send the proposal in writing to the Secretary of the Panel specifying the reasons for such a change.
- 3.3.2 The Panel shall, after finalizing its views on the proposed modifications, make suitable recommendations to the Commission.
- 3.3.3 The Commission may approve the amendments with or without modification after following the procedure as specified in Regulation 3.5.

3.4 Remuneration and Travelling Allowance to Non-official Members of the Panel-

The representatives of the consumers shall be entitled to remuneration (travelling allowance and/or sitting fee) as may be approved by the Commission.

3.5 Amendment to the Supply Code

- 3.5.1 The Commission may suo-motu or through a petition or on the recommendations of the Panel amend the Supply Code. However, views of the public, consumers, the State Government and other stakeholders shall be sought before any amendment is affected.
- 3.5.2 Amendments to the Supply Code shall be notified in the official Gazette of the State and placed on the website of the Commission.
- 3.5.3 The distribution licensee shall place the amendments notified in the official Gazette on its website and shall also arrange publicity in at least two newspapers having wide circulation in its area of supply, apart from displaying the amendments in its notified offices.

CHAPTER II

SYSTEM OF SUPPLY, CLASSIFICATION OF CONSUMERS AND CONNECTED LOAD

4. SYSTEM OF SUPPLY AND SUPPLY VOLTAGE

4.1 The frequency of alternating current supply shall be 50 cycles per second. The voltage and frequency shall be kept within the range specified in the relevant Rules/Regulations made by the Central Government or Central Electricity Authority from time to time.

4.2 Supply Voltage

²[The Supply Voltage for different loads/contract demand shall be as under:

Sr. No	Category of Loads/Consumers	Supply Voltage
(i)	<ul style="list-style-type: none">• DS/NRS loads not exceeding 7 kW (including motive load not exceeding 2 BHP).• Industrial load including general load not exceeding 7 kW at consumer's option.• AP load not exceeding 2 BHP.• Street lighting load not exceeding 7 kW.	Single phase 230 V (between phase and neutral)
(ii)	<ul style="list-style-type: none">• DS/NRS loads exceeding 7 kW or motive load exceeding 2 BHP but not exceeding 100 kW.• Industrial load including general load/demand (other than covered under (i) above) not exceeding 100 kW/100kVA.• Bulk Supply load with contract demand not exceeding 100 kVA.• AP load exceeding 2 BHP/AP high technology loads not exceeding 100 KW.• Street Light load exceeding 7 kW but not exceeding 100 kW. <p>Note: Domestic consumers existing as on 1.8.2012 having load up to 10 kW shall have the option to have single phase supply or three phase supply in case their connected load after computing as per Reg.4.5 worked out to be more than 7 kW.</p>	Three phase 400V (between phases)
(iii)	<ul style="list-style-type: none">• Arc furnace loads having specified protection system for suppressing voltage surge and other Large Supply Consumers (General and Power Intensive Industry) with contract demand not exceeding 4000 kVA.• DS/NRS/BS loads exceeding 100 kW/kVA but with contract demand not exceeding 4000 kVA.• Single Point Supply under regulations 6.6.1 & 6.6.2 with contract demand not exceeding 4000 kVA.• AP High Technology Supply with load exceeding 100 kW.	Three phase 11 kV (between phases)

(iv)	<ul style="list-style-type: none"> • Arc furnace loads (other than covered in (iii) above) not exceeding 20 MVA. • Large Supply Consumers with contract demand exceeding 4000 kVA but not exceeding 20 MVA. • DS/NRS/BS loads including single point supply under regulations 6.6.1 & 6.6.2 with contract demand exceeding 4000 kVA but not exceeding 20 MVA. 	Three phase 33/66 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(v)	<ul style="list-style-type: none"> • All consumers (except Railway Traction) with contract demand exceeding 20 MVA but not exceeding 50 MVA. 	Three phase 66/132 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(vi)	<ul style="list-style-type: none"> • All Consumers (except Railway Traction) with contract demand exceeding 50 MVA. ⁴[The applicant can opt for supply at 400 kV subject to technical feasibility clearance by the licensee.] 	Three phase 132/220/ [400] ⁴ kV (between phases) as per availability of voltage at the nearest feeding S/Stn.
(vii)	<ul style="list-style-type: none"> • Railway Traction Supply Consumers 	Single / two / three phase 132/220 kV (between phases) as per availability of voltage at the nearest feeding S/Stn.]

4.2.1 ⁵[The distribution licensee shall release new connections or additional load/demand at voltage specified in Regulation 4.2 above.

Provided that a consumer/applicant may opt for supply at a voltage higher than specified in Regulation 4.2 above, which may be granted by the licensee, if technically feasible.

Provided further that in case of constraint(s) in releasing a new connection or additional load/demand at the specified voltage or in converting the supply voltage of an existing consumer, the supply may be given/continued to be given at a lower voltage subject to technical feasibility and payment of surcharge as specified in the General Conditions of Tariff, as amended from time to time. However, the exemptions from levy of surcharge(s) shall continue as provided in the General Conditions of Tariff.

Provided also that in case of reduction in specified voltage due to reduction in load/demand by the existing consumer, the supply may continued to be given at the existing higher supply voltage.

Provided also that a consumer shall be entitled to get voltage rebate as may be approved by the Commission in the Tariff Order for the relevant year against the voltage at which the load/demand of the consumer is being catered.

4.2.2 ²[The existing consumers having specified Supply Voltage of 33/66 kV but catered at 11 kV or having specified Supply Voltage of 132/220 kV but catered at 33/66 kV as per the provisions of regulation 4.2.1 of Supply Code, 2014 or note (ii) below clause 5.2 of the Conditions of Supply by payment of surcharge in accordance with clause 13 of General Conditions of Tariff, shall be allowed to convert their Supply Voltage as per the amended limits specified in regulation 4.2 by signing a fresh A&A form with

the distribution licensee. The amended specified Supply Voltage shall be applicable for all intents and purposes from the date of approval of such A&A form by the competent authority of the distribution licensee. The approval to the A&A form shall be affected within 15 days by the distribution licensee from the date of submission of A&A form complete in all respects by the consumer failing which it shall be deemed to have been approved by the distribution licensee.]

4.3 Cluster Sub-Stations

4.3.1 ²[A group of new/existing HT/EHT consumers having their total contract demand above 4000 kVA, may jointly install a 33 kV or higher voltage cluster Sub-Station to be owned and maintained by them. The supply of electricity shall be provided by the distribution licensee to the cluster sub- station at a voltage as specified in Regulation 4.2 above based on the sanctioned contract demand of the cluster sub-station in the premises of the leader of the group & actual cost of the HT/EHT line from feeding grid sub-station to cluster sub-station along with bay shall be payable by the constituent members of the group.]

4.3.2 ⁴[The Licensee shall sanction the contract demand of the cluster sub-station and individual consumers connected to the cluster sub-station provided the contract demand of the cluster shall not be less than sum total of sanctioned contract demands of constituent members of the group.]

4.3.3 ⁴[The Fixed Charges shall be levied on the basis of sanctioned contract demand of the cluster sub-station in accordance with the General Conditions of Tariff approved by the Commission for the relevant year. The Energy Charges shall be levied on the consumption recorded by the HT/EHT meter installed at the cluster sub-station. The total bill amount including fixed, energy and other applicable charges shall be apportioned to the individual consumers as under:

The Fixed Charges shall be apportioned to individual consumers in proportion to the sanctioned contract demand. The energy & other applicable charges shall be apportioned in proportion to the consumption recorded by the meter installed on the 11 kV feeder of each consumer at the cluster sub-station. The licensee shall install, seal & maintain all the meters including 11 kV meters as per regulation 21 of Supply Code, 2014, as amended from time to time.]

4.3.4 Peak load/weekly off-day violation penalty, if any, shall be levied to individual consumer on the basis of readings recorded on the 11 kV feeder of each consumer.

4.3.5 In case maximum demand of the cluster sub-station exceeds its sanctioned contract demand then the demand surcharge shall be levied as per General Conditions of Tariff and shall be apportioned amongst constituent consumers exceeding their sanctioned contract demand according to the maximum demand recorded over and above the sanctioned contract demand during the month.

4.3.6 All consumers of the group shall jointly execute an agreement on the proforma prescribed by the distribution licensee for abiding by the conditions applicable to consumers catered supply from cluster sub-station.

4.3.7 Each consumer shall be deemed to be connected at the voltage at which supply is catered to the cluster sub-station and separate bills shall be issued to each constituent member of the cluster sub-station.

4.3.8 The erection of all the 11 kV feeders from cluster sub-station to individual constituent consumer shall be the responsibility of the concerned consumer. However the job may be carried out by the licensee if so requested by constituent members at their cost as a deposit work. The operation and maintenance of these feeders shall be the responsibility of the constituent members.

Provided where 11 kV feeder(s) for individual cluster constituent member(s) is/are required to be erected/laid in public land, the same shall be erected/laid and maintained by licensee at the cost of that constituent member(s).

4.3.9 Service Connection Charges in case of Cluster Sub-station

- a) The constituent consumers of a cluster sub-station shall jointly pay the cost of the feeding HT/EHT line including bay at the feeding substation and the leader of the cluster shall be responsible to deposit the full amount on behalf of constituent members.
- b) In case any constituent consumer seeks extension in contract demand and such demand can be released without any augmentation of HT/EHT line, no charges shall be payable by the consumer subject to consent of all other constituent consumers failing which the consumer seeking extension in the contract demand shall pay proportionate cost of the HT/EHT line including bay as per the cost data approved by the Commission for the additional demand only. Any augmentation of 11 kV line shall be at the cost of the consumer & shall be governed by regulation 4.3.8 of the Supply Code.
- c) ¹[In case a constituent consumer requires new connection from the cluster sub-station, such connection can only be released from the cluster sub-station with the consent of all existing constituent consumers. If such demand can be released without any augmentation of HT/EHT line, the consumer seeking new connection shall be required to pay to the licensee proportionate cost of the HT/EHT line including bay as per the cost data approved by the Commission and erect 11 kV line as provided in regulation 4.3.8. The proportionate cost so recovered along with interest at Bank Rate (as on 1st April of each year) as notified by RBI (compounded annually) shall be adjustable against any expenditure incurred for augmentation of feeding EHT line which might be necessitated in case the existing constituent consumer requests for enhancement of load. However in case augmentation of cluster sub-station is required then the constituent consumers including the new consumer shall get the capacity augmented at their own cost since the cluster sub-station has been jointly installed by the constituent consumers.]
- d) In case augmentation of EHT line is required for release of additional demand as per regulation (b) or release of new connection as per regulation (c) above, the entire cost shall be borne by the concerned consumer of the cluster and leader of the group shall be responsible to ensure deposit of all charges.

4.3.10 In case of any default(s) on the part of any of the constituent consumers, which warrant disconnection of the supply to his premises, the supply of such consumer shall be disconnected by isolating the individual 11kV feeder.

4.3.11 In case any of the constituent consumer(s) is found indulging in Unauthorized Use of Electricity or theft of energy, such constituent consumer(s) shall be dealt with as per regulation 36 and 37 of the Supply Code.

4.3.12 If at any time, a constituent consumer of a cluster sub-station opts to erect his own 33 kV or higher Voltage sub-station, the same may be allowed subject to technical feasibility.

4.4 Classification of Consumers

Distribution licensee shall classify and re-classify consumers into various tariff categories from time to time as approved by the Commission. No additional category other than approved by the Commission shall be created by the distribution licensee.

4.5 Connected Load

4.5.1 For the purpose of computing total connected load, the actual continuous wattage rating of an apparatus/appliance connected to the wiring shall be taken into account. However, if actual rating of appliances is not made available by the consumer then standard wattage ratings as given in the table below for a DS/NRS consumer and general loads of other categories of consumers shall be adopted for assessing the connected load. The connected load shall be computed as under:

Category	Light point	Fan point	Wall socket	Power socket (Single phase)	Air Conditioner
DS/BS (DS purpose)	Actual or 40 Watts (half to be counted)	Actual or 60 Watts (one third to be counted)	Actual or 60 Watts (one fourth to be counted)	Actual or 1000 Watts (one fourth to be counted)	Actual or 2500 Watts (half to be counted)
NRS/ Industrial/ BS (NRS/ Industrial purposes)/ AP High Tech.	Actual or 40 Watts (all to be counted)	Actual or 60 Watts (all to be counted)	Actual or 60 Watts (one third to be counted)	Actual or 1000 Watts (half to be counted)	As per name plate (all to be counted)

Notes:

- Three phase power sockets for NRS/Industrial purposes shall be taken as 6 kW each and half of the no. of sockets shall be counted.
- Any fraction of lamp / fan/socket/ AC shall be counted as one.
- Either the standard wattage of the electric switch/plug/power plug or the load actually connected to such electric switch/plug/power plug shall be considered for calculating the connected load.
- In case a single switch is used for controlling more than one lamp/appliance, the sum of the total capacity of all the lamps/ appliances shall be taken into account for computing connected load.
- The load of air conditioners/AC packages/centralized AC systems bearing ISI mark/star labeled shall be taken as per their nameplate. For non-

standard 1.5 ton window/split air conditioners, the load of each shall be taken as 2.5 kW.

- f) The load of three phase power plug(s) used for equipments temporarily connected for the maintenance and operation of a green house under AP High Technology category shall be considered as 6 kW per power plug.
- 4.5.2 Where the installation of a consumer consists of a combination of two motors, with a changeover switch in between and one secondary equipment/gadget, the motor having the higher rating shall be taken into account for working out the total connected load provided such an arrangement has been sealed by an officer authorized by the distribution licensee.
- 4.5.3
- a) Where the rating of any energy consuming apparatus is indicated in kVA, its corresponding rating in kW shall be worked out by multiplying it with the power factor of 0.90.
 - b) In case of welding sets, kVA rating indicated on the name plate by standard manufacturers shall be multiplied by a power factor of 0.40 for computing connected load. In case of substandard makes, kVA rating of the welding set shall be 75% of the product of open circuit voltage and maximum continuous hand welding current, and a power factor of 0.40 shall be assumed for computing connected load in kW.
 - c) The connected load of UPS indicated in kVA shall be converted into kW by multiplying with the power factor of 0.90. However, sockets installed on the output side of UPS shall not be taken into account.
- 4.5.4 All three phase consumers shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of average loading between the phases.

CHAPTER III
MATTERS RELATED TO SUPPLY OF ELECTRICITY

5. DUTY OF DISTRIBUTION LICENSEE TO SUPPLY ON REQUEST

- 5.1 Every distribution licensee shall, on receipt of an application from the owner or occupier of any premises located within its area of supply provide electricity to the premises within the time specified in regulation 8 of the Supply Code provided the applicant complies with the procedure including the payment of various charges specified in the Supply Code. The application shall be submitted in the Application & Agreement (A&A) form prescribed by the distribution licensee for this purpose. Such forms shall be standardized by the distribution licensee for various categories of consumers with the approval of Commission and made available free of cost at notified offices of the distribution licensee. The A&A forms shall also be available on the website of the distribution licensee and can be downloaded there from.
- 5.2 Where an application for supply of electricity pertains to a village, hamlet or area that has not been electrified, the provisions of Regulations 6 & 8 for supply of electricity in such a case shall be applicable only after electrification of that village, hamlet or area as per the Investment Plan of the distribution licensee approved by the Commission or scheme approved by the authorized agency of the State/Central Government.

5.3 Agriculture Supply

- 5.3.1 The State Government may for reasons of ecology, inadequate ground water potential, declining water table or any other reasons decide the number of agricultural pump set (A.P.) connections and the manner in which these are to be released each year in the State or any part thereof. The State Government may for this purpose draw up guidelines to provide for priorities to be assigned in the release of such connections.
- 5.3.2 Applicants becoming eligible for release of AP connections as per the guidelines of the State Government shall be provided supply of electricity in the same manner as prescribed in Regulations 6 and 8.

6. PROCEDURE FOR RELEASE OF NEW CONNECTION/ADDITIONAL LOAD/DEMAND

- 6.1 The distribution licensee shall specify the documents to be submitted by the applicant on the A&A form. Details of these specified documents shall also be available in notified offices of the distribution licensee as well as on its website.

6.2 APPLICATION FOR LOAD/DEMAND NOT EXCEEDING 500kW/kVA

The owner or occupier of a premises requiring new connection or additional load/demand (except with demand exceeding 500kVA) shall submit an application on the prescribed A&A form along with requisite documents, processing fee, Security (consumption), Security (meter) as specified in Schedule of General Charges in the notified office of distribution licensee. The A & A form duly filled-in shall be signed by the applicant/consumer or his authorized representative. The distribution licensee shall ensure that any assistance or information required in filling up the A & A form is available to the applicant at the notified office.

6.3 APPLICATION FOR DEMAND EXCEEDING 500 kW/kVA

6.3.1 Feasibility Clearance

Where new or total demand including additional demand exceeds 500 kW/kVA, the applicant shall first obtain feasibility clearance in the prescribed requisition form after payment of Earnest Money Deposit (EMD) @ of 5% of

Security (consumption) as specified in the Schedule of General Charges. The Commission shall nominate one representative of the industry to the committee for feasibility clearances at the Head Office level. The applicant shall also intimate the proposed schedule for availing the load/demand along with the requisition form. The requisition form shall be available free of cost in the notified offices of the distribution licensee and on its website.

6.3.2 Feasibility clearance shall be granted to an applicant/consumer by the distribution licensee within 60 days of the receipt of such a request. Where such clearance is likely to take more than 60 days, the distribution licensee shall, within 30 days of the receipt of an application, seek the approval of the Commission for extending the period in which the feasibility clearance would be granted.

6.3.3 On receipt of the feasibility clearance, the applicant/ consumer shall submit the application on the A & A form along with requisite documents, processing fee, Security (consumption) after adjusting earnest money, Security (meter) as specified in Schedule of General Charges in the notified office of distribution licensee within 30 days of the receipt of intimation regarding feasibility clearance. On the request of the consumer, this period shall be further extended up to 60 days (including 30 days allowed in the first instance) by the distribution licensee but no further extension shall be permissible. The distribution licensee shall clearly mention in the feasibility clearance letter that if the consumer/applicant fails to register A&A form within the stipulated period i.e. by the date specified in the intimation letter, EMD shall be forfeited in full and the requisition for new or additional demand shall be deemed to have been cancelled.

Provided, in case the applicant submits requisition for reduction/ additional demand during the period of submission of A&A form, the same shall be allowed after accepting the additional EMD, if any, (after adjusting original EMD deposited) but it shall be considered as new requisition. The applicant may avail this opportunity only once.

6.3.4 In the event it is not technically feasible to release the connection/ additional demand then the applicant shall be informed accordingly and the earnest money shall be refunded in full without any interest. Where the demand/additional demand cannot be released within the period stipulated in regulation 8 or the time frame for its release does not match with the schedule given by the applicant as per regulation 6.3.1, the applicant may withdraw the request for feasibility clearance and seek refund of earnest money. The earnest money shall be refunded within (Thirty) 30 days failing which interest for the period of delay shall be payable at SBI base rate prevalent on first of April of the relevant year plus 2%.

6.4 Registration of A&A form:

6.4.1 On receipt of A & A form, the notified office shall allot a permanent application number and intimate the same to the applicant. The application number shall also be indicated on the A & A form.

6.4.2 Partnership firms/Companies or Trusts/Societies

³[An application by a Partnership firm, Company or a Trust/Society shall be accompanied by following documents:

- (a) An attested copy of the partnership deed signed by all the partners or by a partner authorized to sign by other partners through a Special Power of Attorney duly notarized.
- (b) A private or a public limited company, shall while submitting an application, furnish certified copies (by the Chartered Accountant of the Company) of the resolution of the Board of Directors in favour of company. In case of change in the Board of Directors, the consumer shall intimate the distribution licensee.
- (c) An application by a Trust or a Society shall be accompanied by a certified copy of its constitution, its bye laws along with resolution in favour of the authorized signatory for signing the A&A form and other documents. The names of the managing body of the Trust or Society and their residential addresses shall also be furnished. The consumer shall intimate to the distribution licensee every change in the managing body of the Trust or Society within one month.]

6.4.3 The conditions for registration of A&A form shall be as under:-

(a) Identity proof

Application (A&A form) for new connection shall be accompanied with a photograph and identity proof of the applicant. Any of the following documents shall be considered as acceptable proof of identity if the applicant is an individual:-

- (i) Voter identity card;
- (ii) Passport;
- (iii) Driving license;
- (iv) Ration card;
- (v) Photo identity card issued by Government agency/PSU;
- (vi) Certificate of identity having photo issued by Gazetted officer/Tehsildar on letterhead;
- (vii) PAN card; and
- (viii) Aadhaar Card.

(b) Proof of Ownership/Occupancy of Premises:

The applicant shall submit proof of ownership/ occupation of the premises for which the connection is applied. Any of the following documents shall be acceptable as proof of ownership or occupancy of premises:-

- (i) Copy of sale deed or lease deed or rent deed and in the case of agricultural connections a copy of khasra / girdawari / jamabandi / fard of the land;
- (ii) Certificate from panchayat showing ownership of premises within phirni/lal lakir of village for DS/NRS connection;
- (iii) Registered General Power of Attorney;
- (iv) Municipal tax receipt or demand notice or any other related document;
- (v) Letter of allotment with possession letter.

Provided that where an applicant, who is lawful occupier of the premises, is a tenant or a leaseholder and is unable to produce the

consent of the owner/land lord for obtaining a connection, a separate Indemnity Bond shall be executed in favour of the distribution licensee in the prescribed form.

(c) ³[Submission of NOCs

For release of new connection/additional load/demand an applicant shall submit No Objection Certificate (NOC) from the competent authority in case it is required as per any State/Central government law/notified policy or regulations framed under the Electricity Act, 2003 or specific order of any court issued from time to time restraining release of connections in any particular area/premises. The distribution licensee shall circulate the list of cases where NoC is required, as per applicable law/policy, with the approval of the Commission.]

6.4.4 Street Lighting Supply

An application for Street Lighting supply shall be submitted by the Executive Officer/Estate Officer of a Local Body, Improvement Trust or Urban Development Authority or any person authorized by any such authority on the prescribed A&A form.

⁵**6.5 One Connection in One Premises**

The applicant for a new connection shall give an undertaking that no connection exists in the premises for which a connection is applied. However, another connection in the same premises may be allowed in the following cases:

6.5.1 A new industrial connection in an existing industrial premises may be allowed in the name of independent firm/company provided:

- a) it is a separate unit in duly partitioned premises owned or taken on lease/rent;
- b) it is registered as a separate entity/firm under the relevant law;
- c) it holds a separate GST number and is independently assessed for Income Tax, as may be applicable.

6.5.2 Domestic supply consumers may get more than one domestic supply connection in the same premises where family members/occupants living in a house have separate cooking arrangements subject to the condition that the portions of the house are electrically separated. In case a tenant requires a separate connection under DS category in the separate portion/floor of the premises, he shall furnish an undertaking from the landlord/owner in the form of an affidavit duly attested by Notary Public that the landlord/owner shall clear all the liabilities in case the tenant leaves the premises without paying the distribution licensee's dues.

6.5.3 If a portion of residential/industrial premises is regularly used for any commercial activity permitted under law, the consumer shall be required to obtain a separate connection under NRS category in a duly partitioned & electrically separated portion put to commercial use. In such an event, two connections, one under Schedule DS/Industrial and the other under Schedule NRS shall be permitted.

6.5.4 A tenant/lawful occupier of the premises, in which an NRS/industrial /domestic connection already exists, shall have to seek a separate connection, with the consent of the owner, to carry out any commercial/ industrial activity permitted under law by duly separating the portion of the premises. While giving its consent, the owner shall undertake in the form of

an affidavit duly attested by Notary Public that the owner shall clear all the liabilities in case the tenant leaves the premises without paying the distribution licensee's dues.]

6.6 Single Point Supply

6.6.1 The distribution licensee shall provide Single Point Supply for residential purposes including common services on an application by a Cooperative Group Housing Society/Employer which owns the premises for making electricity available to the members of such society or employees of the employer residing in the same premises as per PSERC (Single Point Supply to Group Housing Societies/ Employers) Regulations, 2008, as amended from time to time.

6.6.2 Notwithstanding anything contained in Regulation 6.6.1, the licensee may appoint a franchisee for a particular area in its area of supply as per 7th proviso to section 14 of the Act. The licensee may provide single point supply on an application by the franchisee for making electricity available within the particular area to the following categories:

- (i) residential colonies
- (ii) commercial complexes
- (iii) industrial complexes
- (iv) IT parks
- (iv) other single point supply consumers.

6.7 Supply of Electricity to Individual Consumers in the Residential Colonies / Multi- Storey Residential Complexes Developed under bye-laws/rules of the State Govt.

6.7.1 In the event of residential colonies/complexes developed by developers/builders/societies/owners/associations of residents/ occupiers under bye-laws/rules of the State Govt. not covered under Regulation 6.6 above, the residents/occupiers of such colonies /complexes shall obtain individual connections directly from the distribution licensee.

The release of such connections shall be governed by the following terms and conditions:-

- a) The developer/ builder/society/owners/ association of residents/ occupiers shall submit the complete lay out plan of the electrical network proposed to be erected in the colony and other documents prescribed by the licensee along with the processing fee as per Schedule of General Charges and obtain the preliminary NOC from the licensee. The NOC shall be issued by the licensee within 45 days of the receipt of proposal complete in all respects along with requisite documents. In case the developer/ builder/ society/ owners/ association of residents/ occupiers withdraw his request or fails to comply with the conditions within stipulated time, the processing fee shall be forfeited.

Note: The developer/builder/society/owner/association includes any agency whether Govt./ Local body or private that constructs the colony/complex.

- b) For planning the L.D system of such colonies/complexes or to issue NOC, the following guidelines may be adopted by distribution licensee for assessment of expected connected load/ demand of such colonies/complexes:-

Sr.No.	Name of category	Load (kW)
1	Residential plots 1. Up to 100 (Sq. Yards) 2. From 101- 200 (Sq. Yards) 3. From 201-250 (Sq. Yards) 4. From 251 -350 (Sq. Yards) 5. From 351- 500 (Sq. Yards) 6. Above 500(Sq. Yards)	5 8 10 12 20 30
2	Residential flats 1. One Bedroom Set 2. Dwelling unit (single room flat) under basic service to urban poor under JnNURM/EWS flats. 3. Two Bedroom Set 4. Three Bedroom Set 5. Four Bedroom Set 6. Five Bedroom Set	5 1.5 7 10 12 15
3	Commercial Area 1. Shop 2. Other Commercial plot(s) for dispensary, school, hospital etc. including other common services falling under commercial category	10 35 Watts per sq. yard
4	Other load for common services	As per requirement

⁵[Note: Forty percentages (40%) of the total residential load and fifty percentages (50%) of the total commercial load as calculated above shall be taken as colony load. The load shall be converted in kVA by using a power factor of 0.90.

c) ⁵[The developer/ builder/ society/ owners/ association of residents/ occupiers may deposit the estimated cost of Local Distribution (LD) system of the colony as per approved layout sketch and get it executed from the distribution licensee. The expenditure of L.D system including service cable up to the metering point of each consumer and the 11kV system shall include cost of the material, labour plus 16% establishment charges there on. The phase wise development of LD system may be carried out by the licensee as per requirement but any cost escalation over a period of time shall be borne by the licensee. The distribution licensee shall be responsible to release individual connections within the time frame specified in Reg. 8. The expenditure incurred by the distribution licensee for providing connectivity to the colony shall also be borne by the developer/ builder/ society/ owners/ association of residents, as the case may be. This shall include the expenditure incurred by the distribution licensee for providing the individual 11kV service line(s) to the colony (cable or conductor from pole/ tower of feeder/ distribution main to the colony premises/ metering point) and proportionate cost of common portion of the distribution main including breaker from nearest feeding grid sub-station having power transformer of 33-66/11kV or 132-220 /11kV, as the case may be, which is feeding the 11kV line connected to the colony, as per the Standard Cost Data approved by the Commission. In case the existing 11kV distribution main is required to be augmented/ extended/bifurcated or a new

11kV line/plant is to be erected to allow connectivity to any colony then such work shall be carried out by the distribution licensee at its own cost provided the applicant pays the full cost of service line and proportionate cost of the common portion of the augmented/extended /bifurcated /new distribution main including breaker as per the Standard Cost Data approved by the Commission.

However, the developer/ builder society/ owners/ association of residents/ occupiers shall have the option to execute the works of internal L.D system of the colony/ complex of its own in accordance with the layout plan/sketch approved by the distribution licensee subject to payment of 15% supervision charges on the labour cost to the licensee. In such case, the developer/ builder society/ owners/ association of residents/ occupiers, as the case may be, shall furnish a Bank Guarantee (valid for the period of NOC) from any bank registered and regulated by RBI equivalent to 20% of the estimated cost of the LD system of the colony to be executed by the developer/ builder society/ owners/ association of residents/ occupiers before the approval of the electrification plan and issue of NOC by the distribution licensee. This BG shall be returned after the developer fulfils the conditions of NOC and submit BG in case he avails partial connectivity from the distribution licensee.

Provided that the distribution transformers and other material to be used for the internal LD System of the colony shall be as per the specifications approved by the licensee and shall be procured from the vendors approved by the licensee. The Distribution Transformers (DTs) may be procured by the developer from the distribution licensee. However, the developer shall be at liberty to procure the DTs from the approved vendors of the distribution licensee after getting the same inspected from the distribution licensee at manufacturer's site. A 21 days' notice shall be served on the distribution licensee by the developer to inspect the DTs. In case DTs are not inspected within 21 days from the date of receipt of notice by the distribution licensee from the developer, it shall be deemed to have been inspected and approved by the distribution licensee.

Provided further that the phase wise development of LD system may be carried out by the developer/ builder society/ owners/ association of residents/ occupiers, as per requirement. In case the developer/ builder/ society/ owners/ association of residents/ occupiers requests for energisation of incomplete/partial LD system, the same shall be allowed provided the developer/ builder/ society/ owners/ association of residents/ occupiers furnish a Bank Guarantee (BG valid for 3 years) from any bank registered & regulated by RBI equivalent to the estimated cost of balance works as per the cost of material and labour prevailing at the time of allowing connectivity for the partial load plus expected % age increase in the cost of material & labour in the next 3 years as may be approved by the Commission on the basis of increase in the cost during the preceding 3 years. This BG may be extended for each block of 3 years by increasing the base value with expected % age increase in the cost of material & labour as may be approved by the Commission. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the L.D system. After submission of Bank Guarantee to the satisfaction of the licensee, the BG accepted at the time of issue of NoC shall be returned to the developer and it shall be the responsibility of the licensee to release connections to the residents/ occupiers of the colony/complex according to the time frame specified in Reg. 8.

After its completion and inspection by the Chief Electrical Inspector to Govt. of

Punjab, the distribution licensee will take over the L.D system which will be connected to its distribution system. The distribution licensee shall thereafter maintain the L.D system at its own cost.]

- d) In case the expected demand of the colony/complex computed as per (b) above exceeds 4000kVA, the developer/ builder/ society/ owners/ association of residents/occupiers shall also pay the 'System Loading Charges' as provided in the cost data approved by the Commission in addition to the charges payable as per regulation (c) above. In such a case, the erection or augmentation of grid sub-station, if required, shall be carried out by the licensee at its cost. However, in case the grid sub-station is required to be erected in the colony, the developer/ builder/ society/ owners/association of residents/ occupiers shall provide the space and right of way free of cost, if permissible or at nominal token money @ of Rs.1 per sq. metre. In case the cost of grid sub-station and/or HT/EHT line including bay/breaker has been deposited by an authority under the State Act viz. PUDA/GMADA/GLADA etc., the 'System Loading Charges' for the same shall not be recovered from the developer of such colony/complex.
- e) Each resident/occupant shall submit A&A form for supply of electricity to the distribution licensee in accordance with regulation 6 of Supply Code and connected load of each applicant shall be determined/ computed as per regulation 4.5 of the Supply Code. The distribution licensee shall release the connections within time limits prescribed in regulation 6.8 & 8.
- f) A developer/builder/society/owner/ association of residents/ occupiers shall obtain separate connection for common services under relevant category. The developer shall also be responsible to lay service cables up to the metering point of individual occupier's premises/common service connection points at its cost. In case meter is installed outside the consumer's premises, the service cable from the meter up to the main switch of the consumer shall also be provided at its own cost by the developer. The distribution licensee shall not recover any Service Connection Charges from individual consumers. However, applicant shall deposit Security (consumption) and Security (meter) as per Schedule of General Charges.

6.8 **Acceptance of A&A (Applications and Agreement) Form and Issue of Demand Notice.**

6.8.1 The distribution licensee shall maintain a permanent record of all application forms received in a Service 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. Separate seniority list would be maintained for each category of consumers in each notified office. The distribution licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form.

6.8.2 Determination of Seniority for Release of Connection:

The distribution licensee shall deal with application forms in each category on the broad principle of "first come, first served" basis as per serial priority in the Service Register/Database.

- (a) Seniority in respect of applications for each category (except AP) will be maintained in separate queues as under:-

Queue No. 1: Where a LT supply connection (s) / load (s) can be released without augmentation, erection and extension of

distribution main or erection/augmentation of distribution transformer or commissioning of new sub-station or power transformer;

Queue No.2: LT supply connections where augmentation/ extension of a distribution main or erection/augmentation of distribution sub-station is required;

Queue No. 3: H.T. supply connections at 11000 volts;

Queue No. 4:H.T. supply connections at 33000 volts or E.H.T supply connections;

Queue No.5: All cases where supply of electricity requires erection and commissioning of a new sub-station or power transformer including HT/EHT line (if any) as per Reg. 8.1(c) of the Supply Code.

- (b) A.P category of connections will be released on the basis of seniority in the order of registration of A & A form as per scheme prepared by the Government in accordance with regulation 5.3 of the Supply Code. An applicant under AP category seeking extension/ reduction in load and/or change of location before expiry of demand notice period shall retain original seniority on the basis of initial application.
- (c) The updated status of connections released and proposed to be released in the next fortnight shall be displayed on the licensee's website and the notice board kept at the local office of the licensee, to be updated on first and sixteenth day of each month.

6.8.3 ³[Issue of Demand Notice:

The demand notices shall be issued by the distribution licensee as per the seniority list of the applicants maintained by the distribution licensee for different categories of consumers as per regulation 6.8.2. The Demand Notice shall specify:

- (a) Service Connection Charges or Security (works) and/or balance Security (consumption), if any, required to be deposited by the applicant as per regulation 9 and 14 of these regulations;
- (b) the details of works including service line to be undertaken by the distribution licensee for providing electricity connection;
- (c) other terms required to be accepted by the applicant under regulation 8.8 of these regulations;
- (d) submission of NOC by the applicant, as per statutory requirements, wherever applicable;
- (e) submission of Electrical Contractor's Test Report by the applicant; and
- (f) any other compliance to be made by the applicant.

The terms and conditions specified in the Demand Notice once issued shall not be altered except when necessitated by change in applicable Laws/ Regulations or in case of genuine arithmetical calculation mistake. However, where an applicant for AP connection requests for extension/reduction in load &/or shifting the site of connection within the validity period/extended validity period of demand notice, the distribution licensee may issue a fresh demand notice incorporating necessary changes.

Further, if after issue of Demand Notice (except in case of priority granted to the individual applicant due to his personal status viz handicap/ex-service man/freedom fighter/ members of schedule caste etc) but before release of connection, the applicant or the new owner requests for the change of name

due to transfer/sale/purchase of land or property etc., within the validity period/extended validity period of demand notice, the distribution licensee may issue a fresh demand notice incorporating necessary changes due to change of name subject to fulfillment of following conditions:

- I. Submission of no objection certificate on non-judicial stamp paper of ₹15/- by the original applicant to the effect that he has no objection if the tube well connection is released to the new owner of the land to whom the land has been sold by him and initial security, or any other deposit made by him in his name be transferred in the name of the new owner of the land. Alternatively, a registered sale deed indicating the transfer of tubewell connection along with land to the new owner shall also be admissible for processing such case of change of name without insisting on separate NoC.
- II. Submission of documentary proof from the revenue authorities (Tehsildar/Patwari) for sale of land by the original applicant to the new owner of the land to whom the land has been sold.
- III. Submission of new A&A form duly signed by the new owner of the land along with payment of charges as may be applicable.

The above regulation shall also be applicable to all cases, whether pending or otherwise, for change of name where demand notice has already been issued and/or sale of land has taken place before issue of this amendment. The seniority in case of new applicant shall be reckoned from the date of original application.

In case of death of original applicant after issue of Demand Notice but before release of AP connection, the change of name in the event of transfer/sale/purchase of the land during this period may be allowed subject to fulfillment of conditions mentioned at Sr. No. (I) to (III) above.

The change of name to the legal heirs in the event of death of original applicant after issue of demand notice but before release of AP connection shall be allowed as per procedure under regulation 11.6.3 of the Supply Code, 2014.]

6.8.4 Time line for Issue of Demand Notice

The Demand Notice under regulation 6.8.3 shall be issued by the distribution licensee within:

- a) 7 working days of receipt of application in case of LT supply.
- b) 15 days of receipt of application in case of HT supply up to 11 kV.
- c) 30 days of receipt of application in case of HT/EHT (33 kV and above) supply.
- d) 10 working days of receipt of Commission's approval in a case covered under regulation 8.1(c).

After compliance of Demand Notice, the seniority shall be determined on the basis of date of receipt of test report and deposit of Service Connection Charges/Security (works). Where compliance of Demand Notice is made on the same day by more than one applicant, their seniority shall be reckoned from the date of registration of application.

6.8.5 Validity of Demand Notice Period:

The Demand Notice shall be valid for a period of three (3) months for LT supply categories (except AP) and six (6) months for all other category of

consumers (including AP) from the date of issue of Demand Notice unless extension is granted as per regulation 6.8.7. In case a revised demand notice is issued on account of revision of feasibility clearance or any other reason, the validity period of such demand notice shall start from the date of issue of revised demand notice.

6.8.6 Compliance of Demand Notice and Submission of Test Report:

In addition to payment of the specified charges, the applicant shall also have to submit the Test Report within the time period specified in the Demand Notice unless the Demand Notice period is got extended from the competent authority or deemed extension allowed as per regulation 6.8.8(b). After the applicant submits Electrical Contractor's Test Report of the installation, distribution licensee shall release the connection after acceptance of test report as per seniority within the stipulated period as per regulation 8 of the Supply Code.

6.8.7 ³Extension of Demand Notice Period:

(a) Extension of Demand Notice Period for applicants other than AP

In case the applicant (other than AP) does not comply with the Demand Notice within the validity period, his application shall be liable to be cancelled after serving a 15 days' notice to the consumer/ applicant in this regard. However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee as specified in Schedule of General Charges, validity period shall be further extended up to a maximum period of one year from the date of issue of demand notice in all cases in blocks of three months by the distribution licensee.

(b) Extension of Demand Notice for AP applicant & Revival of cancelled AP Application:

In case an AP applicant does not comply with the demand notice within the validity period, his application shall be liable to be cancelled after serving a 30 days' notice to the consumer/ applicant in this regard. However, if the request for extension in the validity period of Demand Notice is received within the validity/notice period along with extension fee as specified in Schedule of General Charges, validity period shall be further extended up to a maximum period of two years from the date of issue of demand notice in all cases in blocks of three months by the distribution licensee.

Provided that in case an AP applicant is not able to apply for extension in demand notice period within the original /extended period of the demand notice and his application has been cancelled, the request of such AP applicant for revival may be acceded to by the distribution licensee for a maximum period of 2 years from the date of issue of demand notice in blocks of 3 months provided the applicant deposits the revival fee equivalent to double the Demand Notice extension fee in addition to normal demand notice extension fee per quarter as applicable.

⁶Provided further that if the applicant seeks revival of cancelled application after two years from the date of issue of Demand Notice, the request for revival of such application shall be allowed by the Licensee only once for a maximum period of 3 months provided the applicant deposits the revival fee equivalent to double the Demand

Notice extension fee in addition to normal demand notice extension fee per quarter as applicable along with Security (consumption) and Service Connection Charges as in vogue at the time of revival of application/extension in demand notice. The revival of cancelled application and extension in the period of Demand Notice shall not be allowed beyond ten years from the date of expiry of original demand notice period.]

Provided also that in case of revival of cancelled application after 2 years, no further 30 days notice shall be served to the applicant and his application shall be deemed to be cancelled if the applicant does not make compliance of the demand notice within the extended validity period after revival]

6.8.8 Taking Work in Hand in Anticipation of the Submission of Test Report

- ^{4f}(a) In case load/demand exceeds 20 kW/kVA, the distribution licensee on receipt of a specific request from the applicant may start work for providing the connection in anticipation of the submission of Test Report and after the applicant deposit various charges such as Service Connection Charges/Security(works), balance Security (consumption) , if any, etc. as approved by the Commission. The applicant shall also intimate his proposed schedule for availing load/demand. The applicant shall have the option to submit the test report within validity period or get the period extended. The compliance of demand notice shall be reckoned from the date the consumer complies with all the conditions of the demand notice including submission of the test report.]
- ^{4f}(b) In case of delay in completion of works of the applicant covered under sub-regulation (a) above by the licensee, the validity period of demand notice shall be deemed to have been extended without levy of any extension fee till the completion of works. Also in that case, distribution licensee shall give 30 days notice after completion of works to the applicant to submit test report, if not already submitted, without levy of any extension fee.]
- (c) If the applicant/consumer fails to submit the test report within the validity period of Demand Notice but the work for providing supply of electricity is completed by the distribution licensee and the consumer does not come forward to avail supply, under such an eventuality, 30 days notice shall be served to the consumer to submit test report. In case consumer fails to submit test report within these 30 days or get the validity period extended then connection to his junior applicant shall be released and technical feasibility of the consumer/ applicant whose connection was put on hold on account of non-submission of test report shall be re-examined at the time of receiving his test report.
- (d) Further, any damage or theft of line/equipment shall be to the account of the concerned consumer/ applicant after expiry of 30 days from the date of intimation given by distribution licensee to the consumer/ applicant regarding completion of work.

6.9 **Consumer's Installation/Testing:**

For general safety of public and the consumer, all the electrical installations of the consumer shall conform to Central Electricity Authority (Measures Relating to Safety

and Electric Supply) Regulations, 2010 as amended from time to time and other safety rules specified by Appropriate Government.

6.9.1 Testing of Consumer's Installation:

- (i) Upon receipt of an application for new or additional supply of electricity and before connecting the supply or reconnecting the same to the licensee's supply line after a period of six months, the licensee shall either test the installation himself or accept the test results submitted by the consumer when the same has been duly signed by the Licensed Electrical Contractor.
- (ii) It shall be the duty of the licensee to satisfy before connecting or reconnecting the supply to any premises that the applicant has complied with all the provisions of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.
- (iii) Upon receipt of the Electrical Contractor's Test Report in compliance to a Demand Notice, the distribution licensee, if required, shall inform the applicant about the time and date on which the representative of the distribution licensee shall inspect and test the installation in the presence of consumer or his representative.
- (iv) No charges shall be levied for the first test/ inspection by the distribution licensee but subsequent test/inspection, on account of deficiencies during the initial test/inspection shall be charged in accordance with the Schedule of General Charges.
- (v) If as a result of such inspection and test, the licensee is satisfied that the installation is likely to be dangerous, he shall serve on the applicant a notice in writing requiring him to make such modifications as are necessary to render the installation safe and may refuse to connect or reconnect the supply until the required modifications have been completed.
- (vi) If any applicant for a supply or a consumer is dissatisfied with the action of the supplier in declining to commence, to continue or to recommence the supply of electricity to his premises on the grounds that the installations is defective or likely to be dangerous, he may appeal to Electrical Inspector to test the installation and the supplier shall not, if the Electrical Inspector intimates that the installation is free from the defect or danger complained of, refuse supply to the consumer on the grounds aforesaid, and shall, within twenty four hours after receipt of such intimation from the Electrical Inspector, commence, continue or recommence the supply of electricity.
- (vii) Where the supply voltage is not exceeding 250 volts and where installations are either new or renovated, all plug sockets shall be three pin type & the third pin shall be permanently and efficiently earthed.
- (viii) No person shall make connection with earth by the aid of, nor shall he keep it in contact with, any water mains not belonging to him except with the consent of the owner thereof and of the Electrical Inspector.
- (ix) The supply of electricity to every electrical installation other than low voltage installation below 5 kW and those low voltage installations which do not attract provisions of Section 54 of the Act, shall be controlled by Earth Leakage Protection Device so as to disconnect the

supply instantly on occurrence of earth fault or leakage of current.

6.9.2 Precautions to be Adopted by Consumers, Owners, Occupiers & Contractors:

No electrical installation work, including additions, alterations, repairs and adjustments to existing installation, except such replacement of lamps, fans, switches, domestic appliance of voltage not exceeding 250 volts & fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any consumer except by an electrical contractor licensed in this behalf and under direct supervision of a person holding a certificate of competency & by a person holding a permit issued or recognized by the State Government.

No electrical installation work which has been carried out in contravention of above regulation shall be energized or connected to the work of licensee.

6.9.3 Safety Provisions for HT/EHT Installations:

- (i) Before commencement of supply or re-connection after shutdown of 6 months or more, all HT/EHT installations will be required to be inspected by Electrical Inspector as specified by the State Government.
- (ii) The owner of any HT/EHT installation who makes any addition, alteration to the installation shall not connect to the supply line his apparatus or electric supply line comprising the said alterations or additions unless & until such alteration or addition has been approved in writing by Electrical Inspector.
- (iii) The owner of any HT/EHT installation shall before making application to the Electrical Inspector for approval of his installation or addition thereto, test every HT/EHT circuit or additions thereto, other than an overhead line and satisfy himself that they withstand the application of the testing voltage set out in regulation 46(1) of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 and shall duly record the results of such tests and forward them to the Inspector.
- (iv) Testing/ inspection of a HT/EHT installation of the applicant shall be taken up jointly by the representatives of the CEI and the distribution licensee on an appointed date and time fixed by the former. In case the representative of the distribution licensee is unable to join the test/inspection, the CEI or his representative shall alone conduct the test/inspection.
- (v) Testing of an installation/equipment shall be carried out in accordance with the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010.
- (vi) Manufacturer's test certificates shall be produced, if required.
- (vii) To break the current, the controls as specified in regulation 35(2) of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 shall be placed as near as possible after commencement of supply so as to be readily accessible & capable of being easily operated to completely isolate the supply to the Installation.

6.9.4 Supply & Use of Electricity in Multi-storeyed Building:

Before commencement of supply or recommencement of supply after installation has been disconnected for a period of 6 months or more, the owner or occupier of multi-storeyed building more than 15 metres in height, having connected load and voltage above the limits as may be specified by the State Government under Regulation 36 of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time, shall give not less than 30 days notice to Electrical Inspector specifying therein particulars of such installations and supply of electricity shall not be commenced or recommenced within this period without the approval of Electrical Inspector.

6.9.5 Periodic Inspection & Testing of Consumer's Installations:

Where installation is already connected to the supply system of the licensee, every such installation shall be periodically inspected and tested at intervals not exceeding five years either by the Electrical Inspector or licensee as may be directed by the state government in this behalf.

In the event of the failure of the owner of any installation to rectify the defects in his installation pointed out by the Electrical Inspector in his report and within the time indicated therein, such installation shall be liable to be disconnected under the directions of the Electrical Inspector after serving a notice to the owner of such installation for not less than forty eight hours.

6.9.6 No connection shall be made to the licensee's supply line by any person other than an authorized representative of the distribution licensee.

6.9.7 An overhead line shall be installed or kept installed above the ground in accordance with provisions of section 68 of Act.

7. POINT OF SUPPLY/DISTRIBUTION LICENSEE'S MAINS AND APPARATUS:

7.1 Point of Supply:

7.1.1 The distribution licensee shall supply electricity to a consumer at its premises at one point which shall be at the outgoing terminals of the meter/metering equipment if the meter is installed inside the premises. In case meter is installed outside the consumer's premises, the point of supply shall be the incoming terminal of Miniature Circuit Breaker /main switch of the consumer and the service cable from the meter up to the main switch/breaker of the consumer shall be provided at its own cost by the Distribution Licensee.

The point of supply shall be determined by the distribution licensee such that meter and other equipment are fixed either outside or at the entry point to the premises so that these are always accessible to the distribution licensee for inspection without obstruction and infringing upon the consumer's privacy. All HT consumers shall provide independent entry to the meter or metering cubical from outside or at the entry point of the premises.

7.1.2 At the point of commencement of supply which shall be nearest to the entry of the premises, the consumer shall provide a main switch/circuit breaker. In addition, HT consumers shall also provide suitable protective devices as per the provisions of regulation 35 of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010.

7.2 Distribution Licensee's Supply Mains and Apparatus

7.2.1 Location of Licensee's Equipment

Before release of connection to an applicant, a person authorized by the distribution licensee shall inspect the premises and fix the general layout of the service line and meter in consultation with the consumer and/or his electrical contractor. The meter including metering equipment shall be placed in a manner prescribed in regulation 21 of the Supply Code.

7.2.2 For release of connection at LT supply voltage, the meter shall be installed in a Meter Cup Board (MCB) of the design approved by the distribution licensee.

7.2.3 The distribution licensee shall provide necessary protection system for LT /HT consumers as per safety regulations framed by CEA. These equipments shall remain the property of the distribution licensee and shall be operated, handled or removed only by person authorized by the distribution licensee.

7.2.4 On an application by a consumer, the distribution licensee may in the case of HT/EHT connections grant permission, to operate the licensee's terminal switches, fuses or circuit breakers for the purpose of isolating a consumer's apparatus in the event of an emergency, provided such operation by the consumer does not affect continuity of supply to other consumers. Any unauthorized tampering with or operation of the distribution licensee's equipment may constitute an offence under Section 138 of the Act.

7.2.5 The distribution licensee shall not be liable to compensate for any loss resulting from the negligence of a consumer.

7.2.6 The distribution licensee shall have the right to use the mains and allied apparatus installed at the premises of a consumer for effecting supply to other premises in the neighborhood.

7.2.7 Any electrical plant, electric line or meter owned by or leased to a consumer by the distribution licensee or having sufficient marking indicating the distribution licensee as the owner thereof, shall:

- (a) not be deemed to be a landlord's fixtures, notwithstanding that these may be fixed or fastened to any part of the landlord's premises; and
- (b) not be subject to distress or be liable to be attached in execution under process of any court or any proceedings against the person in whose possession these may be.

7.2.8 Common Transformer at a Consumer's Premises:

If a transformer and allied equipment installed by the distribution licensee at the premises of a consumer is being used for supply of electricity to other consumers as well, the distribution licensee shall, even in the event of the consumer discontinuing to receive supply, have the right to continue using the said transformer and allied equipment for a period not exceeding six months.

8. TIME LIMITS FOR RELEASE OF NEW CONNECTION/ADDITIONAL LOAD/DEMAND.

8.1 The distribution licensee shall provide supply of electricity to the premises pursuant to the application submitted under regulation 6 within time limits mentioned hereunder:

- a) ²[Within Seven (7) for DS/NRS category consumers and Fifteen (15) days for other than DS/NRS consumers from the date of compliance of the Demand

Notice where no augmentation, erection and extension of distribution main, erection/augmentation of distribution transformer or power transformer is required for effecting such supply. However, the distribution licensee shall strive to release DS/NRS connection within 3 days and others in 7 days.]

- b) ²[In cases where augmentation/extension of a distribution main or augmentation of power transformer or erection/augmentation of distribution transformer is required but there is no requirement of erecting and commissioning a new HT/EHT line or grid sub-station or power transformer, the supply shall be provided within the period specified hereunder;

Type of service connection requested	Period from date of compliance of Demand Notice within which the distribution licensee shall provide supply	Desirable period for providing connection from the date of compliance of demand notice by distribution licensee
Low Tension (LT) supply	30 days	20 days
High Tension (HT) supply - 11000 volts - 33000 volts	45 days 75 days	30 days 60 days
Extra High Tension (EHT) supply	90 days	75 days

Provided that the distribution licensee may, at the earliest but not later than fifteen days before the expiry of the time schedule, seek approval of the Commission, for extension of period specified above, in cases where the magnitude of work involved for extension/augmentation of the supply system is such that the distribution licensee may reasonably require more time.]

- c) In cases where supply of electricity requires erection and commissioning of a new sub-station or power transformer including HT/EHT line, if any, (other than service line), the distribution licensee shall within fifteen days of receipt of application, submit to the Commission a proposal for erection of the sub-station or power transformer and/or HT/EHT line together with the time required for their commissioning. The Commission shall, after hearing the distribution licensee and the applicant(s) concerned, decide the time frame for erection of the sub-station or power transformer and/or HT/EHT line. The distribution licensee shall erect and commission the sub-station or power transformer and/or HT/EHT line and commence supply of electricity to the applicant(s) within the period approved by the Commission.

Provided that, where such sub-station or power transformer and/or HT/EHT line is covered in the Investment Plan approved by the Commission, the distribution licensee shall complete the erection of such sub-station or power transformer and/or HT/EHT line within the time period specified in such Investment Plan or period approved by the Commission, whichever is earlier.

Provided further that where the distribution licensee fails to submit the proposal as mentioned above, the time period as prescribed in regulation 8.1(b) shall apply.

- 8.2 It shall, however, be the responsibility of the distribution licensee to have requisite arrangements with the Transmission Licensee(s), wherever required, to ensure that the required supply at High Tension/ Extra High Tension is made available within the time frame specified under this Regulation in cases where the applicant seeks supply of electricity at voltage level of 33000 Volts & above.

8.3 Temporary Supply

- 8.3.1 The applicant requiring supply of electricity from the distribution licensee for meeting temporary needs as per Schedules of Tariff shall be provided such supply within period specified in regulation 8.3.3 upon receipt of the application along with processing fee, payment of advance Security for consumption as applicable to temporary connections, Security (meter) as per Schedule of General Charges and Security (works).

Provided that adequate capacity is available on the supply system of the distribution licensee and the supply of electricity is technically feasible.

Provided further that the said activity is duly authorized by the competent authority, wherever required under Section 54 of the Act and in case any permit/authorization is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/authorisation is restored.

- 8.3.2 The temporary connections w.e.f 1st January 2015 shall be released through pre-paid meters and in such case no advance Security for consumption shall be recoverable from the consumer. However, in case of non availability of meter, such connection may be released on conventional meter with the permission of authority one step higher than load sanctioning authority and in such case, consumer shall deposit advance Security for consumption and Security (meter) as per Schedule of General Charges.

- 8.3.3 After deposit of Security (works)/estimated cost, advance Security for consumption/Security (meter) 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 time schedule given below, whichever is later.

(a) Where supply can be provided from existing network	7 working days
(b) Where supply can be provided after extension / augmentation of network	
1) LT supply	15 days
2) HT supply	
(i) 11 kV supply	60 days
(ii) 33 kV	90 days
3) Above 33 kV	120 days

- 8.3.4 Temporary supply shall be permitted to an applicant for a period not exceeding two years in the first instance. However, the distribution licensee on an application of the consumer may further extend such period of supply.

- 8.3.5 Existing consumers temporarily using supply for construction purposes or for construction after demolishing existing structure shall be allowed to use load from the existing connection provided the total sanctioned load/demand is not exceeded.

If an existing LT DS/NRS consumer wants to avail temporary additional load upto 25% of the sanctioned load for ceremonial purposes like marriage and religious function, the same shall be allowed for a period not exceeding 7 days at a time.

- 8.3.6 After the period of temporary supply is over and supply has been disconnected, the distribution licensee shall prepare the final bill on the basis of actual consumption. After adjusting unpaid dues, advance Security for consumption shall be refunded by the distribution licensee. Security (works) & Security (meter) shall also be refunded after deducting any damage to material (meter, transformer, isolator etc.) and dismantlement charges. Refund of these securities shall be made within 15 days from the date of disconnection, failing which the distribution licensee shall be liable to pay interest at SBI base rate prevalent on first of April of relevant year plus 2%.

8.4 Availing Sanctioned Load/ Demand in Phases

- 8.4.1 An applicant may avail the sanctioned load/demand in phases within a period not exceeding six months with the permission of authority competent to sanction the load/demand. In case HT/EHT consumer requests for release of partial load/demand at voltage lower than the specified voltage such request may be accepted by the licensee subject to deposit of cost of work at the lower voltage. After the consumer shifts to the specified voltage at a later stage, no credit of the works carried out to supply at lower voltage shall be given to the consumer. The billing of such a consumer, in the interim period, shall be done on the basis of load/demand actually availed. The distribution licensee shall, through a notice informs the applicant to build up the sanctioned load/demand or surrender the un-availed load/demand before the expiry of six months from the date of release of the first phase. If the load/demand is not built up as required, the sanctioned load/demand of the consumer shall be reduced to the load/demand actually availed and billed under the relevant category.
- 8.4.2 In case of genuine difficulty in building up the load/demand within stipulated period, distribution licensee may extend such period as per requirement in blocks of six months.
- 8.4.3 ⁵[In case of residential colonies/ commercial complexes/ industrial estates covered under regulation 6.6.1 & 6.6.2, phase wise development of the load /demand as per requirement may be permitted by the licensee. However, in case an HT/EHT consumer requests for release of partial load/demand at voltage lower than the specified voltage, such request may be accepted by the licensee subject to deposit of cost of works for supply at the lower voltage and furnishing a Bank Guarantee (BG valid for 3 years) from any bank registered and regulated by RBI equivalent to the estimated cost of HT/EHT sub-station, ⁴[HT/EHT line along with associated equipment] and the cost of incomplete LD system prevailing at the time of allowing connectivity, plus, expected % age increase in the cost of material & labour in the next 3 years as may be approved by the Commission on the basis of increase in the cost during the preceding 3 years. The amount of Bank Guarantee shall keep on reducing with the completion of remaining works of the sub-station/line & L.D system. After the consumer shifts to the specified voltage at a later stage, no credit of the works carried out for supply at lower voltage shall be given to the consumer.

8.5 Reduction in Sanctioned Load/Demand

- ⁵[The request for reduction in sanctioned demand/ load by a consumer shall be submitted on A & A form prescribed by the distribution licensee along with processing

fee and electrical contractor's test report only in case there is change in connected load and/or electrical installation.

Provided that in case reduction in load/ demand results in reduction of supply voltage also, the supply may continue to be given at the existing higher supply voltage. However, in case the consumer opts for supply voltage corresponding to the reduced load/demand and it involves change in the licensee's distribution system then such consumer shall be liable to pay actual expenditure incurred by the licensee to effect such changes in infrastructure.

The request shall be granted by the distribution licensee within a maximum period of fifteen (15) days from the date of its submission of revised A&A form and deposit of necessary charges, wherever applicable, failing which the demand/ load shall be deemed to have been reduced as requested by the consumer.

Provided further that in case a consumer (except seasonal industrial category) requests for increase in his sanctioned contract demand/load upto the original sanctioned demand/load within a period of one year from the date of approval in reduction in demand/ load, the same shall be allowed subject to technical feasibility, without recovery of any Service Connection Charges/Line Charges or proportionate cost of the common portion.

Provided also that such option shall be exercised by the consumer only once.]

8.6 Consequences of Default

If a distribution licensee fails to supply electricity within the periods specified in the Regulation, it shall be liable to pay a penalty which may extend to one thousand rupees for each day of default. The Commission shall for this purpose appoint an Adjudicating Officer in accordance with Section 143 of the Act.

8.7 Exceptions from Duty to Supply

The periods for providing supply specified in the Regulation shall not be operative where the Commission is satisfied that:-

- a) the distribution licensee is prevented from providing supply of electricity on account of cyclones, floods, storms and other occurrences beyond its control.
- b) delay in providing supply of electricity is on account of time taken for statutory clearances, acquisition of land, or in obtaining right of way or approval of the Chief Electrical Inspector for installations at the applicant's or distribution licensee's end or for other reasons beyond the reasonable control of the distribution licensee.

8.8 Additional Terms and Conditions for Supply of Electricity

8.8.1 A distribution licensee may require any person who has applied for supply of electricity in pursuance of regulation 6 of these Regulations to accept:-

- a) any restrictions imposed by the distribution licensee in order to comply with the regulations specified by CEA under Section 53 of the Act;
- b) any terms restricting the liability of the distribution licensee for economic loss resulting from negligence of the person to whom the electricity is supplied.

8.8.2 Resale of Electricity:

The consumer shall not supply any electricity supplied to him by the licensee to another person or other premises unless he has been permitted to do so under the Act or holds licence for distribution or sale of electricity granted by the Commission/State government or has been declared deemed licensee or

has been exempted from obtaining the licence or has been appointed as franchisee.

8.9 Right of Way

A consumer shall provide to the distribution licensee right of way in, through or over any land under his/her control and jurisdiction as may be required by the distribution licensee in connection with provision or maintenance of a service line to the premises of the consumer, and subject to the provisions of Section 67 of the Act to the premises of any other consumer in accordance with Rules framed by the State Govt.

8.10 Failure of Supply

8.10.1 The distribution licensee shall take all reasonable measures to ensure continuity of supply of power to the consumer(s) but shall not be responsible for any loss or damage to the plant and equipment of a consumer on account of interruptions in supply of power caused by damage to the distribution licensee's plant, equipment and supply system for reasons including but not limited to war, mutiny, riot, earthquake, cyclone, tempest, strike, civil commotion, lock out, lightning, fire, flood, accident or break down of plant and machinery or other causes beyond the control of the Licensee. The distribution licensee shall as early as possible inform the consumer(s) of the probable duration of such interruptions in supply of power.

8.10.2 The distribution licensee may curtail, stagger or temporarily discontinue the supply of electricity in case of emergency to protect plant & machinery and loss to life & property. The distribution licensee shall inform all the affected consumers regarding such restrictions as early as possible.

8.10.3 The distribution licensee shall be entitled, for reasons of testing, maintenance, repair or augmentation of the supply system, to temporarily discontinue the supply for such periods as may be necessary subject to prior notice being given in this regard.

8.11 Restrictions on Use of Electricity

In the event of shortage of electricity or to maintain grid stability and securing equitable distribution of electricity, the distribution licensee may with the approval of the Commission impose regulatory measures such as weekly off days, power cuts and peak load hour restrictions.

8.12 Clubbing of Industrial Loads

8.12.1 When a consumer is found to have more than one connection in the same premises (in the same or different names), the distribution licensee shall:

- a) after serving a notice of not less than 15 days or on request by the consumer for clubbing of connections, effect supply at one point in case the consumers located in the premises are entitled to one connection only;
- b) Within the time frame as prescribed in the regulation 8.1(b), switch over to HT supply at consumer's cost if connected load of all such entities in the premises exceeds 100 kW/Kva.
- c) ²[within the time frame as prescribed in the regulation 8.1(b), convert supply to HT/EHT at the consumer's cost if the total contract demand exceeds 4000 kVA.]

- 8.12.2 All such consumers shall from the date of expiry of notice as per regulation 8.12.1(a) be billed under the relevant tariff category applicable to the total connected load / contract demand.
- 8.12.3 Voltage surcharge shall be levied as per General Conditions of Tariff in the event of supply not being converted to voltage levels within the time period specified in regulation 8.1(b).

CHAPTER-IV

RECOVERY OF EXPENDITURE FOR SUPPLY OF ELECTRICITY AND OTHER MISC. CHARGES

9. POWER TO RECOVER EXPENDITURE/ SERVICE CONNECTION CHARGES

9.1 Subject to the provisions of the Act & these Regulations and subject further to such directions, orders or guidelines which the Commission may issue, every distribution licensee is entitled to recover from an applicant requiring new connection or additional load/demand, any expenses reasonably incurred by the distribution licensee for providing any electric line &/or electrical plant. The Service Connection Charges or the actual expenditure to recover such expenses shall be computed in accordance with regulations 9.1.1, 9.1.2, 9.1.3 and 9.1.4.

9.1.1 For New Connection

⁴[(a) Domestic, Non-Residential, Industrial, Bulk Supply, AP High Tech/High Density Farming and Compost plants/ solid waste management plants for municipalities/urban local bodies categories

(i) Supply For Load/Demand Not Exceeding 50 kW/kVA

The applicant requesting the distribution licensee for a new connection for above mentioned categories with load/demand not exceeding 50 kW/kVA and having specified LT Supply Voltage, shall be required to pay only the per kW/kVA charges, irrespective of the length of service line, as per Standard Cost Data approved by the Commission from time to time.

(ii) Supply For Load/Demand Exceeding 50 kW/kVA but not Exceeding 100 kVA

The applicant requesting the distribution licensee for a new connection for above mentioned categories with load/demand exceeding 50 kW/kVA but demand not exceeding 100kVA and having specified LT Supply Voltage, shall be required to pay the per kW/kVA charges as per Standard Cost Data approved by the Commission from time to time. Such charges shall be payable by an applicant where the length of the service line is up to one hundred metres for Domestic & Non-Residential Supply categories and two hundred fifty metres for Industrial, Bulk Supply categories, AP High Tech/High Density Farming and compost plants/solid waste management plants for municipalities/urban local bodies.

Where the length of the service line exceeds the above limits for the applied category, the applicant shall also pay the variable charges for the additional length of the service line along with kW/kVA charges at the rates approved by the Commission in the standard cost data.

(iii) Supply For Demand Exceeding 100 kVA

Where demand required for above mentioned categories exceeds 100 kVA, the recoverable expenditure from the applicant shall comprise of full cost of 'service line' and proportionate cost of common portion of the main line including bay/breaker, as the case may be, up to feeding substation.

The expenditure shall be calculated as under:-

(u) the applicant with specified Supply Voltage of 11kV (except consumers catered through 11kV independent feeder under regulation 9.5) shall be required to pay the expenditure incurred by the distribution licensee for providing the individual 11kV service line to the premises of the consumer and proportionate cost of the common portion of the distribution main including breaker from the nearest feeding grid substation having power

transformer of 33-66/11kV or 132/11kV or 220/11kV, as the case may be, which is feeding the 11kV line connected to the consumer premises, as per the standard cost data approved by the Commission. In case the existing 11kV distribution main is required to be augmented/extended or a new 11kV line/plant is to be erected to release the demand of an applicant then such work shall be carried out by the distribution licensee at its own cost provided the applicant pay the full cost of service line and proportionate cost of the common portion of the augmented/extended/new distribution main including breaker as per the standard cost data approved by the Commission.

- (v) The applicant with specified voltage of 33/66 kV, shall be fed from nearest 132/220 kV grid substation. The applicant shall pay the expenditure of providing the 33/66 kV individual service line from the feeding 132/220 kV substation to the premises of the applicant along with cost of bay at feeding substation as per the standard cost data approved by the Commission. However, the distribution licensee, if technically feasible, may extend the 33/66 kV line from the nearest 33/66kV radial/ring main substation (hereinafter referred as in between substation) to the premises of the applicant provided the applicant pay the expenditure of such individual 33/66kV service line from in between substation to the premises of the applicant including bay at in between substation and proportionate cost of the common portion of 33/66kV line from in between substation to the 132/220kV feeding substation including proportionate cost of one bay at the feeding 132/220kV substation as per the cost data approved by the Commission.

For recovery of expenditure from an applicant having Supply Voltage not exceeding 66kV under this regulation, the distribution licensee shall prepare an estimate based on standard cost data approved by the Commission and applicant shall be required to deposit such amount, including proportionate cost, as Security (works) before start of work. A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per regulation 9.3 of this Code. No additional demand for Security (works) shall be raised by the distribution licensee before completion of the work.

Provided that, a revised demand for recovery of additional Security (works), necessitated due to major changes in route plan or nature of tower structure etc., can be raised once by the distribution licensee provided the difference in the revised estimate and the original estimate is more than 30% of the original estimate. The applicant shall be provided atleast 15 days to deposit the additional security (works). The time period for completion of work as per regulation 8 shall be deemed to have been extended accordingly.

- (w) The applicant with specified voltage of 132/220/400kV, shall be fed from nearest 132/220/400kV grid substation, as the case may be, and applicant shall be liable to pay cost of service line including cost of bay at the feeding 132/220/400kV substation, as the case may be and proportionate cost of common portion of the transmission line on normative basis, as may be approved by the Commission in the standard cost data.

For EHT consumers, where 132/220/400kV transmission system is involved, the distribution licensee in co-ordination with transmission licensee shall prepare the estimate for the works involved as per the standard cost data approved by the Commission. The distribution licensee shall be responsible

to recover the amount from the consumer and transfer the cost that may be incurred by the transmission licensee including proportionate cost of transmission assets to transmission licensee for execution of work, within 15 days of the receipt of amount from applicant. After receipt of the amount by the transmission licensee, it shall be the responsibility of the transmission licensee to complete the related transmission works within the time period specified in regulation 8.1(b) of these regulations.

- (x) In case, the HT/EHT line (except 11kV independent feeder under regulation 9.5) whose entire cost including cost of breaker/bay has been paid by a consumer, is tapped to feed another applicant/consumer, such subsequent applicant shall pay entire cost of service line up to his premises and proportionate cost of the common portion of the line up to feeding station, including breaker/bay, as per the cost data approved by the Commission. The proportionate cost of common portion of the line and the breaker/bay, recovered from the subsequent applicant(s) shall be refunded to 1st consumer through adjustment in the energy bills starting from immediate subsequent bill but shall be limited to the total cost of the common portion of the line deposited by the 1st consumer less proportionate cost of the common portion corresponding to his load/demand as per the cost data approved by the Commission. However, the 1st consumer has the option not to claim proportionate cost of the common portion of line of subsequent applicant(s) from the distribution licensee and in such case, he shall be entitled to extend his load/demand in future up to the original capacity of the line without payment of charges. Before taking up the work for connecting the second consumer/applicant to such line, the distribution licensee shall intimate the 1st consumer in writing and get the option exercised regarding claiming of proportionate cost of the line.
- (y) The creation of new grid sub-station or augmentation of existing grid sub-station, if required, shall be carried out by the licensee at its own cost as per regulation 9.2.]
- (b) Agriculture Pump Set (A.P. Supply):
The applicant seeking a new connection under AP category shall pay charges (per BHP/kW) as per Standard Cost Data approved by the Commission. Such charges shall be payable where length of the required service line is up to five hundred metres. In case a service line of more than 500 meters is required for release of a connection, the applicant shall also be liable to pay variable charges for additional length of service line along with per BHP/kW charges at the rates approved by the Commission.
- (c) Railway Traction:
In the case of an application under the Railway Traction category, actual cost of 132 kV/220kV line including cost of controlling bay/switchgear and terminal/metering arrangements shall be payable. In such cases, the distribution licensee shall prepare an estimate based on Standard Cost data approved by the Commission and applicant shall be required to deposit such amount as Security (works) before start of work. A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per regulation 9.3.
- (d) Street Lighting:
The applicant seeking connection under Street Light category (LT) shall pay expenses as provided in Standard Cost data. The applicant shall either

supply or bear the cost of fittings/lamps and brackets including special fittings and its replacement thereafter. Henceforth, all street lighting agreements shall be executed under category 'C' of the schedule SVIII of Schedules of Tariff.

(e) ⁴[Deleted]

(f) Captive Power Plants (CPP)/Co-generation Plants/New & Renewable Sources of Energy (NRSE) Plants/Independent Power Producers (IPPs)

The recovery of Service Connection Charges/expenditure in case the owner of CPP/Co-generation Plant/ NRSE Plant/IPP requests for release of load/demand to meet his requirements (other than start up power) shall be regulated as under:

- (i) In case the load/demand can be fed from the line erected at the cost of the applicant and used for evacuation of power from these plants, no Service Connection Charges/ expenditure for release of such load/demand shall be recoverable from the applicant.
- (ii) In case the evacuation line used for feeding the load/demand has been erected at the cost of the distribution licensee then cost of the line including breaker/bay, as applicable, shall be recoverable from the applicant if the voltage rating of the evacuation line is same as specified voltage prescribed for the release of applied load/demand as per regulation 4.2 of the Supply Code.
- (iii) In case the voltage rating of the evacuation line used for feeding the load/demand is of voltage rating higher than the specified voltage prescribed for release of such load/demand as per regulation 4.2 of the Supply Code and has been erected at the cost of the distribution licensee then applicant, if opts for release of connection from such line, shall be required to pay kW/kVA charges for load/demand not exceeding 100 kW/kVA and normative cost of the line including breaker/bay corresponding to the specified supply voltage for load/demand exceeding 100 kW/kVA as per Standard Cost data.

9.1.2 Out of Turn Release of Connection or Extension in Load/Demand:

New connection or extension in load/demand shall ordinarily be released in seniority as per Regulation 6.8. However, the distribution licensee may draw up a policy for out of turn release of connection or extension in load/demand including the charges payable in such cases and seek the approval of the Commission. An applicant seeking out of turn release of a connection or extension in load/demand under this policy shall be required to pay the actual expenditure (comprising of extending high voltage line, step down sub-station and cost of service line) incurred in providing the connection or extension in load/demand.

⁴9.1.3 For Additional Load/Demand

a) Domestic, Non-Residential, Industrial, Bulk Supply, AP High Tech/High Density Farming and Compost plants/ solid waste management plants for municipalities/ urban local bodies categories:

(i) Supply For Load/Demand Not Exceeding 50 kW/kVA

The consumer of above mentioned categories requesting the distribution licensee for extension in load/demand with total load/demand, including extension, not exceeding 50 kW/kVA, shall be required to pay only the per kW/kVA charges for additional load/demand only. The slab rate for these charges shall be as applicable for the slab corresponding to total load as per Standard

Cost Data approved by the Commission from time to time.

(ii) Supply for Total Load/Demand Exceeding 50 kW/kVA but not Exceeding 100 kVA:

The consumer of above mentioned categories having total load/demand exceeding 50 kW/kVA but demand not exceeding 100 kVA and having specified LT Supply Voltage, requesting the distribution licensee for additional load/demand shall pay per kW/kVA charges for additional load/ demand at the applicable slab rate for total load/demand as per Standard Cost Data approved by the Commission from time to time. Such charges shall be payable by a consumer where the length of the service line is up to one hundred metres for Domestic and Non-Residential Supply categories and two hundred fifty metres in the case of Industrial, Bulk Supply, AP High Tech/High Density Farming and Compost Plants/Solid waste management plants for municipalities/Urban local body categories.

Where the length of the existing service line is more than the limit prescribed above and additional load/demand necessitates augmentation of the existing service line, the applicant shall, in addition to per kW/kVA charges for the additional load/demand be required to pay variable charges for the length of service line beyond the prescribed limits as indicated above, at the rates approved by the Commission. However, if no augmentation of existing service line is required then the consumer/applicant shall pay only kW/kVA charges for the additional load.

iii) Supply where Total Load/Demand Exceeds 100 kVA

Where the total demand including existing demand of above mentioned categories exceeds 100kVA, the HT/EHT consumer shall pay the cost of augmentation of individual service line, if any, and proportionate cost of the common portion of main line upto the feeding substation including breaker for the additional demand only as per the standard cost data approved by the Commission.

Provided that in case the common portion of the line is to be augmented/extended or a new line/plant is to be erected to release the additional demand, such work shall be carried out by the distribution licensee at its own cost provided the consumer requesting for additional demand pay the proportionate cost of the common portion of the line up to feeding substation for the additional demand only as per the Standard Cost data approved by the Commission.

Provided further that in case there is change in the specified Supply Voltage of the consumer due to additional demand, the proportionate cost of the common portion of the line up to feeding sub-station shall be payable for total demand including additional demand.

Provided also that where a HT/EHT consumer, having a sanctioned contract demand exceeding 100 kVA and who has paid the actual cost of HT/EHT service line and proportionate cost of common portion of line including breaker/bay at the time of release of connection, requests for additional demand and such demand can be fed from the same service line without any augmentation, then

the HT/EHT consumer shall be liable to pay only the proportionate cost of common portion of HT/EHT line up to feeding sub-station including breaker/bay for the additional demand as per the Standard Cost data approved by the Commission.

Provided also that in case a HT/EHT consumer, fed directly from the feeding substation through a HT/EHT line whose entire cost including cost of breaker/bay has been paid by a consumer, requests for additional demand, which can be released without augmentation of the line then such consumer shall not be liable to pay any charges for the additional load/demand.

However, creation of new grid sub-station or augmentation of existing grid sub-station, if required, shall be carried out by the licensee at its own cost as per Regulation 9.2.

The distribution licensee shall prepare an estimate based on Standard cost data approved by the Commission, where ever required and applicant shall be required to deposit such amount as Security (works) before start of work. A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per regulation 9.3. No additional demand for Security (works) shall be raised by the distribution licensee before completion of the work. However, a revised demand for recovery of additional Security (works) can be raised once by the distribution licensee necessitated due to change in route plan or nature of tower structure etc before completion of work provided the difference in the revised estimate and the original estimate is more than 30%.

Provided also that in case a HT/EHT consumer, who has paid the full capacity of the line including bay/breaker at the time of release of his connection but has accepted the full proportionate cost of the common portion of the line recovered by the distribution licensee from the subsequent consumer(s) as per regulation 9.1.1 above and requests for increase in load/demand at later stage which can be fed from the same line without augmentation then such consumer shall pay the proportionate cost of the common portion of the line as per the cost data approved by the Commission. In case of augmentation/bifurcation of line is required to release extension in load/demand, the consumer shall pay the actual expenses incurred by the distribution licensee to release the extension in load/demand. However, in case the 1st consumer has not claimed proportionate cost of the common portion of line of subsequent applicant(s) from the distribution licensee, he shall be entitled to extend his load/demand in future up to the original capacity of the service line without payment of charges.]

b) A.P. Supply:

A consumer seeking additional load under this category shall pay charges (per BHP/kW) for additional load as approved by the Commission. These charges shall be payable where the length of the service line is up to five hundred metres.

Where the length of the existing service line is more than five hundred metres and the provision of additional load necessitates

augmentation of the existing service line, the applicant shall in addition to BHP/kW charges for additional load, be required to pay the variable charges for the length of service line beyond the prescribed limit as indicated above at the rates approved by the Commission. However, if no augmentation of service line is required then the consumer shall only pay BHP/kW charges for additional load.

c) Railway Traction:

In case the total demand including additional demand can be fed from the existing system without any augmentation, no charges shall be payable. However, in case augmentation is required to release the additional demand then the consumer shall pay actual cost of augmentation of 132 kV/220 kV line including cost of controlling bay/switchgear as the case may be. In such cases, the distribution licensee shall prepare an estimate based on Standard cost data approved by the Commission and applicant shall be required to deposit such amount as Security (works) before start of work. A final bill shall be prepared by the distribution licensee after completion of work and necessary recovery or refund shall be made as per regulation 9.3.

d) Street Lighting:

The applicant seeking additional load under Street Light category (LT), shall pay expenses as provided in standard cost data as approved by the Commission.

e) ⁴[AP High Tech [Deleted]

f) Captive Power Plants (CPPs)/Co-generation Plants/New & Renewable Sources of Energy (NRSE) Plants/Independent Power Producers (IPPs)

The recovery of Service Connection Charges/expenditure in case of owner of CPP/Co-generation Plant/NRSE Plant/IPP requests for release of additional load/demand to meet his requirements (other than start up power) shall be regulated as under:

- (i) In case the total load/demand including additional load/demand can be fed from the evacuation line erected at the cost of the consumer and used for evacuation of power from these plants as per regulation 9.1.1(f)(i) above, no Service Connection Charges/expenditure for release of such additional load/demand shall be recoverable from the applicant. However, if augmentation is required, the same shall be carried out at the cost of the applicant.
- (ii) In case the additional load/demand can be fed from the evacuation line whose cost has been recovered from the consumer as per regulation 9.1.1(f)(ii) above, no Service Connection Charges/expenditure shall be recoverable from the applicant. However, if augmentation is required, the same shall be carried out at the cost of the applicant
- (iii) In case additional load/demand is to be released from the line as per regulation 9.1.1(f)(iii) above, then the consumer shall be required to pay kW/kVA charges for additional load/demand at the slab rate

applicable for total load/demand not exceeding 100 kW/ kVA as per Standard Cost Data.

In case the total load/demand exceeding 100 kW/kVA can be released from the line whose normative cost has been recovered from the consumer as per regulation 9.1.1(f)(iii) above, no amount shall be recoverable from the consumer. However, if higher capacity line is required to cater the total load/demand including additional load/demand, then the consumer shall have to pay normative cost of such line less cost already deposited as per regulation 9.1.1(f)(iii).

9.1.4 Temporary Supply

An applicant in this category shall pay for the expenditure for providing temporary connection as under:

- (a) Cost of erection and dismantling of relevant works including consumables.
- (b) Service line/electrical plant rentals as per rates given in Schedule of General Charges approved by the Commission.

9.2 **Distribution System Upgradation**

9.2.1 The distribution licensee shall be responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply including future growth of such demand for its existing consumers.

The distribution licensee shall meet the cost of such strengthening/up gradation / extension of the distribution system to meet the existing demand and future expected growth of demand through its annual revenues and such cost shall be allowed to be recovered through tariff after prudence check by the Commission.

9.2.2 The distribution licensee shall, unless otherwise specified in these Regulations or by an order of the Commission, fulfill the obligation to supply electricity to the premises, and shall not claim any payment or reimbursement from the applicant of any expenditure, if such expenditure has been incurred or is to be incurred by the distribution licensee under any scheme approved by the Commission or under any State/Central Government sponsored scheme and where such expenditure is otherwise allowed to be recovered by the distribution licensee as a part of the revenue requirements of the distribution licensee &/or by way of grant/aid from any agency.

9.3. **Security (works) for the Electric Line or Electrical Plant**

9.3.1 The distribution licensee shall be entitled to get Security (works) deposited from an applicant as provided in regulation 9.1.1 & 9.1.3 against estimated expenditure for providing electric line or electrical plant, as the case may be, worked out on the basis of Standard Cost Data and communicated to the applicant through a Demand Notice. However, where multi-circuit towers/supports are used for erecting a single circuit line/feeder for the applicant, the cost of only single circuit towers/supports shall be recoverable.

9.3.2 After deposit of Security (works) by the applicant as per regulation 9.3.1, the distribution licensee shall take up the work and initiate other necessary steps for effecting supply of electricity within the time limits as specified in regulation 8 of these Regulations.

- 9.3.3 If the applicant fails to deposit Security (works), the distribution licensee may not take up the work of providing electric line or electrical plant, as the case may be, for effecting supply of electricity to such applicant.
- 9.3.4 In case release of new connection or extension in load/demand is delayed beyond the period as specified in regulation 8 above or such period as may be allowed by the Commission, the distribution licensee shall pay interest on Security (works) for the period of delay beyond the specified period at the SBI's Base Rate prevalent on first of April of the relevant year plus 2%. This shall be in addition to a penalty liable to be imposed on the distribution licensee under regulation 8.6 of these Regulations.
- 9.3.5 The distribution licensee shall maintain a record of expenditure incurred for providing an electric line or electrical plant for supply of electricity to the applicant.
- 9.3.6 ¹[After execution of work of the electric line or electrical plant as the case may be, the distribution licensee shall be entitled to demand from the applicant the total amount of expenditure actually incurred (recoverable amount) and adjust Security (works) against such recoverable amount. In the event of Security (works) being in excess of the recoverable amount, the excess amount shall be determined by the distribution licensee within sixty (60) days from the date of release of connection and refunded by adjustment against electricity bills of the immediately succeeding months. In case the distribution licensee fails to refund the excess amount and adjust it against electricity bills of the immediately succeeding months, the distribution licensee shall be liable to pay interest on the excess amount at SBI's Base Rate prevalent on first of April of the relevant year plus 2% for the period of delay beyond sixty (60) days of the date of release of connection till the excess amount is adjusted. The amount of such interest shall be adjusted against the electricity bills thereafter.]
- 9.3.7 ¹[In case the recoverable amount from the applicant works out to be more than Security (works), then a notice shall be served on the applicant specifying such amount and requiring him to deposit the balance amount after adjusting the security (works). In case the applicant fails to deposit the balance amount within a period of thirty (30) days of the service of the notice, the applicant shall, for the period of delay, be liable to pay interest on the balance amount at SBI's Base Rate prevalent on first of April of the relevant year plus 2%. This shall be in addition to the licensee's right to disconnect supply of electricity if it has already been provided]

9.4 Execution of Works by the Consumer at his Own Cost:

In case the applicant opts to carry out the works at his own cost, he shall get the same carried out through A class Licensed Electrical Contractor as per layout plan approved by the distribution licensee and subject to payment of supervision charges to the distribution licensee @ 15% of labour charges only. The consumer shall use the material as per the specifications approved by the distribution licensee and procure the same from the approved vendors of the distribution licensee. The consumer shall be responsible to get the clearances of statutory authorities/C.E.I, Punjab, if required. In such cases, Service Connection Charges or actual expenditure of the works applicable for the release of such connection shall not be recoverable from the applicant. In case Service Connection Charges or Security (works) has already been deposited by the applicant, the same shall be refunded in full without any interest within 30 days of request failing which the distribution licensee shall pay interest at SBI's base rate prevalent on first of April of the relevant

year plus 2% for the period of delay. The consumer shall get the work completed within the time frame or get the period extended as per Regulation 8 of the Supply Code failing which the connection to the next applicant shall be released.

9.5 Independent 11 kV Feeder

- 9.5.1 ²[Consumers catered supply at 11kV and running essential services or continuous process industries irrespective of their load/contract demand or AP High Technology consumers with load more than 100 kW or other Industrial consumers with a contract demand exceeding 4000 kVA (in case of release of connection/additional load at lower than the prescribed voltage due to constraint as per regulation 4.2.1) may apply for an independent 11kV feeder to avail the benefit of uninterrupted supply of electricity provided they agree to pay the cost of the independent feeder including breaker at the feeding sub-station and establishment charges at the rate of 16% of the cost of material and labour.]
- 9.5.2 When a consumer getting supply from an existing common feeder is allowed an independent feeder, the cost incurred in converting the existing feeder into an independent feeder including the cost of shifting the supply system of other consumers connected to the existing feeder shall be payable by that consumer. A consumer requiring supply from an independent feeder who has initially paid only proportionate cost of mains/common line including breaker/bay as per regulation 9.1.1 of the Supply Code shall be further liable to pay remaining cost of breaker after adjusting the cost already paid.
- 9.5.3 The independent feeder provided at the cost of a consumer shall not be tapped /extended to provide supply to any other dis-similar consumer. However, if such tapping has to be resorted on account of technical constraints, then it shall be effected in such a way that an independent feeder of essential service consumer is tapped/ extended for another essential service consumer only. Similarly an independent feeder of a continuous process industrial consumer shall be tapped / extended for another continuous process industrial consumer only. An independent feeder of a general industrial consumer shall be tapped / extended for a general industrial consumer only.
- 9.5.4 ⁴[In the event of tapping / extending an independent feeder, the consumer getting the benefit of independent feeder by tapping/ extending shall be liable to pay proportionate cost for common portion of line/feeder including Circuit Breaker at the feeding sub-station as per the cost data approved by the Commission in addition to actual cost of independent portion/section of service line.
- 9.5.5 ⁴[The proportionate cost of common portion of feeder/line recovered from 2nd and/or subsequent consumer(s) shall be refunded to 1st consumer through adjustment in the energy bills starting from immediate subsequent bill but shall be limited to the total cost of the common portion of the line deposited by the 1st consumer less proportionate cost of the common portion corresponding to his load/demand as per the cost data approved by the Commission. However, the 1st consumer has the option not to claim proportionate cost of the common portion of line of subsequent applicant(s) from the distribution licensee and in such case, he shall be entitled to extend his load/demand in future up to the original capacity of the line without payment of charges.

Provided that in case a consumer, who has paid the full cost of the line including bay/breaker at the time of release of his connection but has accepted the full proportionate cost of the common portion of the line recovered by the distribution licensee from the subsequent consumer(s), as mentioned above, requests for increase in load/demand at later stage which can be fed from the same line without augmentation then such consumer shall pay the proportionate cost of the common portion of the line for additional demand as per the cost data approved by the Commission. In case augmentation/bifurcation of line is required to release the extension in load/demand then the consumer shall pay the actual expenses incurred by the distribution licensee to release the extension in load/demand.]

- 9.5.6 Distribution Licensee shall intimate the original consumer regarding congestion in and around the substation and the proposal of tapping his independent feeder. The cost of common portion payable by 2nd and or subsequent consumer shall also be intimated to the concerned consumer.
- 9.5.7 Where multi-circuit supports are provided for erecting a single circuit independent feeder, the concerned consumer shall be charged the cost of single circuit supports only.

9.6 Distribution Licensee's Property

The entire service line, notwithstanding that whole or a portion thereof has been paid for by the consumer, shall be the property of the distribution licensee by whom it shall be maintained. The distribution licensee shall have the right to use it for the supply of electricity to any other person by tapping or otherwise except if such supply is detrimental to the supply to the consumer already connected therewith.

10. STANDARD COST DATA

- 10.1 The distribution licensee shall submit data before December end every year in respect of:
- (a) per kW/kVA charges for the cost of service connection to different categories of LT consumers;
 - (b) the proportionate cost of main/sub main and breaker/bay at the feeding sub-station payable by different categories of applicants;
 - (c) per BHP/kW charges under the AP category;
 - (d) standard rates for providing new feeder/augmentation of existing feeders (per km basis) for different capacities and at different voltages;
 - (e) 'System Loading Charges' for residential colonies developed by developer/builder/society/owners/ association of residents/occupiers; and
 - (f) any other data as may be required by the Commission.
- 10.2 The Commission shall thereafter approve the rates from time to time with or without modification and the distribution licensee shall place the rates approved by the Commission on its website and also publish the same in leading newspapers of Hindi, English and Punjabi language within 3 days of its approval. The estimated cost of erecting/augmenting an electric line or electrical plant in order to extend supply shall be based on these rates.
- 10.3 The rates approved by the Commission in the standard cost data under clause 10.2 above shall continue to be in force till these are amended or modified by the Commission either on the request of the stakeholder or suo-motu.

10.4 The distribution licensee shall prepare cost data book on the basis of standard cost data approved by the Commission, covering specifications of various items & materials as well as labour/other charges for providing electric line/plant to various categories of consumers/applicants for the purpose of giving power supply. The method of preparing an estimate for giving supply in case of HT/EHT category of consumers shall be indicated in the cost data book.

11. TRANSFER OF OWNERSHIP OF CONNECTION AND PROVISION OF OTHER SERVICES

11.1 Consumers/ persons seeking transfer of title, change of category, conversion from single phase to three phase or vice versa, shifting of service connection/meter or LT/HT/EHT line or Distribution Transformer shall submit their application and the prescribed documents along with processing fee as specified in Schedule of General Charges to the notified office of the distribution licensee.

The distribution licensee shall prescribe the application forms and the supporting documents to be submitted by consumer/person for different services with the approval of the Commission and place them on its website. The application forms and information regarding supporting documents shall also be made available in each notified office of the licensee. The distribution licensee shall also specify the charges payable and other pre-requisites to be complied with for seeking these services as approved by the commission.

11.2 Consumers/persons seeking services as per Regulation 11.1 shall pay charges as indicated in the Schedule of General Charges approved by the Commission or the actual cost of providing service where such charges have not been specified.

11.3 Time limits for Availing Various Services

The distribution licensee shall give effect to transfer of title, change of category, conversion of the existing services and shifting of service connection and/or meter or LT/HT/EHT lines or distribution transformer within the following period from the date of receipt of request along with payment of prescribed charges and compliance of other pre- requisites by the consumer/person:-

1.	Transfer of title and/or change of category	7 working days in case of LT consumer and 14 days in case of HT/EHT consumer.
2.	Conversion from low tension single phase to low tension three phase or vice versa	30 days
3.	Shifting of meter within the premises	3 working days
4.	Shifting of service connection LT connection HT connection	10 working days 20 days
5.	Shifting of LT/HT line not exceeding 11kV	20 days
6.	Shifting of HT line exceeding 11kV	30 days
7.	Shifting of distribution transformer	30 days
8.	Shifting of EHT line	90 days

Whenever the above schedule cannot be met due to non-availability of Right of Way or other constraints, the licensee shall within the specified period, seek approval of the Commission for extension of time.

11.4 These time schedules include the time required for preparation of an estimate or completion of other procedural formalities. The distribution licensee shall finally settle

the accounts within three months of the work being completed. The excess deposit, if any, shall be refunded to the applicant through adjustment in the bills of the immediately succeeding months failing which interest at the SBI's base rate prevalent on first of April of the relevant year plus 2% shall be payable for the period of delay.

- 11.5 Any consumer/person aggrieved by the charges/expenditure payable and/or delay in providing service, may seek redressal in accordance with 'Consumer Complaint Handling Procedure' notified by the Commission.

11.6 Procedure for Change of Title or Transfer of Agreement

11.6.1 A consumer shall not, without the consent in writing of the distribution licensee, assign, transfer or part with the benefit of the agreement for obtaining a connection. The consumer shall also not in any manner part with or create any partial or separate interest except in the event of:-

- (a) Change in partnership,
(after supplying a certified copy of the new partnership deed and execution of a new agreement).
- b) Change in the name of a company,
(after supplying a certified copy of the new Memorandum of Association/Articles of Association along with supporting documents and execution of a new agreement).

11.6.2 A consumer may transfer the connection and its liabilities to any other person with the consent of the distribution licensee. After obtaining such consent the transferee shall execute a new agreement on the A&A form and shall deposit the Security (consumption) and Security (meter) at the prevalent rates after accounting for the Security (consumption) and Security (meter) already deposited by the previous consumer with his consent. The new consumer shall also undertake to pay/bear the current and past outstanding liabilities of the old consumer or those detected in the future.

- 11.6.3 (a) In the event of death of a consumer (except AP supply), the heirs may apply for the connection to be transferred in the name of one of the heirs. The application (A&A form) shall be accompanied by the following documents:
- (i) Death certificate
 - (ii) Succession certificate.
 - (iii) No objection from other heirs for transferring the connection in the name of one of the heirs.
 - (iv) In the absence of documents at (i) and (ii) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of a particular heir
 - (v) The distribution licensee shall on the submission of above documents, transfer the connection subject to the condition that charges payable as indicated in the Schedule of General Charges approved by the Commission and the actual cost of providing service where such charges have not been specified, have been deposited by the transferee. The transferee shall also be eligible to get the connection shifted after depositing the specified charges and completion of other formalities

- (b) In the event of death of an AP supply consumer, the heir(s) may apply for the connection to be transferred in the name of one or more of the heirs. The application (A&A form) shall be accompanied by the following documents:
- (i) Death certificate
 - (ii) Succession certificate. Alternatively Sajjra Nasad certified by the revenue officers shall also be acceptable in place of succession certificate. The officer of the distribution licensee shall issue a notice to arrange for a gathering of the villagers of the concerned village for seeking objections from all claimants/legal heirs of the deceased consumer as appearing in Sajjra Nasad. The certification on plain paper regarding the death of the consumer by his/her legal heirs/claimants duly authenticated by Gram Panchayat/Nambadar will be prepared in front of villagers and there will be no need of an affidavit. The distribution licensee shall on the basis of certification, transfer the connection in the name of the legal heir(s) subject to payment of charges as per Schedule of General Charges.
 - (iii) No objection from other the heirs for transferring the connection in the name of one or more of the heirs.
 - (iv) Authorization from all the heirs to appoint one of the heirs as 'principal heir' to represent all of them for signing A & A form, payment of charges/dues and other matters relating to the electricity supply to the tubewell connection.
 - (v) In the absence of documents at (i) and (ii) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of heir(s).
 - (v) The distribution licensee shall on the submission of above documents, transfer the AP supply connection subject to the condition that charges payable as indicated in the Schedule of General Charges approved by the Commission and the actual cost of providing service where such charges have not been specified, have been deposited by the transferee(s). The transferee(s) shall also be eligible to get the connection shifted after depositing the specified charges and completion of other formalities. Provided that in case of shifting of jointly owned AP supply connection, the 'principal heir' shall not be allowed to get the connection shifted unless NoC from all the legal heir(s) is obtained.
- (c) In case the transfer of the connection is not obtained within 6 months of the death of a consumer and later on the same is detected by distribution licensee, a notice shall be issued by the distribution licensee requiring that any of the heirs should submit an application for transfer of the connection within 30 days of the service of notice. The connection is liable to be disconnected in case no application is submitted to the distribution licensee within the period indicated in the notice.

11.6.4 Transfer/Sale of Land or Property.

In the event of transfer of a property, the transferee shall submit an application on A&A forms along with the following documents:-

- a) Letter of consent of the previous owner for transfer of connection;

- b) In the absence of a letter of consent, the transferee shall provide proof of ownership of premises. In case of partition, details thereof or a family partition deed if any, may be submitted;
- c) In case the consent of the previous owner for transfer of the Security (consumption) cannot be produced, the applicant shall deposit Security (consumption) and Security (meter) at prevalent rates. He shall also be liable to pay the outstanding dues, if any of the previous consumer;
- d) In the case of land having an AP/AP-High-tech connection being jointly owned by more than one person and a part of the land along with the AP/AP-High-tech connection thereon being sold, the connection may be transferred in the name of the purchaser if all the co-sharers consent to such transfer and submit an affidavit duly attested by a Magistrate to that effect;
- e) In the event where benefit of agreement for a connection is assigned to another person without the approval of the Licensee, a notice shall be served upon the consumer requiring that transfer of the connection be sought as per the procedure prescribed above within 30 days of the service of notice. The connection shall be liable to be disconnected in case no application is submitted to the distribution licensee within the period indicated in the notice.

12. LOAD SURCHARGE FOR UNAUTHORIZED LOAD

A consumer shall be liable to pay load surcharge as per the relevant Schedule of Tariff for use of load connected in excess of sanctioned load.

The following officers/officials of the distribution licensee shall be competent to inspect the electrical installations at the consumer's premises for the purpose of checking the connected load:-

Category of Connection	Checking Officer/Official
i) All AP/SP/DS & NRS upto 20kW	Any officer/official of the Distribution Wing not below the rank of JE
ii) All categories of consumers upto 100 kW (except MS/BS categories)	Any officer of the Distribution/Enforcement Wing not below the rank of an AE/AEE.

⁴[The checking of load of DS category consumers shall be governed by the guidelines as may be issued by the Commission from time to time.]

13. POWER TO REQUIRE SECURITY

13.1 The distribution licensee may require any applicant, who requires supply of electricity to his premises to give reasonable security as specified in Schedule of General Charges for the payment of all monies, which may become due and payable to the Licensee:

- (a) in respect of the electricity supplied to such person ; and
- (b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such person, in respect of the provision of such line or plant or meter.

13.2 If an applicant fails to furnish such security, the distribution licensee may refuse to give the supply/additional supply of electricity or to provide the line or plant or meter for the period during which the failure continues.

13.3 The amount payable towards security shall be deposited at the notified office in cash or by demand draft/cheque payable at par/banker cheque drawn in favour of the distribution licensee.

14. SECURITY (CONSUMPTION)

The applicant seeking supply of electricity as per regulation 6 of these Regulations shall initially be required to pay to the distribution licensee an amount on kW/kVA basis as specified in the Schedule of General Charges approved by the Commission, as Security (consumption) towards estimated electricity likely to be supplied after release of connection. However, in case of applicants with demand exceeding 100 kVA, 25% of Security (consumption) (inclusive of EMD deposited at the time of feasibility clearance) be deposited at the time of registration of A & A form and remaining Security (consumption) be deposited at the time of compliance of demand notice.

The applicant seeking sanction of additional load/demand shall be required to deposit Security (consumption) computed only for the additional load/demand at the slab rate applicable to the total load/demand.

15. SECURITY (METER)

⁴[Security for meter including metering equipment viz Current Transformer, Voltage Transformer etc.] hereinafter referred to as 'Security (meter)' shall be deposited by the applicant at the time of submission of A&A form in accordance with regulation 6 of these Regulations. Rates of such Security (meter) shall be as specified in the Schedule of General Charges approved by the Commission.]

16. REVIEW OF SECURITY (CONSUMPTION) & PAYMENT OF ADDITIONAL SECURITY (CONSUMPTION)

16.1 ⁶[After release of connection, all consumers shall maintain as Security (consumption) with the distribution licensee an amount equivalent to consumption charges (i.e. fixed and variable charges as applicable to the relevant category) for two and a half months where bi-monthly billing is applicable and one and a half month in case of monthly billing, during the period of agreement for supply of electricity. The variable charges for calculating additional security (consumption) shall include Voltage Rebate, Voltage Surcharge, Single Point Rebate, but shall exclude FCA and ToD tariff. The electricity duty and other State Government levies shall not be considered while calculating additional security (consumption).]

16.2 Whenever spot billing is introduced for any category of consumers in any area of operation of the licensee, the Security (consumption) shall be maintained on the basis of consumption charges for two months for bimonthly billing and one month for monthly billing categories. Excess amount of Security (consumption) in respect of existing consumers shall be refunded by the distribution licensee by adjustment against any outstanding dues and/or any amount becoming due to the distribution licensee immediately thereafter.

16.3 The distribution licensee shall not be entitled to demand Security (consumption) from any consumer requiring supply of electricity through a pre-paid meter as and when such a facility is provided.

Provided that in the case of an existing consumer who opts for supply of electricity through a pre-paid meter, the distribution licensee shall refund the Security (consumption) including interest charges of such consumer by adjustment against any outstanding dues and balance amount, if any, shall be refunded through cheque to the consumer.

- 16.4 ⁶[The adequacy of the amount of Security (consumption) in accordance with regulation 16.1 of these Regulations shall be reviewed by the distribution licensee after every three years (preferably after revision of tariff for the relevant year) based on the average monthly consumption for the twelve months period from April to March of the previous year except for HT/EHT consumers in whose case review of Security (consumption) shall be carried out annually.

In case of new connection or extension in load/demand of an existing connection which is less than one year old, the first review shall be carried out only after 12 months consumption from April to March is available with the distribution licensee.

Provided that in case of reduction in load/demand by the consumer during the period from April to March of the previous year, the Security (consumption) shall be reviewed for the current year based on the consumption of the previous year extrapolated on the basis of the reduced load/demand.]

16.5 **Notice for Additional Security (consumption)**

- 16.5.1 Based on a review as per regulation 16.4, demand for shortfall or refund of excess Security (consumption) shall be effected by the distribution licensee from/to the consumer.

Provided, however, that if the Security (consumption) payable by the consumer is short or excess by not more than 10% of the existing Security (consumption), no action shall be taken.

- 16.5.2 If the Security (consumption) payable by a consumer after review as per regulation 16.4 is found to be short by more than 10% of the existing Security (consumption), the distribution licensee shall refund the excess amount to such consumer by adjustment against any outstanding dues and/or any amount becoming due to the distribution licensee immediately thereafter.

- 16.5.3 Where the consumer is required to pay the additional Security (consumption), the distribution licensee shall issue to the consumer a separate notice cum bill specifying the amount payable along with supporting calculations.

- 16.5.4 The consumer shall be liable to pay the additional Security (consumption) within thirty (30) days from the date of service of the notice.

- 16.5.5 ¹[In the event of any delay in payment, the consumer shall for the actual period of default pay interest thereon at the SBI's base rate prevalent on first of April of the relevant year plus 2% without prejudice to the licensee's right to disconnect supply of electricity, under these Regulations.]

- 16.5.6 In case, demand for additional security (consumption) is included in the current energy bill instead of separate notice cum bill as mentioned in regulation 16.5.3, then distribution licensee shall not be authorized to take punitive actions as provided in regulation 16.5.5.

17. **INTEREST ON SECURITY (CONSUMPTION) AND SECURITY (METER)**

- 17.1 ⁶[The distribution licensee shall pay interest on Security (consumption) and Security (meter) at the Bank Rate (as on 1st April of the year for which interest is payable) as notified by RBI.]

- 17.2 The interest on Security (consumption) and Security (meter) shall be credited to the account of a consumer annually on first day of April each year and shall be adjusted/

paid in first bill raised after first April every year against the outstanding dues and/or any amount becoming due to the distribution licensee thereafter.

- 17.3 ¹[In the event of delay in effecting adjustments due to the consumer as per regulation 17.2, the distribution licensee shall for the actual period of delay pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%.]

18. REFUND OF SECURITY (CONSUMPTION)

18.1 On Withdrawal of Application

18.1.1 In case the applicant after submitting his application for supply of electricity/extension of load etc. withdraws the same, 10% of the Security (consumption)/additional Security (consumption) shall be deducted by the distribution licensee and the balance refunded within thirty (30) days to the applicant without payment of any interest by the distribution licensee.

18.1.2 ¹[If the applicant is not issued a Demand Notice within the time period specified in regulation 6 and the applicant withdraws his application, the Security (consumption)/additional Security (consumption), as the case may be, shall be refunded in full within thirty (30) days along with interest for the period the Security (consumption)/additional Security (consumption) remained with the distribution licensee at Bank Rate (as on 1st April of each year) as notified by RBI.]

18.1.3 ¹[In the event of delay in refund beyond the stipulated period as per regulation 18.1.2, the distribution licensee shall pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%.]

18.2 On Withdrawal of Application for Temporary Connections

In case an application for temporary connection is withdrawn, the following procedure shall be adopted for refund of advance Security for consumption:-

18.2.1 If the application is withdrawn before the due date by which supply of electricity is required or time frame fixed as per regulation 8.3.3, whichever is later, 10% of the advance Security for consumption shall be deducted and the balance amount refunded to the applicant within thirty (30) days from the date of request.

18.2.2 In case the distribution licensee fails to provide the temporary connection by the due date or time frame fixed as per regulation 8.3.3, whichever is later and the application is withdrawn, the advance Security for consumption shall be refunded in full to the applicant within thirty days (30) from the date of request.

18.2.3 ¹[In the event of delay in refund beyond the stipulated period the distribution licensee shall pay interest at Bank Rate (as on 1st April of each year) as notified by RBI for the period of delay.]

19. REFUND OF SERVICE CONNECTION CHARGES/ SECURITY (WORKS)

19.1 On Withdrawal of Application by LT Category Applicant/Consumer:

19.1.1 If an LT applicant declines to take supply after the deposit of Service Connection Charges and works have been taken in hand by the distribution licensee, the expenditure incurred by the distribution licensee for erection and dismantlement of works (if any) shall be deducted from the Service Connection Charges and balance amount refunded to the applicant. However, if erection and dismantlement charges are more than the Service Connection Charges, the applicant shall be liable to pay balance amount to the licensee.

19.1.2 If the applicant withdraws before starting the work of laying of electric line/plant or creating any other facility for extending supply, the full amount shall be refunded.

19.2 On Withdrawal of Application by HT/EHT Category Applicant/Consumer

In the event of HT/EHT applicant/ consumer withdrawing the application for new connection/extension in load;

19.2.1 Security (works) deposited by the applicant shall be refunded in full where no expenditure has been incurred by the distribution licensee for supply of electricity.

19.2.2 In cases where works have been taken in hand and some expenditure has been incurred by the distribution licensee for supply of electricity, the expenditure so incurred shall be deducted from Security (works) and the balance amount shall be refunded to the applicant.

19.2.3 In cases where works for supply of electricity have been completed by the Distribution Licensee, no amount of Security (works) shall be refunded. Provided that where the actual expenditure is less than the amount of Security (works), the excess amount of Security (works) over and above the actual expenditure shall be refunded to the applicant as per regulation 9.3.6.

19.3 On Withdrawal of Application for Temporary Connection.

In case of withdrawal of application for temporary connection after compliance of demand notice, the following procedure shall be adopted for refund of Security (works):-

19.3.1 If the application is withdrawn before the due date by which supply of electricity is required or time frame fixed as per regulation 8.3.3, whichever is later and no work has been undertaken by the distribution licensee, the entire Security (works) shall be refunded.

19.3.2 If the application is withdrawn before the due date by which supply of electricity is required or the time frame fixed as per Regulation 8.3.3, whichever is later and works have been taken up, the expenditure incurred by the distribution licensee on the erection/dismantlement of works shall be deducted from the Security (works) and the balance amount shall be refunded.

19.3.3 If a distribution licensee fails to release the connection by the due date or time frame fixed as per Regulation 8.3.3, whichever is later and the application is withdrawn thereafter, Security (works) shall be refunded in full.

19.4 ¹[The refund of Service Connection Charges/Security (works) shall be affected within thirty (30) days of receipt of request from the applicant. In case a distribution licensee fails to refund Service Connection Charges/Security (works), as the case may be, within the stipulated period, he shall for the period of default starting from the 31st day of the date of withdrawal of application till the date Service Connection Charges/Security (works) is refunded, be liable to pay interest at the SBI's Base Rate prevalent on first of April of the relevant year plus 2%.]

20. REFUND OF SECURITY (METER)

20.1 Security (meter) shall be refunded in full in all cases specified in regulations 19.1, 19.2 and 19.3.

- 20.2 ¹[The refund of Security (meter) shall be effected within thirty (30) days of receipt of request from the applicant. In case a distribution licensee fails to refund Security (meter) within the stipulated period, he shall for the period of default starting from the 31st day of the date of withdrawal of application till the date Security (meter) is refunded, be liable to pay interest at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%.]

CHAPTER-V

SUPPLY, INSTALLATION, TESTING AND REPLACEMENT OF METERS – OVERHAULING OF ACCOUNTS

21. USE, ETC. OF METERS

21.1 Requirement of Meters

The distribution licensee shall not supply electricity to any person, except through installation of a correct meter in accordance with the CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

The term meter shall also include, wherever applicable, other metering equipment such as current transformer, voltage transformer with wiring & accessories etc. essentially required for measuring/recording consumption of electricity and shall hereinafter called "Meter".

21.2 Supply and Installation of Meters

21.2.1 The distribution licensee shall supply the meter to the applicant at the time of release of a new connection or at any other time as required by the consumer who shall pay the monthly rental for such equipment at rates specified in the Schedule of General Charges approved by the Commission.

21.2.2 In case a consumer/applicant opts to provide his own meter at the time of release of new connection or thereafter, he shall deposit the meter of make & specifications approved by the distribution licensee for such class of consumers along with the requisite testing & installation fee at the notified office. The distribution licensee shall be responsible for the testing/sealing of the meter from its laboratory and install the same within 10 days of the deposit of meter & requisite fee. In such a case, the distribution licensee shall not charge any monthly rental for the meter including metering equipment and Security (meter) deposited by him along with the A&A form shall be adjusted in the electricity bill(s) of the immediately succeeding months.

21.2.3 ⁴[The consumer meter shall be installed by the distribution licensee either at the consumer's premises or outside the consumer premises. The meter at the consumer premises shall be installed preferably at the entrance of the premises according to mutual convenience of the distribution licensee and the consumer. As provided in regulation 13(2) & 13(3) of the CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time, the consumer shall, as far as circumstances permit, take precautions for the safety of the consumer meter installed in his premises belonging to the licensee. The licensee shall be responsible for the safety of the consumer meter located outside the premises of the consumer and the consumer shall be responsible for the safety of the real time display unit installed by the licensee in consumer premises.]

21.2.4 ⁴[In case a meter is installed outside the premises of a consumer, the service cable from the outgoing terminals of the meter to Miniature Circuit Breaker/main switch installed at the consumer premises shall be provided by the distribution licensee at its own cost. As provided in regulation 7 of CEA (Installation and Operation of Meters) Amendment Regulations, 2010, where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide real

time display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer;

Provided that for the purpose of billing, the reading of consumer meter shall be taken into account.

Provided further that the entire cost of installing the meter outside the premises and providing a display unit within the premises shall be borne by the Distribution Licensee. However, the cost of display unit shall be treated as part of the meter cost while determining meter rentals.

Provided also that the location of meter and height of meter display from floor shall be as per Indian Standard on Testing, Evaluation, Installation and Maintenance of ac Electricity Meters – Code of Practice.

Provided also that for outdoor installations, the meters shall be protected by appropriate enclosure of level of protection specified in the Indian Standard on Testing, Evaluation, Installation and Maintenance of ac Electricity Meters – Code of Practice.]

21.2.5 The cost of shifting of meters already installed wherever required by the distribution licensee shall be borne by the licensee.

21.2.6 In the case of multi storey buildings/apartments, meter may be installed near the entrance of the complex / apartment or at any other convenient common space provided that the cost of infrastructure from the premises of a consumer to the common space is borne by the owner/promoter or an association/society of occupants / owners that may be formed in the complex. In such a case, the owner/ promoter or association/society would also be required to ensure protection of the meter from theft or damage.

21.2.7 ⁴[The distribution licensee shall make out a plan for introduction and adoption of new technologies such as smart meters, Advanced Metering Infrastructure (AMI), prepaid meters, Time of the Day meter (ToD), Automatic Remote Meter Reading System through appropriate communication system with the approval of Commission for which consumer shall extend required support to the licensee.

Provided that before introducing any new technology in metering or changing specifications which may affect the billing of the consumers, the prior approval of the Commission shall be mandatory.

Provided further that before replacing the existing meter with new meter with advanced technology with the approval of the Commission, as referred above, the consumer shall be informed in writing by serving atleast 15 days notice indicating salient features of the new meter and necessary guidelines for its usage.

Provided also that in case of pre-paid meter, a rebate of 1% shall be allowed on the energy charges.]

21.2.8 Wherever new meter/metering equipment is installed, the meter shall be sealed by the distribution licensee immediately thereafter in the presence of the consumer. The sealing of the consumer meter shall be governed as per regulation 12 of CEA (Installation and Operation of Meters) Regulations, 2006. No liability shall be cast on the consumer in case of delay in affixing of the seals by the licensee. The seals of the meter shall be removed only by the licensee, as and when required and no consumer shall tamper with, break or remove the seal(s) under any circumstances.

21.3 Testing of Meters

21.3.1 ⁴[It shall be the responsibility of the distribution licensee to satisfy itself regarding the accuracy of a meter before it is installed for the consumer.]

21.3.2 The distribution licensee shall set up such number of accredited testing laboratories or utilize the services of other testing laboratories accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) as the Commission may require. The distribution licensee shall take immediate action to get the accreditation of existing meter testing laboratories from NABL, if not already done.

21.3.3 After testing in the laboratory, the body of the meter shall be duly sealed by an officer(s) authorized by the distribution licensee.

21.3.4 The Commission may also require the distribution licensee to undertake third party testing of meters/metering equipment installed at the consumers' premises.

21.3.5 The distribution licensee shall also conduct periodical inspection/ testing of the meters/metering equipment installed at the consumers' premises as per following schedule:

- | | | |
|-------|---------------------|-------------------------|
| (i) | EHT meters:- | atleast once in a year |
| (ii) | HT meters:- | atleast once in 2 years |
| (iii) | LT 3-phase meters:- | atleast once in 3 years |
| (iv) | LT 1-phase meters:- | atleast once in 5 years |

21.3.6 Testing of Inaccurate Meters

- a) The distribution licensee shall have the right to test any consumer meter and related equipment, either at site or in the laboratory, if there is a reasonable doubt about its accuracy and the consumer shall co-operate with the distribution licensee in conducting the test. The consumer shall have the right to be present during such testing. A copy of the test results indicating the accuracy of the meter shall be provided to the consumer.
- b) A consumer may also request the distribution licensee to test the meter, if he doubts its accuracy. The distribution licensee shall undertake such testing either at site or in the laboratory within seven (7) days on payment of fee by the consumer as specified in the Schedule of General Charges approved by the Commission. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meter upto 650 volts. The testing of consumer meter above 650 volts should cover entire metering system including CTs, VTs and may be carried out in the laboratory. The onsite testing may be carried out as per regulations 18(2) of CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time. A copy of the test results indicating the accuracy of the meter shall be provided to the consumer immediately.
- c) If after testing, the meter is found to be inaccurate then the fee deposited in accordance with para (b) above shall be refunded by adjustment in the electricity bills for the immediately succeeding

months. In case the meter is found to be correct then such fee shall be forfeited by the distribution licensee.

- d) In case a consumer is not satisfied with the site testing of the meter installed in his premises or the meter cannot be tested by the distribution licensee at site then the meter shall be removed and packed/sealed in the presence of consumer or occupier of the premises for testing in the laboratory and another duly tested meter shall be installed at the premises of such a consumer. In the event the distribution licensee or the consumer apprehends tampering of meter and/or its seals then the packing containing the meter shall be jointly sealed by the distribution licensee and the consumer/occupier of the premises.
- e) In case of testing of a meter removed from the consumer premises in the licensee's laboratory, the consumer would be informed of the proposed date of testing through a notice at least three (3) days in advance. In such cases, the seals shall be removed/ broken in the presence of the consumer or his/her authorised representative and testing undertaken in the laboratory of the distribution licensee or any accredited laboratory within fifteen (15) days from the date of removal of meter from consumer's premises. However, such testing can be carried out by the distribution licensee in the absence of consumer if he/she fails to associate with testing even after issue of two registered reminders or he/she gives his/her written consent for such testing without his/her presence. The signature of the consumer, or his authorized representative, if present, would be obtained on the test results sheet and a copy thereof supplied to the consumer. If the meter is found to be inaccurate or tampered, the same shall be re-packed & sealed and kept in safe custody till disposal of case in order to preserve evidence.

21.4 Defective/ Dead Stop/Burnt/Stolen Meters

- 21.4.1 In case a consumer's meter becomes defective/dead stop or gets burnt, a new tested meter shall be installed within the time period prescribed in Standards of Performance on receipt of complaint ⁴[or detection by the distribution licensee]. If the meter is burnt due to reasons attributable to the consumer, the distribution licensee shall debit the cost of the meter to the consumer who shall also be informed about his liability to bear the cost. In such cases the investigation report regarding reasons for damage to the meter must be supplied to the consumer within 30 days. However, supply of electricity to the premises shall be immediately restored even if direct supply is to be resorted to, till such time another tested meter is installed.]
- 21.4.2 In case where a meter installed at a consumer's premises is reported to have been stolen, FIR to this effect shall be lodged by the consumer. If the meter is installed outside the consumer premises, the distribution licensee shall lodge FIR in such cases on receipt of intimation from the consumer or otherwise. The supply of electricity shall be immediately restored by the distribution licensee after verification of the complaint by installing another tested meter or by resorting to direct supply on consumer's request in case a meter is not available. The cost of the meter shall be recovered from the consumer through electricity bills of the immediately succeeding months, if the meter is installed in the premises of consumer. Where the stolen meter

was installed outside the consumer premises, the cost of meter shall be borne by the distribution licensee.

21.5 Overhauling of Consumer Accounts

21.5.1 Inaccurate Meters

If a consumer meter on testing is found to be beyond the limits of accuracy as prescribed hereunder, the account of the consumer shall be overhauled and the electricity charges for all categories of consumers shall be computed in accordance with the said test results for a period not exceeding six months immediately preceding the:

- a) date of test in case the meter has been tested at site to the satisfaction of the consumer or replacement of inaccurate meter whichever is later; or
- b) date the ⁴[inaccurate] meter is removed for testing in the laboratory of the distribution licensee.

Sr. No	Consumer Meter	Accuracy class as per CEA Metering Regulations*	In-Service maximum permissible error as per IS Code **
1	Upto 650 volts	1.0 or better	± 2.5%
2	Above 650 volts & upto 33 kV	0.5S or better	± 1.0%
3	Above 33 kV	0.2S or better	± 0.5%

* Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

** IS 15707: 2006 & IS 14697:1999

Note: Where accuracy of meter is not involved and it is a case of application of wrong multiplication factor, the accounts shall be overhauled for the period this mistake continued.

21.5.2 Defective (other than inaccurate)/Dead Stop/Burnt/Stolen Meters

⁴The accounts of a consumer shall be overhauled/billed for the period meter remained defective/dead stop subject to maximum period of six months. In case of burnt/stolen meter, where supply has been made direct, the account shall be overhauled for the period of direct supply subject to maximum period of six month. The procedure for overhauling the account of the consumer shall be as under:]

- a) On the basis of energy consumption of corresponding period of previous year.
- b) In case the consumption of corresponding period of the previous year as referred in para (a) above is not available, the average monthly consumption of previous six (6) months during which the meter was functional, shall be adopted for overhauling of accounts.
- c) If neither the consumption of corresponding period of previous year (para-a) nor for the last six months (para-b) is available then average of the consumption for the period the meter worked correctly during the last 6 months shall be taken for overhauling the account of the consumer.

- d) Where the consumption for the previous months/period as referred in para (a) to para (c) is not available, the consumer shall be tentatively billed on the basis of consumption assessed as per para - 4 of Annexure-8 and subsequently adjusted on the basis of actual consumption recorded in the corresponding period of the succeeding year.
- e) The energy consumption determined as per para (a) to (d) above shall be adjusted for the change of load/demand, if any, during the period of overhauling of accounts.

21.5.3 Any evidence provided by the consumer about conditions of working and/or occupancy of the concerned premises during the said period(s) which might have a bearing on computation of electricity consumption shall, however be taken into consideration by the distribution licensee.

21.6 Recovery/Refund of Charges

⁶[If a consumer is liable to pay an additional amount or entitled to refund in consequence of an overhaul of his account in accordance with Regulations 21.5 above, the distribution licensee shall effect recovery or adjust the excess amount in the electricity bills of the immediately succeeding months.

Provided that in case the refundable amount is more than average bill of the consumer for more than 3 billing cycles, the amount in excess of average bill for 3 billing cycles shall be refunded through cheque within 30 days failing which interest at SBI base rate plus 2% shall be payable by distribution licensee to the consumer for the period of delay.]

CHAPTER VI
STANDARDS OF PERFORMANCE

22. GENERAL

- 22.1 These standards specify critical distribution system parameters which a distribution licensee shall maintain with a view to providing an efficient, reliable and safe system of electricity distribution and retail supply. These standards seek to:
- (a) ensure that the distribution licensee meets minimum standards essential for the safety and optimal performance of electrical equipment installed in a consumer's premises,
 - (b) enable a consumer to design his systems and install equipment suitable to the electrical environment, and
 - (c) specify the minimum levels of service to be provided by the distribution licensee in the short term and move towards improved standards in the long term.
- 22.2 The standards specified in Annexure-1 are the Minimum Standards of Performance that a distribution license shall achieve.
- 22.3 The standards specified in Annexure-2 are the Overall Standards of Performance which the distribution licensee shall seek to achieve in the discharge of its obligations as a licensee.
- 22.4 The Commission may specify different standards for a class or classes of the distribution licensees.

23. SAFETY

- 23.1 The construction, operation and maintenance of the distribution lines and sub-stations shall be carried out in accordance with Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010.
- 23.2 Grounding to be provided for the equipment and lines and the earthing of sub stations shall be in accordance with IS: 3043-Code of Practice for Earthing.
- 23.3 The earthing system of the distribution network shall be maintained in such a condition so as to ensure instantaneous operation of a fuse, circuit breaker or other protective equipment.
- 23.4 Safety Standards:**
- 23.4.1 The distribution licensee may call upon any consumer to conform to the requisite safety standards within a notice period of not less than twenty one days. In the event of non-compliance of such standards persisting beyond twenty one days, the distribution licensee may disconnect supply to any such consumer premises where continuance of supply may reasonably be expected to affect system operations and safety.
- 23.4.2 In emergent situations where safety of the Grid is likely to be effected, disconnection may, however, be effected immediately.
- 23.4.3 The connection shall be restored immediately after the causes leading to the disconnection as listed in the notice are removed or rectified.

24. HARMONICS

- 24.1 [The distribution licensee and the designated consumers shall control the harmonics level at the Point of Common Coupling (PCC). The limits of voltage harmonics by the distribution licensee in its electrical network, the limit of injection of current harmonics by the designated consumers, Point of measurement i.e PCC and other related matters shall be as per the IEEE 519-2014 namely 'IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems', as modified from time to time.
- 24.2 The measurements undertaken to determine compliance shall be carried out in accordance with the requirements as specified in IEC 61000-4-7 and IEC 61000-4-30. There shall be continuous measurement of harmonics with permanent Power Quality meters complying with the IEC 61000-4-30 Class-A meters.
- Provided that where CTs/PTs of the existing installation/connection of the designated consumer are of lower accuracy class than mandated by IEC 61000-4-30 Class-A meters , the meters complying with the IEC 61000-4-30 Class-B may be installed as an interim measure.
- 24.3 The data measured and metered as mentioned in regulation 24.2 with regard to the harmonics, shall be captured by the distribution licensee each month or as may be decided by the Commission from time to time keeping in view the operational constraints. The data shall also be shared with the consumer periodically.
- 24.4 The designated consumers shall install power quality meters by 1st October, 2021 and share the recorded data thereof with the distribution licensee each month or as may be decided by the Commission.
- 24.5 The distribution licensee shall install power quality meters within three years starting from 1st October, 2021 in a phased manner covering at least 20% of the total identified locations on 11/33/66 kV feeders as may be approved by the Commission, in the first year and 40% each in subsequent two years.

24.6 Harmonic limits

Harmonic management in a power system is a joint responsibility involving both the end users and the distribution licensee, therefore harmonic limits are specified for both voltages and currents. The limits as mentioned below shall apply only at the Point of Common Coupling (PCC).

24.6.1 VOLTAGE HARMONICS

- (a) The distribution licensee shall control the line-to-neutral voltage harmonics at the Point of Coupling. The voltage harmonic distortion of the supply voltage shall be assessed in terms of the Total Harmonic Distortion (THD_V) considering harmonic components up to the 50th order. THD_V shall be taken as square root of the sum of squares of all voltage harmonics expressed as a percentage of the magnitude of the fundamental measured with following formula

$$THD_V = \sqrt{\sum_{h=2}^N V_h^2}$$

where

V_h represents the percent r.m.s value of the h^{th} harmonic voltage component, and N represents the highest harmonic order considered in the calculation.

(b) **Voltage distortion limits**

Table 1

Bus Voltage V at PCC	Individual harmonic (%)	Total harmonic distortion (THD) (%)
$V \leq 1.0$ kV	5.0	8.0
$1 \text{ kV} < V \leq 69$ kV	3.0	5.0
$69 \text{ kV} < V \leq 161$ kV	1.5	2.5
$161 \text{ kV} < V$	1.0	1.5 ^a

^aHigh-voltage systems can have up to 2.0% THD where the cause is an HVDC terminal whose effects will have attenuated at points in the network where future users may be connected.

For statistical evaluation, voltage harmonics shall be assessed for a period of not less than 7 continuous days. The short time 10 min values are accumulated over periods of one week and the 95th percentile values (i.e., those values that are exceeded for 5% of the measurement period) are calculated for each 7-day period for comparison with the recommended limits. The values are measured at PCC in normal operating condition.

24.6.2 **CURRENT HARMONICS**

The designated consumer shall limit the value of harmonic currents measured at Point of Common Coupling (PCC) measured over 10 minutes period to the values as given in table below:

(a) **Current distortion limits (TDD) for system nominally rated through 120 V to 69 kV**

Table 2

Maximum harmonic current distortion in percent of I_L						
Individual harmonic order (odd harmonics)^{a, b}						
I_{sc}/I_L	$3 \leq h < 11$	$11 \leq h < 17$	$17 \leq h < 23$	$23 \leq h < 35$	$35 \leq h \leq 50$	TDD
<20*	4.0	2.0	1.5	0.6	0.3	5.0
20<50	7.0	3.5	2.5	1.0	0.5	8.0
50<100	10.0	4.5	4.0	1.5	0.7	12.0
100<1000	12.0	5.5	5.0	2.0	1.0	15.0
>1000	15.0	7.0	6.0	2.5	1.4	20.0

Note: * All power generation equipment is limited to these values of current distortion, regardless of actual I_{sc}/I_L ;

^aEven harmonics are limited to 25% of the odd harmonic limits above;

^bCurrent distortions that result in a dc offset, e.g., half-wave converters, are not allowed;

where

I_{sc} = maximum short-circuit current at PCC;

I_L = maximum demand load current (fundamental frequency component) at the PCC under normal load operating conditions;

(b) Values of Current distortion limits (TDD) for system rated above 69 kV through 161 kV

Table 3

Maximum harmonic current distortion in percent of I_L						
Individual harmonic order (odd harmonics) ^{a, b}						
I_{SC}/I_L	$3 \leq h < 11$	$11 \leq h < 17$	$17 \leq h < 23$	$23 \leq h < 35$	$35 \leq h \leq 50$	TDD
<20*	2.0	1.0	0.75	0.3	0.15	2.5
20<50	3.5	1.75	1.25	0.5	0.25	4.0
50<100	5.0	2.25	2.0	0.75	0.35	6.0
100<1000	6.0	2.75	2.5	1.0	0.5	7.5
>1000	7.5	3.5	3.0	1.25	0.7	10.0

Note: * All power generation equipment is limited to these values of current distortion, regardless of actual I_{SC}/I_L ;

^aEven harmonics are limited to 25% of the odd harmonic limits above;

^bCurrent distortions that result in a dc offset, e.g., half-wave converters, are not allowed;

where

I_{SC} = maximum short-circuit current at PCC;

I_L = maximum demand load current (fundamental frequency component) at the PCC under normal load operating conditions;

(c) Values of Current distortion limits (TDD) for system rated above 161 kV

Table 4

Maximum harmonic current distortion in percent of I_L						
Individual harmonic order (odd harmonics) ^{a, b}						
I_{SC}/I_L	$3 \leq h < 11$	$11 \leq h < 17$	$17 \leq h < 23$	$23 \leq h < 35$	$35 \leq h \leq 50$	TDD
<25*	1.0	0.5	0.38	0.15	0.1	1.5
25<50	2.0	1.0	0.75	0.3	0.15	2.5
≥ 50	3.0	1.5	1.15	0.45	0.22	3.75

Note: * All power generation equipment is limited to these values of current distortion, regardless of actual I_{SC}/I_L ;

^aEven harmonics are limited to 25% of the odd harmonic limits above;

^bCurrent distortions that result in a dc offset, e.g., half-wave converters, are not allowed;

where

I_{SC} = maximum short-circuit current at PCC;

I_L = maximum demand load current (fundamental frequency component) at the PCC under normal load operating conditions;

For statistical evaluation, current harmonics shall be assessed for the period not less than 7 continuous days. The short time 10 min values are accumulated over periods

of one week and the 95th & 99th percentile values (i.e., those values that are exceeded for 5% and 1% of the measurement period) are calculated for each 7- day period for comparison with the recommended limits. The values of TDD are measured at PCC in normal operating condition.

Provided that:

The weekly 95th percentile short time 10 min harmonic current values should be less than the value given in Table (2), (3) and (4) above, as applicable. However, the weekly 99th percentile short time 10 min harmonic current values should be less than 1.5 times the value given in Table (2), (3) and (4) above, as applicable .

- 24.7 In case the designated consumer fails to install power quality meter within the stipulated time, as specified in regulation 24.4 of these regulations or the injection of current harmonics, after the stipulated time as may be decided by the Commission, exceeds the limits as specified in regulation 24.6.2 above, such consumer shall be liable to pay a penalty to the distribution licensee at the rate and in the manner as may be approved by the Commission from time to time. The penalty shall be without prejudice to the right of the distribution licensee to take other punitive action as may be approved by the Commission.
- 24.8 In case the voltage harmonics in the distribution system exceeds the limits specified in regulation 24.6.1 above, the distribution licensee shall be liable to compensate the affected consumers of the feeder(s), after the stipulated date, at the rate and in the manner as may be approved by the Commission from time to time.]

25. COMPLAINT HANDLING

- 25.1 The distribution licensee shall register and attend to every complaint made by a consumer, verbally, telephonically or in writing or through e-mail or SMS regarding failure/interruption of supply, quality of supply, functioning of meter/metering equipment, billing dispute(s) and other services relating to supply, as specified in the 'Consumer Complaint Handling Procedure' notified by the Commission from time to time.

25.2 Constitution of Dispute Settlement Committees

Consumer complaints pertaining to delay in the release of service connections/issue of first bill, billing, metering, interruption/ failure of power supply, voltage variations, load shedding/scheduled outages, disconnection/ reconnection and all other matters concerning supply of electricity involving pecuniary disputes except those arising in matters pertaining to Open Access granted and Sections 126, 127, 135 to 140,142, 143, 146, 152 and 161 of the Act may be disposed of by the Dispute Settlement Committees constituted by the distribution licensee as per the mechanism & procedure specified in the 'Consumer Complaint Handling Procedure' of the distribution licensee notified by the Commission from time to time.

25.3 Forum for Redressal of Grievances of the Consumers

Any complainant aggrieved by non-redressal of his grievance by the distribution licensee and/or under the Consumer Complaint Handling Procedure, as the case may be, may himself or through his authorized representative, approach the Forum established by the distribution licensee as per PSERC (Forum and Ombudsman) Regulations, 2005 as amended from time to time, in writing for the redressal of his grievance.

Provided that the complainant shall have the right to approach the Forum directly in respect of matters falling under the jurisdiction of the Forum.

25.4 **Redressal of Grievances by Ombudsman**

25.4.1 A complainant aggrieved by an order of the Forum or non-redressal of grievance by the Forum within the prescribed period shall have the right to submit an appeal to the Ombudsman.

25.4.2 A consumer may submit a representation to the Ombudsman if any order passed by a Dispute Settlement Committee, Forum or Ombudsman is not implemented within 30 days of the receipt of such order.

25.5 **Complaint Centres/Registration of Complaints**

25.5.1 The distribution licensee shall, in addition to its notified offices, set up an adequate number of complaint centres for the registration of complaints by consumers/applicants. These shall include nodal notified offices/complaint centres where an interactive voice recording system would be installed. The distribution licensee shall draw up a detailed plan for the installation of such a system including computerization of data relating to the receipt and disposal of complaints. The time table for the phased implementation of this plan shall be submitted to the Commission for approval within three months of the notification of the Supply Code. Complaints pertaining to failure/interruption of supply listed in para 1 of Annexure-1 shall be registered by the distribution licensee at the complaint centres in the format specified in Annexure-3A. The complainant shall be immediately intimated of the complaint number and the date and time of its registration.

25.5.2 All other complaints listed in para 2 to 7 of Annexure-1, made in writing in the format appended to the 'Consumer Complaint Handling Procedure', shall be registered in the notified offices of the distribution licensee in the Proforma at Annexure-3B. The complainant shall be immediately intimated of the complaint number and date & the time of its registration.

25.5.3 All complaints shall be attended to/rectified first by the officer/functionary in charge of the notified office within the time limits specified by the Commission. In case the complainant is not satisfied with the response or there is no response, the complainant shall have the right to approach the Divisional Dispute Settlement Committee, as specified in the 'Consumer Complaint Handling Procedure'.

25.5.4 The Commission may at any time review the adequacy of the complaint centres set up by the distribution licensee and direct the distribution licensee to establish additional centres where the Commission is of the view that any area is not being adequately served.

25.5.5 The distribution licensee shall every month compile data of complaints registered in format 3A and 3B, in the proforma at Annexure-4 and furnish the same to the Commission along with the half yearly/ annual reports to be submitted as per Regulation 27.

25.6 The distribution licensee shall be required to maintain standards of performance for supply to all consumers as specified in Annexure-1. The periods specified in these standards are the maximum time permissible for services to be provided to the consumers. It shall, however, be the endeavor of the distribution licensee to provide the best possible services well before the time limits specified in these Regulations.

26. PAYMENT OF COMPENSATION

26.1 ²[In the event of failure to meet the Standards of Performance specified in Annexure-1, the distribution licensee shall be liable to pay compensation to the affected consumers as specified in Annexure-5.

Provided that the maximum limit of compensation payable in case of violation of any Standard of Performance shall be Rs. 10,000/- except in case of reference no. 1.2(e), (h), (i) and 4 of Annexure-5 where the maximum limit of compensation shall be Rs. 20,000/-. In case affected consumers are more than one, the amount of compensation within this limit shall be shared by all the claimant consumers for each notified office and this amount shall be distributed equally amongst all the claimant consumers who have been awarded the compensation by the competent authority.]

26.2 The aggrieved consumer may submit the claim in format specified in Consumer Complaint Handling Procedure (CCHP) for compensation to the Nodal officer of the Dispute Settlement Committee (DSC) as per procedure contained in CCHP.

26.3 The compensation shall be paid by the functionary/officer incharge of the concerned notified office to the concerned/affected consumer(s) by way of adjustment in the electricity bills of the immediately succeeding months upon the award of compensation.

26.4 The consumer may further pursue their claims with the 'Forum for Redressal of Grievances of the Consumers' (Forum) and the Ombudsman Electricity as per PSERC (Forum and Ombudsman) Regulations, 2005.

26.5 The authority and the time limit for filing request/appeal for compensation shall be as under:-

Authority	Name of Authority	Time Limit
First Appellate Authority	Concerned Dispute Settlement Committee	1 Month
Second Appellate Authority	Consumer Grievances Redressal Forum	3 months
Final Appellate Authority	Ombudsman Electricity	1 Month

The above period may be relaxed by the chairperson of the appellate authority in case of genuine difficulty.

26.6 The compensation payable by the distribution licensee under Regulation 26.1 and attributable to its negligence/inefficiency shall not be allowed as a pass-through expense in the Aggregate Revenue Requirements of the Licensee.

27. INFORMATION ON STANDARDS OF PERFORMANCE

27.1 The distribution licensee shall furnish the following information to the Commission in a half yearly report and a consolidated annual report:-

- (a) the levels of performance achieved by the distribution licensee with reference to those specified in Annexure-1 to these Regulations as per Proforma at Annexure – 6A;
- (b) the measures taken by the distribution licensee to improve performance in the areas covered by the minimum Standards and the Licensee's views on improved targets for the ensuing year;

- (c) the number of claims preferred by consumers for failure to meet the Standards of Performance and related information as per proforma at Annexure – 6B ;
 - (d) the levels of overall performance achieved with reference to those specified in Annexure-2 to these Regulations ;
 - (e) the measures taken by the distribution licensee to generally improve performance in Overall Standards (Annexure-2) and the Licensee's views on improved targets for the ensuing year ; and
 - (f) any other information that may be specifically sought by the Commission.
- 27.2 The half yearly report for the period April-September and the consolidated annual report ending March, shall be furnished to the Commission in the months of November and May of that year.
- 27.3 The Commission may direct the distribution licensee to publicise information furnished by the distribution licensee under these Regulations in such form, manner and frequency as it may deem appropriate but not inconsistent with the Act.

28. EXEMPTION

- 28.1 The Standards of Performance specified in these Regulations may be suspended during Force Majeure conditions including war, mutiny, civil commotion, riot, flood, cyclone, lightening, earthquake, lockout and fire that may affect a Licensee's installations or activities.
- In case of any dispute as to the existence of Force Majeure conditions, the decision of the Commission shall be final.
- 28.2 Standards of performance would also not be applicable where supply of electricity is affected due to adoption of power regulatory measures by the distribution licensee as per the approval of the Commission or under the directions of Northern Regional Load Despatch Centre (NRLDC) or State Load Despatch Centre (SLDC).
- 28.3 The Commission may after hearing the distribution licensee and representatives of affected consumer(s) relieve the distribution licensee from liability to compensate consumer(s) for any default in the performance, if the Commission is satisfied that the distribution licensee has made all due efforts to fulfill its obligations and that such default is for reasons beyond the reasonable control of the distribution licensee.

CHAPTER VII

METER READING, BILLING, PAYMENT OF BILLS AND SETTLEMENT OF DISPUTED BILLS

29. RECOVERY OF ELECTRICITY CHARGES FROM CONSUMERS

- 29.1 A distribution licensee may recover from a consumer any charges in respect of the supply of electricity as per General Conditions of Tariff and Schedules of Tariff. In addition, a consumer shall be liable to pay rent and/or other charges in respect of any electric meter or electrical plant provided by the distribution licensee as per Schedule of General Charges.
- 29.2 Consumers shall also be liable to pay the amounts chargeable by way of taxes, duties, octroi, cess etc. as may be levied by the State Government or any other competent authority.
- 29.3 All consumers shall make payment for every billing cycle to the distribution licensee within the time specified in Regulation 31 at the notified offices of the distribution licensee or any other place or through any agency approved by the distribution licensee for the purpose.
- 29.4 ⁴[The Fixed Charges shall be payable by a consumer even if no electricity is actually consumed or the charges on actual consumption basis is less than the monthly minimum charges fixed by the Commission. Fixed charges shall also be payable on reconnection for the period the connection remained disconnected due to default on the part of consumer. However for any delay in re-connection by distribution licensee, the consumer shall not be liable to pay Fixed Charges for such period of delay.]

30. ELECTRICITY BILLS

30.1 Billing Details

- 30.1.1 A consumer bill shall disclose the period of billing, date when the meter was read, the date of issue of bill, the due date for payment and the additional amount payable in case payment is delayed. The bill shall also include other particulars as detailed in Annexure-7.
- 30.1.2 The bill cum notice for arrears in the case of under assessment or the charges levied as a result of checking etc. shall be initially tendered separately and shall not be clubbed with the current electricity bill. The arrear bill cum notice would briefly indicate the nature and period of the arrears along with calculation details of such arrears. If the arrears are not cleared by the consumer such arrears shall be indicated regularly in the subsequent electricity bills. However, in case arrear bill is included in the current energy bill at the first instance, the distribution licensee shall not be entitled to take any punitive action against the consumer for non-payment of such arrear amount along with the current energy bill.

30.2 Meter Reading

- 30.2.1 The meter of a consumer shall be read on one of three specified days in a billing period and such days shall be publicized in advance. In case meter is installed outside the consumer's premises and a display unit installed inside the premises, the readings of the consumer meter and not the display unit shall be taken into account for billing purposes.
- 30.2.2 In case meters are installed outside the consumer's premises in meter box or in the pillar box, it shall be duty of the meter reader to report any breakage of seal of meter box or lock of pillar box to the official in-charge of such meter box/pillar box. On receiving such report from the meter reader, it shall

be the responsibility of the official incharge to inspect all the meters housed in such a meter box/pillar box to rule out any foul play or theft of energy by tampering etc. by any person. In case any theft of energy or any foul play is detected, further action as per Supply Code shall be initiated. After inspection, the meter box/pillar box shall be securely sealed/locked by the official incharge.

30.2.3 Locked Premises

- (a) ⁴[In the event of anticipated long absence, a consumer may deposit in advance an amount equivalent to Fixed Charges along with meter rentals or any other applicable charges for the period of absence.]
- (b) In case the meter reading cannot be taken on account of premises being found locked on two consecutive scheduled meter reading dates such a consumer shall be served with a notice to get the reading recorded by a representative of the distribution licensee within 15 days failing which the premises shall be disconnected temporarily. An official authorized by the distribution licensee shall personally verify the facts at site before effecting temporary disconnection of supply. In case of continued non compliance for one month after temporary disconnection, permanent disconnection shall be effected without any further notice. However, temporary disconnection of an essential service consumer may be effected after due notice and prior approval of the officer authorized by the distribution licensee if the premises are found locked on three consecutive scheduled meter reading dates.
- (c) During the period a premises remained locked without intimation to distribution licensee, the consumer shall be billed in the manner prescribed in Regulation 21.5.2. When the meter is ultimately read, the bill shall be corrected on the basis of actual consumption. Delayed payment surcharge shall be leviable as per the General Conditions of Tariff in case payment of bill is not made by the consumer within stipulated time.

30.3 **Issue of Electricity Bills**

The distribution licensee shall issue bills to the consumer for the electricity supplied or for other services rendered with a periodicity of;

- (a) not more than two (2) months in respect of Domestic Supply (DS) and Non-Residential Supply (NRS) consumers with loads less than 50kW ;
- (b) in the case of DS and NRS consumers with loads of 50 kW and above and all other categories of consumers including agricultural pump sets (metered supply), bills shall be issued monthly;
- (c) bill may not be issued where Govt. intends to fully subsidize the electricity charges for any category of consumers but record of the energy consumed must be maintained.

Provided that electricity charges may be collected on a monthly basis from agricultural consumers charged at a flat rate and suitable entries made to that effect in a passbook to be provided by the distribution licensee to each such consumer. The passbook may also contain such other information as may be prescribed by the distribution licensee.

30.4 ⁴[When supply to a new consumer is commenced in the middle of a billing cycle, all the fixed charges, shall be levied on pro rata basis for the number of days for which supply is given during the billing cycle.]

30.5 The consumers shall pay on a pro-rata basis in case any tariff/other charges are made applicable in the middle of a billing cycle.

30.6 Govt. Subsidy

In the event of supply of electricity to any category of consumers being fully or partially subsidized by the State Government, payment of subsidy for such consumers to the distribution licensee shall be effected by the State Government in the manner specified by the Commission.

30.7 Passbook for AP consumers:

A passbook shall be provided by the distribution licensee to each AP consumer to record the entries relating to billing.

30.8 Delivery of Bills:

The bill shall be delivered to the consumer immediately in case of spot billing and in other cases within a period not exceeding fifteen (15) days from the date of meter reading.

30.9 ⁶[The bills shall be sent to the consumers either under certificate of posting or by hand delivery/courier service or through registered e-mail. The fact of dispatch of bills to consumers of a particular area shall be displayed on the notice board at the notified office of the distribution licensee and shall also be publicized in such other manner as the Commission may direct. The distribution licensee shall also upload bills on its website for information and payment by the consumers. In case of hand delivery, record of delivery of the bill shall be maintained at the designated office of the distribution licensee. The delivery of bill through e-mail shall be followed by SMS on the registered mobile.]

30.10 Duplicate Bill

The Distribution Licensee's notified offices shall maintain facilities to provide duplicate bills immediately on request from a consumer on payment of requisite fee as specified in Schedule of General Charges. Non-receipt of the bill, however, may not entitle a consumer to delay payment beyond the due date.

30.11 ⁵[The distribution licensee shall issue the first bill for a new connection released during a billing cycle before the end of the next billing cycle. In case the distribution licensee fails to render the bill within the stipulated period, in such cases, on the request of the consumer, the recovery of amount of bill shall be made in interest free installments without any surcharge. Provided that in case the consumer defaults in making timely payment of installment(s) then he shall be liable to pay late payment surcharge as per general conditions of tariff. In case a consumer does not receive the first bill by the end of the next billing cycle, he may inform the officer/functionary in charge of notified office of the distribution licensee who shall arrange for issue of the bill within ten days. In all other cases, if the bill of any cycle is not issued by the licensee and the current bill is for more than one cycle, in such cases, on the request of the consumer, the recovery of amount of bill shall be made in interest free installments without any surcharge/ interest. Provided that in case the consumer defaults in making timely payment of installment(s) then he shall be liable to pay late payment surcharge as per general conditions of tariff.]

30.12 **Change of Occupancy**

It shall be the responsibility of the owner/occupant of a premises to get a special reading done by the distribution licensee at the time of change of occupancy or on the premises falling vacant. The owner or occupier may request the distribution licensee in writing for a special reading at least 15 days in advance of such a change. The distribution licensee shall arrange a special reading and deliver the final bill, including all arrears till the date of billing, within 7 days of the meter reading. The final bill shall also include payment for the period between the date of special reading and the proposed vacation of the premises on a pro rata basis.

30.13 If a consumer vacates any premises to which electricity has been supplied by a distribution licensee without paying all charges due from him in respect of such supply, or for the provision of an electricity meter, electric line or electrical plant, the distribution licensee may refuse to give him supply at any other premises until he pays the amount due and also may refuse to connect such premises either on request from existing consumer or on application for new connection by any person till all dues are cleared.

30.14 Once the final bill is raised under Regulation 30.12, the distribution licensee shall not have the right to recover any other charge(s) from the new occupant of the premises.

30.15 In case of transfer of property by sale/inheritance, the purchaser/ heir shall be liable to pay all charges due with respect to such property and found subsequently recoverable from the consumer.

31. PAYMENT OF ELECTRICITY BILLS

31.1 Payment of the bills by different categories of consumers shall be effected within a period of:

- (a) ten (10) days from date of delivery of the bills in the case of Large Supply, Medium Supply, Small Power supply industrial consumers and DS/NRS consumers covered under spot billing & where monthly bills are issued;
- (b) twenty one (21) days from date of delivery of the bills in case of Railway Traction, Large/Bulk Supply connections of Railways; and
- (c) fifteen (15) days from date of delivery of the bills in case of all other categories of consumers.

31.2 The payment of the bills shall be effected at the notified local collection centres of the distribution licensee or through authorized collection agencies or any other means notified by distribution licensee without payment of any extra collection fee on any working day during hours allocated for the purpose.

31.3 If the due date indicated in the bill for payment is a Sunday or a Public Holiday declared by the State Government or if the distribution licensee's office is closed for any other reason, the succeeding working day shall be treated as the due date.

31.4 The consumer shall at the time of payment present the bill delivered to him or a duplicate bill. However bill may not be insisted upon where it is feasible to accept payment without a bill.

31.5 The bill shall be paid by the consumer in cash, by cheque payable at par, banker's cheque, demand draft, bank transfer, e-banking/credit/debit card where feasible or in such other manner, as the distribution licensee may prescribe. The distribution licensee shall endeavor to promote payment of bills through digital mode viz e-banking/credit/debit card/RTGS/NEFT.

Provided that the distribution licensee may not accept cash payment, if the total amount payable exceeds ten thousand (10,000/-) rupees or the amount, as may be decided by the Commission from time to time.

Provided further that all payments exceeding ⁵[Rs. 50,000/- (Rupees Fifty Thousand only)] in a billing cycle/month or the amount, as may be decided by the Commission from time to time, shall only be accepted through e-banking, credit/debit card, RTGS, NEFT or any other approved digital mode.

Provided also that for the consumers having period of 15 days or more for payment of bill, the due date for payment of bill through any approved means other than cash and on-line payment through e-banking shall be two working days prior to the due date as per Regulation 31.1 above. For consumers having period for payment less than 15 days, the due date through cash or any other approved means shall be same.

31.6 The distribution licensee or his authorized collection agency shall issue a receipt to the consumer for payment of the bill. In case of payment made by cheque, the distribution licensee shall issue an acknowledgement of receipt of the cheque. A bank certificate indicating transfer of money to the Licensee's account shall be sufficient proof of payment.

31.7 In case the cheque tendered by a consumer is not honoured, action may be initiated by the distribution licensee treating it as a case of non-payment without prejudice to its right to take any action under the law. In case such default is repeated during the same financial year, the licensee may not accept further payment through cheques from such a consumer for a period of one year from the billing month of second default and the consumer may be required to pay the bill in cash or by demand draft or through NEFT/RTGS only.

31.8. Advance Payment of Electricity Bills

The consumer may deposit advance payment of future bills which shall be adjusted in the succeeding months. The distribution licensee shall, however, continue to issue monthly/bimonthly bills which would indicate the amount adjusted and the balance amount of advance payment. The distribution licensee shall give interest @1.00 % per month on the advance payment. The credit for the interest shall be given when the advance paid becomes zero or on 31st March whichever is earlier for such advance payment.

31.9. Late Payment Surcharge

31.9.1 In case a consumer does not pay the bill or an arrear bill by the due date, late payment surcharge shall be payable as per General Conditions of Tariff approved by the Commission from time to time.

31.9.2 The unpaid amount of the arrears/current bill etc. shall be treated as part of next bill and shown as arrears in the bill.

31.10. Adjustment of Amounts Paid

The amount paid by a consumer against a bill shall be adjusted as per priority stated hereunder:

- (a) arrears as on thirty first of March of the previous financial year;
- (b) arrears accrued from first of April of the current financial year till the date of bill;
- (c) electricity charges for the current billing cycle; and
- (d) Any other charges or levies.

32. DISCONNECTION OF SUPPLY

32.1 Where a consumer fails to deposit the billed amount with the distribution licensee by the due date mentioned in the bill, the distribution licensee may, after giving not less than fifteen clear days notice in writing to such consumer and without prejudice to his other rights to recover such amount by suit, disconnect supply to the consumer and for that purpose disconnect any electric supply line or other works being the property of such a distribution licensee until such charges or other sum together with any expenses incurred by the distribution licensee in disconnecting and reconnecting the supply are paid.

Provided that the supply of electricity shall not be disconnected if a consumer makes payment under protest as per Regulation 35.1 of these Regulations;

Provided further that except in the case of theft of electricity, the supply of electricity to a consumer shall not be disconnected on a day when the next day is a holiday in the offices of the distribution licensee.

32.2 Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under Regulation 32.1 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 arrears of charges for electricity supplied & the distribution licensee shall not disconnect supply of electricity in such cases.

32.3 In the case of non-payment of bills, the supply to essential services shall be disconnected only with prior approval of officer authorized so by the distribution licensee.

32.4 The distribution licensee shall not resume supply of electricity to the consumer until such outstanding amount together with charges, if any, for disconnecting and reconnecting the supply, specified in the Schedule of General Charges approved by the Commission are paid by the consumer.

32.5 The licensee may take steps to prevent unauthorized reconnection of disconnected premises as provided above. Wherever the licensee discovers that the connection has been reconnected in an unauthorized manner, the licensee may initiate action as per provisions of Section 138 of the Act.

33. TERMINATION OF AGREEMENT

33.1 ⁴[In case of continued default in payment of any amount due to the distribution licensee by any consumer for a period of more than six months, the distribution licensee shall terminate the agreement executed with the consumer and dismantle the electric line or works connected with the supply of electricity to the consumer. Provided that the distribution licensee may retain the electric line or plant in case it is likely to be used for other consumers or to retain right of way.]

33.2 A consumer may also request the distribution licensee for disconnection of supply and termination of agreement from a future date. On receipt of such a request, the supply shall be disconnected by the distribution licensee on the requested date and consumer served a bill for the period up to date of termination.

33.3 On termination of the agreement mentioned above, the consumer shall pay to the distribution licensee all sums due under the old agreement as on the date of its termination.

33.4 ¹[Where an agreement for supply of electricity is terminated as per the provisions of the Supply Code, the distribution licensee shall refund the Security (consumption)

and Security (meter), after making adjustments for the amounts outstanding against the consumer within one month of the date of termination of the agreement. If a refund due is delayed beyond a period of one month of termination of the agreement, the distribution licensee shall, without prejudice to other rights of the consumer, pay interest on such refund for such period of delay at Bank Rate (as on 1st April of each year) as notified by RBI plus 4%.]

34 RESTORATION OF SUPPLY OF ELECTRICITY

34.1 Supply to the consumer shall be immediately reconnected, if the distribution licensee reasonably believes that the circumstances leading to the disconnection were actually an omission on the part of the distribution licensee. In such an event, no charges on any account shall be recoverable from the consumer.

34.2 ⁴[Where a distribution licensee has disconnected supply of electricity to any premises in consequence of a default on the part of the consumer and if the consumer seeks reconnection within 6 months from the date of disconnection then the distribution licensee shall resume supply of electricity (other than theft cases) within twenty four (24) hours from the time the consumer:

- (a) Deposit the entire outstanding amount or makes payment of 1st instalment of outstanding amount (if allowed to deposit the charges in instalments). However, if the consumer defaults in making the 2nd instalment, the connection shall be disconnected again and then the supply shall only be restored after the recovery of total outstanding amount. In case of consumers found to be resorting to theft of electricity, the supply shall be restored only after recovery of entire amount as specified in Regulation 37.2.3 (c) ;
- (b) pays the prescribed amount as per Schedule of General Charges, if any, for disconnecting and reconnecting the supply of electricity; and
- (c) pays the fixed charges for the period of disconnection and the additional charges for the delayed payment.]

34.3 ⁴[Where a consumer has been disconnected for more than 6 months but his service line/feeding line irrespective of voltage has not been dismantled, the connection may be reconnected after recovering the following charges:

- (a) Deposit the entire outstanding amount or makes payment of 1st instalment of outstanding amount (if allowed to deposit the charges in instalments). However, if the consumer defaults in making the 2nd instalment, the connection shall be disconnected again and then the supply shall only be restored after the recovery of total outstanding amount. In case of consumers found to be resorting to theft of electricity, the supply shall be restored only after recovery of entire amount as specified in Regulation 37.2.3 (c) ;
- (b) Fixed charges for the period of disconnection and additional charges for delayed payment; and
- (c) Security (consumption) and reconnection fee as applicable in accordance with Schedule of General Charges.

Provided the connection can be reconnected without any augmentation of system i.e. it is technically feasible to reconnect the connection from existing system.]

34.4 Where a supply has been disconnected & the agreement has been terminated on the request of the consumer as per regulation 33.2 but his service line/feeding line, irrespective of

voltage, has not been dismantled, the connection may be reconnected after recovering the following charges:

- (a) Outstanding amount, and additional charges for delayed payment, if any;
- (b) Fixed charges for the period of disconnection limited to charges applicable for release of new connection to such consumer; and
- (c) Security (consumption), Security (Meter) and reconnection fee as applicable at the time of reconnection in accordance with Schedule of General Charges after adjusting Security (consumption), Security (Meter) of the consumer lying with the distribution licensee along with interest as per regulation 33.4 of this Code.

Provided that the connection can be reconnected without any augmentation of system i.e. it is technically feasible to reconnect the connection from existing system.

Provided further that in case, the service line/feeding line has been dismantled or used to feed other consumer(s) and connection cannot be given from existing distribution main then it shall be considered as new connection for all intents and purposes

35. DISPUTED ELECTRICITY BILLS

35.1 Current Energy Bills

35.1.1 A consumer shall effect full payment of the billed amount even if it is disputed failing which the distribution licensee may initiate action treating it as a case of non-payment.

Provided that no action shall be initiated if such a consumer deposits, under protest:-

- (a) an amount equal to the sum claimed from him; or
- (b) the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the distribution licensee.

35.1.2 The distribution licensee shall after the receipt of a complaint from a consumer in its notified office, decide on the billing dispute within twenty four (24) hours if no additional information is required and within seven working days if additional information is required.

35.1.3 ⁶[If on examination of a complaint, the distribution licensee finds a bill to be erroneous, a revised bill shall be issued to the consumer indicating a revised due date of payment, which shall not be earlier than seven days from the date of delivery of the revised bill to the consumer. If the amount paid by the consumer under Regulation 35.1.1 is in excess of the revised bill, such excess amount shall be refunded through adjustment first against any outstanding amount due to the distribution licensee and then against the amount becoming due to the distribution licensee immediately thereafter.

Provided that in case a consumer pays excess amount erroneously due to typographical error in figures while making payment of his electricity bill(s) by digital means, such excess amount paid by consumer shall be refunded after verifying the genuineness of the case,

Provided further that in case the refundable amount is more than average bill of the consumer for more than 3 billing cycles, the amount in excess of average bill for 3 billing cycles shall be refunded through cheque.

The distribution licensee shall pay to the consumer interest on the excess amount at SBI's Base Rate prevalent on first of April of the relevant year plus 2% from the date of payment till such time the excess amount is adjusted.]

35.1.4 If the distribution licensee finds the bill to be correct, the consumer shall be intimated accordingly and shall be required to pay the balance amount if any along with additional charges for delayed payment from the due date, initially stipulated in the bill.

35.1.5 In case the consumer is not satisfied with the decision of the distribution licensee, he may after effecting payment in terms of Regulation 35.1.1 seek redressal in accordance with the Consumer Complaint Handling Procedure &/or PSERC (Forum & Ombudsman) Regulations 2005 notified by the Commission.

35.2 **Arrear Bills**

In case of arrear bills other than charges for Unauthorized Use of Electricity (UUE) and theft of electricity, where the supplementary amount pertains to previous period and the consumer is not satisfied with such demand, he may seek redressal of his case under Consumer Complaint Handling Procedure approved by the Commission and/or Forum for Redressal of Grievances of the consumer.

CHAPTER-VIII

UNAUTHORISED USE OF ELECTRICITY AND THEFT OF ELECTRICITY

36. UNAUTHORIZED USE OF ELECTRICITY

Under Section 126 of the Act, the unauthorized use of electricity means usage of electricity:-

- (a) by any artificial means; or
- (b) by a means not authorized by the concerned person or authority or licensee; or
- (c) through a tampered meter; or
- (d) for the purpose other than for which the usage of electricity was authorized; or
- (e) for the premises or areas other than those for which the supply of electricity was authorized.

36.1 Procedure in case of Unauthorized Use of Electricity

36.1.1 An Assessing Officer, designated as such by the State Government (Annexure-9) shall suo-motu or on receipt of information/complaint regarding unauthorized use of electricity in any place or premises promptly inspect such place /premises.

36.1.2 The Assessing Officer and other members of his team shall at the time of inspection carry along with them identity cards, which shall on demand be shown to the person present at site before entering the premises.

36.1.3 ⁴[Inspection Report

If on inspection of the premises/place or after inspection of the equipments, gadgets, machines, devices found connected or used or after inspection of the records maintained by the person, the assessing officer comes to the conclusion that such person is indulging in unauthorized use of electricity as per section 126 of the Act, he shall prepare an inspection report inter alia indicating the connected load and the load being used unauthorizedly by such person. The inspection report shall also mention condition of seals / meter and give details of evidence substantiating the unauthorized use of electricity. The assessing officer shall wherever possible photograph/ videograph the means of such unauthorized use.

Provided that unauthorised increase in load/demand shall not be treated as unauthorised Use of Electricity and shall be dealt with as per relevant Schedule of Tariff.

Provided further that in case the increase in load/demand results in change in tariff category, the consumer shall be served with a written notice to either remove the additional load/restrict the demand or to submit application complete in all respect within 15 days from the date of issue of notice to get the excess load/demand regularised from the distribution licensee. On any subsequent default within a period of six months, if the load/demand exceeds the sanctioned load/demand by 10% and also results in change in tariff category, then such consumer shall be liable to be booked under UUE.

Provided also that in case of change of tariff category due to any order of the Commission or amendment in Regulations or the Act, the distribution licensee shall issue a written notice to the consumer within a month of the issue of such order/change in law, to get his tariff category changed within

two months of the issue of notice by the distribution licensee and during this period, it shall not be treated as unauthorised Use of Electricity.

Provided also that any consumer paying electricity charges for higher tariff for permanent category but found using it for lower permanent tariff category (except for Agricultural use), such case shall not be considered as unauthorized use of electricity. However, the consumer shall be directed through written notice to get the supply regularized as permitted under law after following the laid down procedure within a period of 45 days.

Tariff category for this regulation means category having different schedule as specified in Schedule of Tariff annexed to the Tariff Order for the relevant year approved by the Commission. Further, the fixed plus energy charges shall be the criteria to determine which tariff category is having higher tariff.]

36.1.4 The inspection report shall be signed by the Assessing Officer and a copy handed over to the person/consumer or his/her representative present at site. In case of refusal to accept the report, a copy of the inspection report shall be pasted at a conspicuous place in/outside the premises and another sent under registered post. The Inspection Report may also be signed by the person present at site.

36.1.5 In case theft of electricity is suspected by the Assessing Officer at the time of inspection under Regulation 36.1.1 and in case the Assessing Officer is himself not an Authorized Officer under Section 135 of the Act, an immediate reference reporting the facts shall be made to the Authorized Officer for taking further action under Regulation 37. The Assessing Officer shall also take suitable measures to ensure that status of the means adopted for theft is maintained in "as found condition" at the premises till investigation is initiated by the Authorized Officer.

36.1.6 Provisional Assessment

The Assessing Officer shall provisionally assess to the best of his judgment the electricity charges payable by such person or any other person benefited by the unauthorized use of electricity as per procedure specified in Annexure-8 to these Regulations.

36.1.7 ⁴[The provisional assessment order shall be issued within three working days of inspection and served upon the consumer /person in occupation or possession or incharge of the place. The provisional assessment order shall contain a detailed calculation sheet for arriving at the assessment and shall also specify the provision of Act or the relevant regulation under which UUE has been booked by the assessing officer. In case, the assessing officer fails to issue provisional assessment order within stipulated time, he shall be required to record the reasons for such delay. The assessment order should clearly state the date, time and place at which the objections have to be submitted along with designation of the assessing officer to whom these should be submitted.]

36.1.8 The consumer/person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the distribution licensee within seven (7) days of the order being served on him.

36.2 **Final Assessment**

36.2.1 ⁴[Any consumer/person not satisfied with the provisional assessment shall be entitled to file objections, if any, against the provisional assessment order

before the assessing officer within seven (7) days of the order having been served upon him failing which, the assessing officer shall proceed to issue final assessment order as per the record available with him to the consumer.]

36.2.2 Within seven days of submission of the objections, the Assessing Officer shall scrutinize the case and if no unauthorized use of electricity is established, the case shall be dropped immediately and the person/consumer informed accordingly.

36.2.3 ⁴[Within 5 days from the date of submission of consumer's reply to the provisional assessment order, the assessing officer shall arrange hearing with the consumer. After due consideration of the facts/documents submitted by the consumer, if the assessing officer is still of the view that unauthorized use of electricity has taken place, he shall pass a final speaking order of assessment containing facts of the case, reply/objections submitted both orally and in writing by the consumer and reasons for its acceptance or rejection within thirty (30) days from the date of service of such order of provisional assessment. In such a case, the assessing officer shall assess the electricity consumption and electricity charges as per the procedure given in Annexure-8 of these Regulations. In the final assessment order, it shall be clearly mentioned that the order is challengeable before Appellate Authority, if so desired by the person, under section 127 of the Act within 30 days of the said final orders. Non-compliance of procedure for booking a case of Unauthorised Use of Electricity including non-adherence to the time schedule specified above by assessing officer shall be treated as willful contravention of the provisions of the Act & the Regulations and assessing officer may be proceeded against under section 142 of the Act.]

36.2.4 Payment of Assessed Amount

The consumer/person served with final order of assessment may accept it and deposit the assessed amount with the distribution licensee within thirty (30) days of receipt of the final order of assessment. The distribution licensee may extend the last date of payment of the assessed amount or allow the payment in installments subject to payment of interest on the unpaid amount for the extended period beyond thirty (30) days at the SBI's Base Rate prevalent on first of April of the relevant year plus 2%.

36.3 **Appeal to Appellate Authority**

36.3.1 The consumer/person aggrieved by the final assessment order made under Regulation 36.2 may, within thirty (30) days of the said order, prefer an appeal before the Appellate Authority designated by the State Govt. (Annexure-9) in Form of Appeal (Annexure-10) verified in such manner and accompanied by fee as specified in "PSERC (Procedure of filing Appeal before the Appellate Authority)" Regulations, 2005.

36.3.2 No appeal shall be entertained by the Appellate Authority unless the consumer/person deposits with the distribution licensee an amount equal to half of the assessed amount inclusive of the amount already deposited as per Regulation 36.2.4 and encloses documentary evidence of such deposit along with the appeal. No appeal shall lie to the Appellate Authority against the final order of the assessment if it has been passed with the consent of the parties.

- 36.3.3 The Appellate Authority shall within ninety (90) days of an appeal being admitted, pass an appropriate order and send copies thereof to the Licensee, the Assessing Officer and the appellant. The order of the Appellate Authority shall be final.
- 36.3.4 In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings shall be initiated by the distribution licensee and the amount deposited by the appellant refunded along with interest for the period from the date of deposit to the date of refund, at the SBI's Base Rate prevalent on first of April of the relevant year plus 2% through cheque or adjustment in the electricity bills of immediately succeeding months, as per the discretion of the consumer/person.
- 36.3.5 Where a case of unauthorized use of electricity is established, the consumer/person shall within thirty (30) days effect payment of the balance amount as per the Appellate Order. The person indulging in Unauthorized Use of Electricity shall also be directed to stop such unauthorized use of electricity failing which connection shall be liable to be disconnected.
- 36.3.6 In case the amount payable as determined by the Appellate Authority is less than the amount already deposited by the consumer/person, the excess amount shall be refunded by adjustment in the bills of the immediately succeeding months together with interest at SBI's Base Rate prevalent on first of April of the relevant year plus 2% for the period from the date of such excess deposit till the date of actual adjustment.

36.4 Default in Payment of Amount Assessed

In case of default in payment of the assessed amount or any installments thereof by a consumer, the distribution licensee shall, without any notice disconnect the supply of electricity. The defaulter, on the expiry of thirty (30) days from the final order of assessment or the decision of the appeal as the case may be, shall also be liable to pay interest on the outstanding amount at the rate of sixteen percent (16%) per annum compounded every six (6) months till the assessed amount is finally paid.

37. THEFT OF ELECTRICITY

A consumer or any person shall be guilty of theft of electricity within the meaning of section 135 of the Act, 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 or as to interfere with the proper or accurate metering of electricity; or
- (d) uses electricity through a tampered meter; or
- (e) uses electricity for the purpose other than for which the usage of electricity was authorized;

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.

37.1 Procedure in a case of Theft of Electricity

37.1.1 An Authorized Officer, designated by the Govt. of Punjab under Section 135 of the Act (Annexure-11) may enter, inspect, break open and search any place or premises as per section 135(2) of the Act in which he has reason to believe or has been intimated by an Assessing Officer under Regulation 36.1.5 that theft of electricity has occurred or is occurring.

37.1.2 The Authorized Officer and other members of his team shall, at the time of inspection carry identity cards, which shall on demand be shown to the consumer/ person present at site before entering the place/premises.

Provided that no inspection, search and seizure of any domestic places or premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

37.1.3 Inspection Report

The Authorized Officer shall prepare an inspection report inter alia indicating connected load, status of meter/metering equipment, condition of meter & seals and any other irregularity noticed (such as means adopted for theft of electricity) in such premises.

37.1.4 The Authorized Officer shall record evidence substantiating theft of electricity in the premises and shall, wherever possible, photograph/ videograph the means of theft of electricity with a camera having facility for recording date and time of event. Where the theft of electricity is done through a tampered meter, such meter shall be confiscated. No case for theft shall be booked merely on account of seals on the meter missing or tampered or breakage of window glass unless dishonest abstraction of electricity through these means is corroborated by consumption pattern of the consumer and such other evidence as may be available.

37.1.5 The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all items seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.

37.1.6 The Authorized Officer shall sign the inspection report and also obtain the signature of the person/occupant present during the search and seizure. A copy of the inspection report and seizure memo shall be handed over to the occupant/person present at the premises during the search. In case of refusal to receive the inspection report, a copy of the same shall be pasted at a conspicuous place in/outside the premises and another copy sent to the consumer/ person under registered post. In the case of suspected theft of electricity, the inspection report shall indicate the time in which the occupant/person may respond to the said report before the Authorized Officer gives his findings in accordance with Regulation 37.1.7(b).

37.1.7 Suspected case of Theft of Electricity:

(a) In case where a consumer is suspected to have indulged/indulging in theft of electricity by tampering with the meter/metering equipment and/or its seals or otherwise then such equipment shall be sealed by the Authorized Officer so as to keep it in 'as found condition'. However, the supply of such consumer shall continue with the new

meter. The consumer or his representative shall also be permitted to affix his seal at that time.

- (b) In all cases of suspected theft of electricity falling under Regulation 37.1.7 (a), the Authorized Officer shall, after giving the consumer/person an opportunity of being heard, determine within seven (7) days whether or not there is sufficient evidence to conclude that a case of theft of electricity is prima facie established as per Section 135 of the Act.
- (c) In case of suspected theft of electricity by tampering with meter/metering equipment or its seals or otherwise, detected as per Regulation 37.1.7 (a) is not established, the Authorized Officer shall record reasons thereof after which all further proceedings shall be dropped and the consumer/person informed accordingly.
- (d) In the event a suspected case of theft of electricity by tampering with meter/metering equipment or its seals or otherwise is prima facie established as per Section 135 of the Act, then further action shall be immediately initiated in accordance with Regulation 37.2.

37.2 Consequences of Theft of Electricity

37.2.1 Disconnection of Premises:

In case theft of electricity by a consumer/person is prima facie established as per Section 135 of the Act, then the supply to such premises shall be immediately disconnected by the order of an officer of the distribution licensee as authorized for the purpose by the Commission (Annexure-11) or any other officer of the distribution licensee of the rank higher than the rank of an officer so authorized by the Commission. In such a case, an officer authorized to order disconnection of the supply shall lodge a complaint in writing relating to commission of such offence, with the police station having jurisdiction of the area within twenty four hours from the time of such disconnection.

37.2.2 Assessment of Charges

- (a) Where theft of electricity in a premises is prima facie established as per section 135 of the Act, the Authorized Officer without prejudice to the criminal proceedings which may be initiated under Section 135 of the Act shall assess the electricity charges payable by such consumer/person as per procedure specified in Annexure-8. The assessment order shall be speaking order clearly stating the basis on which theft of electricity has been established. The Authorized Officer may, after recording reasons in writing, suitably reduce the presumptive period of theft of electricity as specified in Annexure-8 in case he is satisfied that such theft had actually occurred for a lesser period. Such an order of assessment shall be delivered to the concerned consumer/person within 24 hours of theft of electricity having been established.
- (b) The Authorized Officer under Regulation 37.2.2 shall furnish a copy of the assessment order to the consumer/person and the distribution licensee. The distribution licensee shall submit a copy of the assessment order in the Special Court immediately after submission of the challan by the Police.

37.2.3 Payment of Assessed Amount

- (a) A consumer/person shall deposit with the distribution licensee the assessed amount under Regulation 37.2.2 within fifteen (15) days of the assessment.
- (b) The distribution licensee may extend the last date of payment of the assessed amount or allow the consumer to make payment in installments subject to payment of interest for the unpaid amount for the extended period beyond fifteen (15) days at SBI's Base Rate prevalent on first of April of the relevant year plus 2%.
- (c) After the assessed amount is deposited by the consumer in full, the distribution licensee shall restore supply of electricity to the premises within forty eight (48) hours of such deposit.

37.2.4 After the assessed amount is deposited by a person who is not an existing consumer, the connection to his premises may be released treating it as a case of release of a new connection.

37.3 Compounding

37.3.1 The State Government or any Officer authorized by it (Annexure-11) may accept from any consumer/person who has committed or is reasonably suspected of theft of electricity, a sum of money as compounding fee at the rates notified by the State Government (Annexure-11)

37.3.2 On receipt of such amount in accordance with Regulation 37.3.1, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court. The payment of compounding fee shall be in addition to any assessed amount/civil liability accruing under Regulation 37.2.2 or 37.4.

37.3.3 The compounding of an offence of theft of electricity shall be allowed only once to any consumer/person.

37.4 Procedure of Special Court

37.4.1 Every offence of theft of energy under section 135 shall be triable only in the Special Court within whose jurisdiction such offence has been committed.

37.4.2 The Special Court shall determine the civil liability against a consumer or a person in terms of money for theft of energy which shall not be less than an amount equivalent to two times of the tariff rate applicable for a period of twelve months preceding the date of detection of theft of energy or the exact date if determined whichever is less and the amount of civil liability so determined shall be recovered as if it were a decree of civil court.

37.4.3 In case the 'civil liability' so determined finally by the Special Court is less than the amount deposited by the consumer or the person under Reg. 37.2, the excess amount so deposited by the consumer or the person shall be refunded within fifteen (15) days from the date of communication of the order of the Special Court to the distribution licensee together with interest at SBI's Base Rate prevalent on first of April of the relevant year plus 2% for the period from the date of such excess deposit till the date of payment.

38. DAMAGE TO ELECTRICAL PLANT AND LINES

38.1 If any person intentionally or by negligence damages or allows to be damaged any electric plant or electric line belonging to a distribution licensee, he shall be liable to

pay the expenses likely to be incurred for repair/replacement of such plant/line, as assessed by the distribution licensee without prejudice to the right of the distribution licensee to take any other action under the Act.

- 38.2 The distribution licensee shall, within 24 hours of any such damage to an electric line or plant, arrange that the likely expenditure for the repair/replacement thereof is provisionally assessed. The person concerned shall be required to deposit the provisionally assessed amount within two (2) days of the intimation of the assessment. In the event of the person not being satisfied with the provisional assessment, he may after depositing such amount submit a representation to the higher authority so designated by the distribution licensee who shall after providing the concerned person an opportunity of being heard, make final assessment within seven (7) days.
- 38.3 In case the amount deposited by the person exceeds the finally assessed amount then such excess amount shall be refunded by the distribution licensee within two (2) working days of the final assessment. Where the person is a consumer, the refund shall be allowed through adjustment in the electricity bills of the immediately succeeding months.
- 38.4 In the event of the person still not being satisfied with the final assessment so made, he may seek redressal as per the Consumer Complaint Handling Procedure of the distribution licensee approved by the Commission.
- 38.5 The distribution licensee may discontinue the supply of electricity to the consumer until the finally assessed expenses have been deposited or the consumer comply with procedure under relevant provisions of Consumer Complaint Handling procedure.

39. POWER OF LICENSEE TO ENTER ANY PREMISES

- 39.1 A licensee or any person duly authorized by a 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, of 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:
- 39.1.1 inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the licensee; or
 - 39.1.2 ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; &
 - 39.1.3 removing, where a supply of electricity is no longer required, or where the licensee is authorized to take away and cut off such supply, any electric supply lines, meters, fittings, works or apparatus belonging to the licensee.
- 39.2 The 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 twenty-four (24) hours notice in writing to the occupier:
- 39.2.1 enter any premises or land referred to in Regulation 39.1 for any of the purposes mentioned therein; and
 - 39.2.2 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.
- 39.3 Where a consumer/ refuses to allow the licensee or any person authorized as aforesaid to enter his premises or land in pursuance of the provisions of

Regulations 39.1 or 39.2 when such licensee or person has so entered, refuses to allow him to perform any act which he is authorized by those Regulations to perform or fails to give reasonable facilities for such entry or performance the licensee may, after the expiry of twenty-four (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.

40. MEASURES TO PREVENT DIVERSION OF ELECTRICITY, THEFT OR UNAUTHORIZED USE OF ELECTRICITY OR TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT, ELECTRIC LINES OR METER

40.1 With a view to prevent theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, the distribution licensee shall inter alia initiate preventive measures such as:

- (a) arrange annual inspection, testing and certification of meters of at least 20% of total connections in his area of operation;
- (b) annually install temper proof meter boxes on at least 20% of existing connections till the said meter boxes are installed on all the connections;
- (c) periodically inspect the status of service lines and ensure replacement wherever required;
- (d) relocate at its cost the meters of existing consumers to an appropriate location so that these are easily accessible for reading, inspection/testing etc;
- (e) properly seal/lock the meter boxes/pillar boxes in case of consumers' meters are installed outside consumer premises; and
- (f) arrange to provide publicity to enhance awareness of the potential of reducing commercial losses and the beneficial implications thereof to the consumers.

40.2 Initiate Steps to Prevent Theft by:

- (a) replacement of overhead bare conductors with cables ;
- (b) provision of high voltage distribution system ;
- (c) draw up an annual plan for reduction of commercial/technical losses;
- (d) Install remote metering devices on all HT/EHT connections on priority basis for the purpose of monitoring consumption and prevention of theft of electricity;
- (e) Work out feeder wise losses for all 66 kV, 33 kV and 11 kV feeders in the next six months and total voltage wise losses for the whole state within one year; and
- (f) Yearly energy audit reports shall be submitted by the distribution licensee to the Commission by end of April every year.

41. ENERGY CONSERVATION

41.1 The distribution licensee shall take all requisite measures to promote energy conservation in its area of supply and encourage/incentivize consumers in adopting suitable conservation practices in their premises.

41.2 The distribution licensee shall for this purpose implement the various provisions of PSERC (Demand Side Management) Regulations, 2012 and achieve energy saving target fixed by the Commission.

CHAPTER IX
MISCELLANEOUS

42. SERVICE OF NOTICE

42.1 Any order/notice to a person/consumer by the distribution licensee including a notice under Section 56 of the Act, shall be deemed to be duly served by the distribution licensee if it is:

- (a) sent by registered post, speed post, under certificate of posting, or by courier or through e-mail at registered mail Id of the consumer;
- (b) delivered by hand to a consumer/person and an acknowledgement taken from any person in the premises; &
- (c) affixed at a conspicuous part of such premises in case there is no person available, to whom the order/notice can, with reasonable diligence, be delivered.

42.2 Any notice by the consumer to the distribution licensee shall be deemed to be duly served, if given in writing, and delivered by hand or sent by registered post or through courier to the concerned Officer Incharge.

43. OBLIGATION OF STU/TRANSMISSION LICENSEE(S)

State Transmission Utility and/or any other Transmission licensee operating in the State shall where necessary extend all reasonable co-operations to enable a distribution licensee to release new connection or additional load/demand to an applicant in accordance with these Regulations.

44. INTERPRETATION

44.1 These Regulations shall be read and construed in all respects as being subject to the provisions of the Act, Rules or regulations made under the Act and the provisions of any other law for the time being in force.

44.2 Nothing contained in these Regulations shall abridge or prejudice the rights of the distribution licensee and the consumer under the Act or any Rules or Regulations made there under.

44.3 Any dispute arising between the distribution licensee and a consumer in respect of interpretation of the Supply Code shall be referred to the Commission

45. ISSUE OF ORDERS AND PRACTICE DIRECTIONS

Subject to the provisions of the Act and these Regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these Regulations and matters incidental or ancillary thereto

46. POWERS TO REMOVE DIFFICULTIES

If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may do or undertake things or by a general or

Special order, direct the distribution licensee, to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

47. POWER TO AMEND

47.1 The Commission may, at any time, add or amend any of the provisions of these Regulations.

47.2 Nothing in these regulations shall be deemed to limit or otherwise restrict the inherent power of the Commission to make such orders as may be necessary to meet the ends of justice to the consumers at large.

48 REPEAL AND SAVING

48.1 The Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2007, as amended from time to time, shall stand repealed from the date of commencement of these Regulations.

48.2 Notwithstanding such repeal, anything done or purported to have been done under the repealed Regulations shall be deemed to have been done or purported to have been done under these Regulations.

48.3 The "Conditions of Supply" approved by the Commission under Regulation 3.2 of PSERC (Electricity Supply Code & Related Matters) Regulations, 2007 vide Memo No. 7725/26/PSERC/DTJ-49 dated 25.2.2010 and all the subsequent amendments carried out from time to time with the approval/Orders of the Commission shall also stand repealed from the date of commencement of these Regulations.

48.4 Notwithstanding such repeal of "Conditions of Supply" anything done or purported to have been done under the repealed "Conditions of Supply" shall be deemed to have been done or purported to have been done with the approval/Orders of the Commission provided it is in conformity with the provisions of the Act & the Supply Code.

48.5 The Punjab State Electricity Regulatory Commission Notification No. PSERC/Secy./Regu.61 dated 02.12.2011 regarding payment of compensation in the event of failure on the part of licensee to meet the Standards of Performance as amended vide Notification No. PSERC/Secy./Regu.66 dated 30.3.2012 and Notification No. PSERC/Secy./Regu. 73 dated 28.8.2012 shall stand repealed from the date of commencement of these Regulations. Notwithstanding such repeal, anything done or purported to have been done under the aforesaid repealed notifications shall be deemed to have been done or purported to have been done under these Regulations.

By Order of the Commission

**Sd/-
Secretary to the Commission**

MINIMUM STANDARDS OF PERFORMANCE

(See Reg. 22)

1. RESTORATION OF SUPPLY**1.1 Normal Fuse off Call**

The distribution licensee shall, in case of normal fuse off calls, restore supply within 4 hours of receipt of a complaint in urban areas and 8 hours in rural areas. However, when the fault is of such a nature that it requires shutting down supply to other consumer(s), work on such calls may not be undertaken between 10 p.m. to 6 a.m. except in the case of essential services. A normal fuse off would for these purposes include blowing off of HT/LT fuse of Distribution Transformer, Miniature Circuit Breaker (MCB) tripping or disruption of supply owing to loose connections at the meter or service line.

1.2 ²[Breakdown of overhead lines

In case of failure of supply on account of LT/HT (except category II, III & IV HT feeders) line breakdown (not including breaking/uprooting of poles) or failure of supply from a service main, the distribution licensee shall restore supply within 8 hours of receiving a complaint in urban areas and 12 hours in rural areas. Where disruption of supply is on account of breakage/uprooting of poles, restoration of supply shall be undertaken within 12 hours in urban areas and 24 hours in rural areas. In case of category II, III & IV HT feeders, the distribution licensee shall restore supply within 6 hours. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.

However in case of failure of supply on account of 66/132/220/400 kV line breakdown (except EHT line feeding not more than 2 consumers), the licensee shall restore supply;

(a) Within 12 hours in case of normal fault such as disc insulator failure etc.

(b) Within 24 hours in case of major fault viz. conductor breakdown etc.

In case of breakdown of EHT line feeding not more than 2 consumers , the licensee shall restore supply;

(a) Within 8 hours in case of normal fault such as disc insulator failure etc.

(b) Within 16 hours in case of major fault viz. conductor breakdown etc.]

1.3 ²[Breakdown of underground cables

In case disruption of supply is on account of any fault in an underground cable, the distribution licensee shall rectify the same within a period of 24 hours of receiving the complaint/information. Where access to the underground cables requires permission of other departments/authorities, the said period of 24 hours shall be computed from the time the distribution licensee receives such permission from the concerned departments/authorities. The distribution licensee shall, however, ensure that an application seeking permission shall be preferred to the competent authorities within 8 hours of receiving the complaint. The distribution licensee shall, wherever technically feasible, make arrangements for effecting supply from alternative sources within 2 hours in the case of LT and 4 hours in the case of HT supply.]

1.4 Distribution Transformer failure

In case of failure of a distribution transformer, the distribution licensee shall ensure replacement of the transformer within 24 hours in urban areas and 48 hours in rural areas of receiving the complaint.

However, the distribution licensee shall make arrangement to effect supply from alternative sources within 4 hours, wherever technically feasible.

1.5 Power Transformer failure

In case of failure of a power transformer with primary voltage up to 66000 volts or associated switchgear, the distribution licensee shall replace/repair it within fifteen days of receipt of complaint/information. However, the distribution licensee shall restore supply within 24 hours from alternate sources, wherever such arrangements are technically feasible.

1.6 Street Light faults:

(a) The distribution licensee shall rectify line faults and restore streetlights within 4 hours of detection or receipt of a complaint, whichever is earlier.

(b) Where an agreement between the distribution licensee and the concerned local body envisages that the maintenance of street lights is also the responsibility of the former, the distribution licensee shall in the case of a fused light or defective unit replace the light or rectify/replace the unit within 24 hours of detection or receipt of a complaint, whichever is earlier.

1.7 Within one hour of receipt of a complaint, the distribution licensee shall ascertain whether disruption in supply is on account of line/cable fault or failure of distribution/power transformer and/or switchgear. For any subsequent complaint linked with the same fault, the distribution licensee shall inform the consumer of this fact and the time in which supply is likely to be restored.

1.8 The period in which supply is to be restored as stipulated in sub-para 1.1 to 1.6 above shall not apply in cases where disruption is on account of force-majeure conditions. In the event of a dispute as to whether or not such conditions existed, the decision of the Commission shall be final.

1.9 ²[Period of scheduled outages

Interruption in supply on account of scheduled outages shall be notified by the distribution licensee at least 24 hours in advance and shall not exceed 6 hours in a day during the months from April to October and 6 hours in a day during the months from November to March. In either event, the distribution licensee shall ensure that the supply is restored by 6 P.M. The distribution licensee shall also ensure effective advance publicity of every period of a scheduled outage.]

1.10 In the event of supply being restored through temporary arrangements, it shall be the responsibility of the distribution licensee to ensure that safety standards are not in any way compromised.

1.11 Information concerning the receipt and disposal of complaints listed above shall be maintained at the complaint centres in accordance with the proforma at Annexure-3A.

2. QUALITY OF SUPPLY

2.1 Declared Voltage of Supply to Consumers

(a) The distribution licensee shall, with reference to the declared voltage, maintain voltage at the point of commencement of supply to a consumer within the limits stipulated hereunder:

(i) In the case of LT supply: $\pm 6\%$

(ii) In the case of HT supply: $+6\%$ and -9% ; and,

(iii) In the case of EHT supply: $+10\%$ and -12.5% .

- (b) On receipt of a voltage fluctuation complaint, the distribution licensee shall verify if the voltage fluctuation is exceeding the limits specified in sub-para (a) above and if confirmed, the distribution licensee shall:
 - (i) rectify the problem within four hours in the case of loose joints;
 - (ii) ensure that the voltages are brought within the said limits within two working days of original complaint if no expansion/ enhancement of network is involved ; and
 - (iii) Resolve the complaint within thirty days, if up-gradation of the distribution system is required.

3. COMPLAINTS ABOUT METERS

- 3.1 The distribution licensee shall inspect and check correctness of a meter within seven working days of receipt of a complaint or report by its authorized official/officer/ representative. If the meter is defective (i.e. it is stuck up, running slow, fast or creeping), the distribution licensee shall replace the meter within ten working days of receiving the complaint.
- 3.2 The distribution licensee shall replace a burnt out meter within five working days of the receipt of a complaint. Supply to the consumer shall, however, be immediately restored even by bypassing the meter till such time a new meter is installed.

4. APPLICATION FOR NEW CONNECTION, ADDITIONAL LOAD /DEMAND

The distribution licensee shall ensure release of a new connection, additional load/demand within the time limits specified in Regulation 8.

5. TRANSFER OF TITLE AND PROVISION OF OTHER SERVICES

The distribution licensee shall give effect to transfer of title, change of category and conversion of the existing services within the time limits specified in Regulation 11.

6. SHIFTING OF METER/SERVICE CONNECTION OR LT/HT LINES AND DISTRIBUTION TRANSFORMER.

The distribution licensee shall shift the meter/service connection and provide other services within the time limits as specified in Regulation 11.

7. COMPLAINTS ABOUT CONSUMER'S BILLS & RESTORATION OF SUPPLY

- (a) The distribution licensee shall decide disputes concerning erroneous bills within the time specified in Regulation 35.
- (b) The distribution licensee shall restore the supply following disconnection on account of non-payment of electricity bills within the time specified in Regulation 34.

- 8. Information concerning receipt and disposal of complaints listed in para - 2 to 7 above shall be maintained at the notified offices of the distribution licensee in accordance with the proforma at Annexure -3B.

OVERALL STANDARDS OF PERFORMANCE

(See Reg. 22)

1. RELIABILITY INDICES

(a) The distribution licensee shall compute and submit to the Commission the half yearly & yearly report as prescribed in Regulation 27 of the Supply Code. These include the System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI) and Reliability Index (RI).

(b) Method of computing Distribution System Reliability Indices:

The distribution licensee shall segregate all 11 kV feeders in its supply area into urban, rural and agricultural tubewell categories. The latter category shall comprise of all feeders where the agricultural load exceeds 80% of the total load on the feeder. The indices shall then be calculated for each category of feeders, separately, as follows:

Sr No.	Name of feeder	No. of Interruptions on the feeder (Nos.) in consideration year	Duration of different interruptions of previous column (in mins.)	Total interruption duration in the year (mins.) (Addition of Column 4	Total number of consumers connected with the feeder	Total duration of consumer's interruption in a year.
1	2	3	4	5	6	7 = 5x6
1	f ₁	N ₁	D ₁₁ + D ₁₂ + ... D _{1n}	D ₁	C ₁	D ₁ x C ₁
2	f ₂	N ₂	D ₂₁ + D ₂₂ + ... D _{2n}	D ₂	C ₂	D ₂ x C ₂
3						
n	f _n	N _n	D _{n1} + D _{n2} + ... + D _{nn}	D _n	C _n	D _n x C _n

RELIABILITY INDEX FOR FEEDER

$$\text{SAIFI} = \frac{\text{Total No. of interruption of feeder}}{\text{No. of feeders}} = \frac{N_1 + N_2 + N_3 + \dots + N_n}{n}$$

$$\text{SAIDI} = \frac{\text{Total Duration of outages of feeder}}{\text{No. of feeders}} = \frac{D_1 + D_2 + D_3 + \dots + D_n}{n}$$

$$\text{Reliability Index for feeders} = 1 - \frac{\text{SAIDI for Feeder} \times 100}{(24 \times 365 \times 60)}$$

RELIABILITY INDEX FOR CONSUMER

$$\text{SAIDI} = \frac{\text{Total Duration of consumers interruption}}{\text{Total No. of Consumers}} = \frac{D_1 C_1 + D_2 C_2 + \dots + D_n C_n}{C_1 + C_2 + \dots + C_n}$$

$$\text{Reliability Index for consumers} = 1 - \frac{\text{SAIDI for Consumers} \times 100}{(24 \times 365 \times 60)}$$

- (c) The distribution licensee shall separately report the monthly value of these indices for all categories of feeders for each half year.
- (d) The Commission shall annually notify the targeted levels of these indices to be achieved by the Licensee.
- (e) In the event the distribution licensee persistently fails to improve its performance, the Commission may take action against the distribution licensee under Section 24 of the Act.

2. FREQUENCY VARIATIONS:

The distribution licensee shall conduct hourly measurement of supply frequency and report to the Commission on a half yearly basis the number and duration of times the supply frequency was beyond the prescribed limits.

3. BILLING MISTAKES:

The distribution licensee shall ensure that not more than 0.1% of the total number of bills issued require modifications.

4. FAULTY METERS:

The distribution licensee shall ensure that not more than 1% of the total number of meters are defective meters at any one time.

**FORMAT FOR REGISTERING THE COMPLAINTS AT COMPLAINT CENTRES REGARDING
RESTORATION OF SUPPLY**

(See Reg. 25 and Annexure-1 Para-1)

NAME OF OFFICE _____

Sr. No.	Time & Date of receipt of complaint	Name, Address & A/c No. of the complaint	No. of complaint	Complaints classification		Time & Date of rectification	Time taken (in Hrs./mts)	Whether redressed within stipulated time as per standards of performance Yes/No
				Nature of complaint	Complaint classification & its no.			
1	2	3	4	5	6	7	8	9

CLASSIFICATION OF COMPLAINTS:

(A) Reasons of interruption in supply

- (i) Normal fuse off.
- (ii) Overhead line breakdown.
- (iii) Underground cable breakdown.
- (iv) Distribution transformer failure.
- (v) Power transformer failure.
- (vi) Unscheduled outage/excessive outage

FORMAT FOR REGISTERING THE COMPLAINTS AT NOTIFIED OFFICES OF THE LICENSEE

(See Reg. 25 and Annexure-1 Para -2 to 7)

NAME OF OFFICE _____

Sr. No.	Time & Date of receipt of complaint	Name, Address & A/c No. of the complainant	No. of complaint	Complaints classification		Date of redressal of grievance	Period taken	Whether redressed within stipulated period as per standards of performance Yes/No
				Nature of complaint	Complaint classification & its no.			
1	2	3	4	5	6	7	8	9

CLASSIFICATION OF COMPLAINTS**(B) Voltage Fluctuations:**

- (i) Loose joints
- (ii) Ordinary case which requires no augmentation
- (iii) Where augmentation is required.

(C) Meters

- (i) Defective meters
- (ii) Burnt Meters

(D) Release of new Connection/additional load

- (i) Where extension of mains is not required
- (ii) Where extension of mains is required

(E) Bills

- (i) Where no additional information is required
- (ii) Where additional information relating to correctness of reading etc. is required.

(F) Shifting of Meters/Service connections

- (i) Meters
- (ii) LT/HT Lines
- (iii) Transformer
- (iv) Service Connection

(G) Reconnection of supply following disconnection due to non-payment**(H) Others**

REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATION WISE

(See Reg. 25 and Annexure '3 A' / 3 B)

MONTH _____

NAME OF OFFICE _____

Classification	Pending complaints of previous month	Complaints received during the month	Total complaints	No. of complaints redressed during the month		Balance complaints to be redressed (4)-(5)-(6)
				within stipulated time limit	Beyond stipulated time limit	
1	2	3	4	5	6	7
1						
A (i)						
A (ii)						
A (iii)						
A (iv)						
A (v)						
A (vi)						
B (i)						
B (ii)						
B (iii)						
C (i)						
C (ii)						
D (i)						
D (ii)						
E (i)						
E (ii)						
F (i)						
F (ii)						
F (iii)						
G						
H						

Note: Compilation of data shall be made every month.

**21 COMPENSATION PAYABLE TO CONSUMERS IN CASE OF VIOLATION OF MINIMUM
STANDARDS OF PERFORMANCE**

(See Reg. 26)

Ref. No.	Complaint classification	Standard	Compensation payable for each block of delay for violation of standard		Designated functionary to deliver the service
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to each consumer if the event affects more than one consumer	
1.1	Normal fuse off call/complaint				
(a)	Cities and towns/urban areas	Within 4 hours	Rs.100/- in each block of 2/4 hrs	Rs. 50/- in each block of 2/4 hrs	Concerned Lineman
(b)	Rural areas	Within 8 hours			
1.2	Overhead Line breakdowns				
	LT Line				
(a)	Cities and towns/urban areas	Within 8 hours	Rs.100/- in each block of 4/6 hrs	Rs.50/- in each block of 4/6 hrs	JE/Incharge of area
(b)	Rural areas	Within 12 hours			
	HT mixed feeder				
(c)	Cities and towns/urban areas	Within 8 hours	Rs. 200/- in each block of 4/6 hrs.	Rs. 100/- in each block of 4/6 hrs.	JE/Incharge of area
(d)	Rural areas	Within 12 hours			
(e)	HT Cat. II, III & IV feeder	Within 6 hours	Rs. 2000/- in each block of 3 hrs.	Rs. 1000/- in each block of 3 hrs.	
	EHT Line				
(f)	Normal fault such as Disc Insulator failure	Within 12 hours	Rs.1000/- in each block of 6/12 hrs	Rs. 500/- in each block of 6/12 hrs	AE/AEE incharge of the Line
(g)	Major fault such as Conductor Breakdown	Within 24 hours			
	EHT Line feeding not more than 2 consumers or cluster S/S				
(h)	Normal fault such as Disc Insulator failure	Within 8 hours	Rs. 2000/-in each block of 4/8 hrs.	Rs. 1000/-in each block of 4/8 hrs.	AE/AEE incharge of the Line
(i)	Major fault such as Conductor Breakdown	Within 16 hours			
	Breakdowns including breakage of poles				
(j)	Cities and towns/urban areas	Within 12 hours	Rs.100/- in each block of 6/12 hrs	Rs.50/- in each block of 6/12 hrs	JE/Incharge of area
(k)	Rural areas	Within 24 hours			
1.3	Underground cable breakdowns				
	Cities, towns/urban and rural areas	Within 24 hours	Rs.100/- in each block of 12 hrs	Rs.50/- in each block of 12 hrs	JE/Incharge of area
1.4	Distribution Transformer failure				

(a)	Cities and towns/urban areas	Within 24 hours	Rs. 200/- in each block of 12/24 hrs	Rs.100/- in each block of 12/24 hrs	JE/Incharge of area
(b)	Rural areas	Within 48 hours			
1.5	Power Transformer failure (with primary voltage upto 66000 volts)	Within 15 days	Rs. 2000/- for each day of default	Rs. 1000/-for each day of default	Sr.Xen/Grid const.
1.6	Street Light Faults	i) Rectification of line faults within 4 hours ii) Replacement of defective units within 24 hours	Rs.200/- for each day of default	-	JE/Incharge of area
1.9	Period of Scheduled Outage				
(a)	Maximum duration in a single stretch	Not to exceed 6 hours in a day during the months from Apr to Oct & 8 hrs in a day during the months from Nov to March	Rs.200/- in each case of default	Rs.100/- in each case of default	JE/Incharge of area
(b)	Restoration of supply	By not later than 6.00 PM			
2.1	Voltage fluctuations				
(a)	Due to loose joint	Within 4 hours	Rs.200 for each block of 2 hrs.	Rs.100/- for each block of 2 hrs	JE Incharge of area
(b)	No expansion/enhancement of network involved	Within 2 working days	Rs.200/- for each day of default	Rs.100/- for each day of default	JE/Incharge of area
(c)	Up gradation of distribution system required	Within 30 days	Rs.500/- for each day of default	Rs.250/- for each day of default	AE/AEE Incharge of area/ function
3.	Meter complaints				
3.1	Inspection and replacement of slow, fast/creeping, stuck up meters	Inspection within 7 working days and replacement within 10 working days of receipt of complaint	Rs.200/- for each day of default	Not applicable	JE/Incharge of area
3.2	Replacement of burnt meters	Within 5 working days	Rs.300/- for each day of default	Not applicable	JE/Incharge of area
4.	Release of new connection/additional load/demand feasible from existing network				
(a)	Release of supply	Within 7 days for DS/NRS Within 15 days for other than DS/NRS	Rs. 200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
Network expansion/enhancement required to release supply					
(b)	Release of supply – Low Tension	Within 30 days	Rs.400/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(c)	Release of supply – High Tension 11000 volts	Within 45 days	Rs.2000/- for each day of default		

(d)	Release of supply - High Tension 33000 volts	Within 75 days			
(e)	Release of supply – Extra High Tension	Within 90 days			
(f)	Erection of substation required for release of supply	Within the time period approved by the Commission	Rs.2000/-for each day of default		
5.	Transfer of title and conversion of services				
(a)	Transfer of title and/or change of category	Within 7 working days in case of LT consumer and 14 days in case of HT/EHT consumers	Rs.1000/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Conversion from LT single phase to LT three phase or vice versa	Within 30 days	Rs. 200/- for each day of default		
6.	Shifting of Meter/Service Connection & other services				
(a)	Shifting of Meter within premises	Within 3 working days	Rs.200/- for each day of default	Not applicable	AE/AEE Incharge of area/ function
(b)	Shifting of Service Connection LT Connection HT Connection	10 working days 20 days			
(c)	Shifting of LT/HT lines upto 11kV	Within 20 days			
(d)	Shifting of HT lines above 11kV	Within 30 days			
(e)	Shifting of distribution Transformer	Within 30 days			
7.	Complaints about Consumer's Bills & restoration of supply				
(a)	Resolution of complaints on disputed electricity bill	(i) within 24 hrs if no additional information is required (ii) Within 7 working days if additional information is required	Rs.200/- for each day of default	Not applicable	ARA/RA
(b)	Reconnection of supply following disconnection due to non-payment of bills	Within 24 hours	Rs.400/- for each day of default	Not applicable	JE Incharge of area

**STATUS REPORT ON LEVELS OF PERFORMANCE OF MINIMUM STANDARDS ACHIEVED BY
THE DISTRIBUTION LICENSEE**

1st April to September 30, _____

or 1st April to 31st March, _____

See Reg. 27.1 (a)

Sr. No.	Complaint classification	Standards specified by the Commission	No. of complaints received	No. of complaints resolved within the specified Standards	% age achieved in resolving complaints
1	2	3	4	5	6

**STATUS REPORT ON CLAIMS PREFERRED BY THE CONSUMERS ON DISTRIBUTION
LICENSEE'S FAILURE TO MEET THE STANDARDS OF PERFORMANCE AND RELATED
INFORMATION**

1st April to September 30, _____
or 1st April to 31st March, _____

See Reg. 27.1 (c)

Sr. No.	Complaint classification	Standards specified by the Commission	No. of claims preferred by the consumers	No. of claims settled by the Licensee	No. of claims rejected by the Licensee	Amount of compensation paid	Amount of compensation yet to be paid	Remarks
1	2	3	4	5	6	7	8	9

Note: Reasons for delay in payment or non-payment may be furnished separately.

PARTICULARS TO BE INCLUDED IN THE BILLS

(See Reg. 30)

- a) Bill Number
- b) Bill date
- c) Name of Sub-division/division
- d) Consumer a/c no., name and address
- e) Sanctioned load/contract demand
- f) Category of consumer (i.e. DS, NRS etc)
- g) Status of meter (OK/defective/missing/locked etc.)
- h) Meter No. – In case replacement of energy meter is involved during the billing period, the meter number of the new meter and consumption recorded by the old meter shall also be indicated on the bill.
- i) Meter reading Date
- j) Initial meter reading of the billing period/cycle with date
- k) Final meter reading of the billing period/cycle with date
- l)
 - 1) Multiplying Factor of the meter
 - 2) CT and PT ratios and multiplication factor, if any
- m) Consumption (kWh/kVAh) during the billing period.
- n) Billing details:- The following details for the current month demand and arrears shall be furnished in the bill;
 - ⁴[1) Energy Charges
 - 2) Fixed Charges
 - 2A) Maximum Demand recorded during the month
 - 2B) Demand surcharge, if any]
 - 3)
 - (i) Electricity Duty
 - (ii) Octroi
 - 4) Fuel cost adjustment charges
 - 5) Surcharge for low power factor or incentive for high power factor.
 - 6) Voltage surcharge or incentive
 - 7)
 - (i) Meter/ MCB rental
 - (ii) Service rental
 - 8) Late payment surcharge
 - 9) Less interest on Security
 - 10) Total current month charges
 - 11) Arrears –
 - (i) Preceding financial year
 - (ii) Current financial year.
 - 12) Others
 - 13) Total amount due

- 14) Adjustment
(Reason and period of adjustment to be indicated)
- 15) Due date of payment
 - 1) by cash/net banking
 - 2) by cheque payable at par/demand draft/credit card/debit card
- 16) Amount payable by due date
- 17) Amount payable after due date
- o) Mode of payment
- p) In case of cheque and bank drafts, the receiving authority in whose favour the cheque/draft should be drawn.
- q) Address/Details of concerned local collection centres and notified offices of the distribution licensee or such other facility notified by the distribution licensee, with working hours where payment of Electricity Bill may be effected.
- r) Designation and address of authorities with whom complaints or grievances can be lodged and addresses and telephone numbers of the Forum and the Ombudsman constituted under Section 42 of the Act
- s) Telephone No. of complaint centre and notified office
- t) Tariff rates
- u) Last six months & corresponding month of previous year consumption
- v) Last payment received
- w) Security (consumption) & Security (meter) deposited by the consumer

**ASSESSMENT OF ELECTRICITY CHARGES IN CASES OF
UNAUTHORIZED USE/THEFT**

(See Reg. 36 & 37)

(1) ASSESSMENT OF ELECTRICITY CHARGES IN THE CASE OF UNAUTHORIZED USE OF ELECTRICITY UNDER SECTION 126 OF THE ACT.

- (a) ⁴[Where it is concluded that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use has taken place. If, however, the period during which unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.

While determining the period during which unauthorized use of electricity has taken place, the following factors, if occurred during the period of one year preceding the date of inspection, shall also be kept in view;

- The period from date of release of connection to the date of inspection;
- The period from the date of previous inspection, if any, by the competent officer of the licensee to the date of inspection;
- The period of Unauthorized Use of Electricity, if it can be conclusively determined from the data downloaded from the electronic meter;
- Actual period from the date of change of meter or associated equipment of the consumer to the date of inspection in case the UUE is related to metering equipment;
- Any valid documentary proof produced by the consumer.]

- (i) The consumption of electricity in such case will be computed on the basis of the meter reading. However, in case where electricity is used for the purpose other than for which the usage of electricity was authorized (U/S 126 (6) (b) (iv) of the Act) then assessment shall be made in proportion of the load used for other purpose to the total load. In case where electricity is used for the premises or the areas other than those for which the supply of electricity was authorized (U/S 126 (6) (b) (v) of the Act) then assessment shall be made in proportion of the load extended to other premises or area to the total load including extended load.

- (ii) If, the consumption of electricity cannot be computed on the basis of meter reading, then the same will be computed on the basis of the LDHF formula as detailed in para 4 below. However, where electricity is used for the purpose other than for which the usage of electricity was authorized or is used for the premises or the area other than those for which the supply of electricity was authorized, in such cases, 'L' in the LDHF formula shall be considered as load used for other purposes or load extended to other premises or areas, as the case may be, for assessment.

- (b) ⁴[The consumer shall, on the basis of consumption of electricity computed as above, be liable to pay electricity charges at a rate equal to twice the tariff applicable for the relevant category in which the service should have been classified. During the period, two part tariff is applicable, the fixed charges shall be levied for the load being used in an unauthorised manner at twice the applicable fixed charges as per the Tariff Order for the relevant year. The Energy Charges shall be recovered on consumption computed as per para 1 and 2 above, at twice the energy charges applicable for the relevant category in which the service should have been classified.]

- (c) Electricity charges in all cases of unauthorized use of electricity shall continue to be levied as in sub-para (b) above till the cause of unauthorized use of electricity is rectified.

(2) ASSESSMENT OF ELECTRICITY CHARGES IN CASES OF THEFT OF ELECTRICITY AS PER SECTION 135 OF THE ACT.

- (a) Where it is prima facie established that theft of electricity has taken place, the consumption of electricity shall be computed on the basis of the LDHF formula as detailed in para 4 below.
- (b) The consumption of electricity so computed shall be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate. The period of 12 months may however, be suitably reduced if the Authorized Officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.

- (3)** (a) The electricity charges already paid by consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed as para 1 & 2 above. However, in case of unauthorized use of electricity covered under section 126 (6) (b) (iv) and (v) of the Act and charged in accordance with para 1(a)(i) or para 1(a)(ii) above, the electricity charges already paid by a consumer will be calculated on pro-rata basis for the electricity consumed for the load used for other purposes or extended to other premises for the assessment period and will be adjusted in electricity charges assessed as per para 1 (a) (i) and (ii) above.
- (b) The electricity charges payable in accordance with para 1 & 2 above shall be without prejudice to any other liability under the Act or other Law/Regulations or provisions of the Supply Code.

(4) LDHF FORMULA FOR ASSESSMENT OF ELECTRICITY CONSUMPTION.

Units assessed = L x D x H x F, where.

L is the load found connected during the course of inspection in kW

D is number of working days per month, during which unauthorized use/theft is suspected and shall be taken for different categories of use as below:

- | | | |
|----|---|---------|
| a) | Continuous industry | 30 days |
| b) | Non-continuous industry | 25 days |
| c) | Domestic use | 30 days |
| d) | Agriculture | 30 days |
| e) | Non-Residential(continuous)viz.hospitals,hotels,
restaurants, guest houses, nursing homes,
Petrol pumps and Tele-communication towers | 30 days |
| f) | Non Residential (general) i.e. other than (e) | 25 days |
| g) | Water works & street lights | 30 days |
| h) | Other categories ⁴ [including temporary supply] | 30days |

H is use of supply hours per day, which shall be taken for different categories of use as below:

- | | | |
|----|---|---------|
| a) | Single shift industry (day / night only) | 08 hrs. |
| b) | Non-continuous process industry (day & night) | 20 hrs. |

c)	Continuous process industry	24 hrs
d)	(i) Non-Residential (general) including restaurants	12hrs.
	(ii) Hotels, hospitals, nursing homes, guest houses, Petrol pumps and Tele-communication towers	20hrs.
e)	Domestic	08 hrs.
⁴ [f)	Agriculture	04 hrs.
g)	Water works	08 hrs.
h)	Street light	08 hrs.
i)	Other categories ⁴ [including temporary supply]	12 hrs.

F is demand factor, which shall be taken for different categories of use as below:

a)	(i) Industrial (General)	60%
	(ii) Power Intensive, Arc Furnace	75%
b)	Non-Residential	40%
c)	Domestic	30%
d)	Agriculture	100%
e)	Other categories including temporary supply	100%
f)	Direct supply for any use by a person	100%

ASSESSING OFFICERS/APPELLATE AUTHORITY DESIGNATED UNDER SECTION 126 AND 127 OF THE ACT BY THE GOVT. OF PUNJAB

(See Regulation no. 36)

1) Assessing Officers designated under section 126 of the Act by the Govt. of Punjab vide Notification No. 1/60/03-EB (PR)/1186 dated 27.12.04

Category of Consumers	Assessing Officers
All HT Consumers above 1 MW load	: CEs/Distribution of respective Zone
All HT consumers upto 1 MW load	: SE/Dy.CEs/Distribution of the respective circle.
All LT Industrial Consumers	: Sr. Executive Engineers/ Addl. SEs /Distribution of the respective division.
All other LT consumers	: Assistant Engineer/ Assistant Executive Engineers/ Executive Engineers of respective Distribution sub-division.

2) ⁶[Officers of the State Transmission Utility designated as Appellate Authority under section 127 of the Act vide Government of Punjab Notification No. 1/13/04-EB (PR)/ 660 dated 09.07.2019

Category of consumers	Appellate Authority	
	Authority	DS Zone of PSPCL
For appeals by all HT consumers above 1 MW load	Director/Technical, PSTCL	All Zones
For appeals by all HT consumers upto 1 MW load	CE/TS, PSTCL	South
	CE/P&M, PSTCL	Central
	CE/HR, IT and S&D, PSTCL	Border & North
	CE/SLDC, PSTCL	West
For appeals by all LT Industrial consumers	SE/P&M, PSTCL, Patiala	South
	SE/P&M, PSTCL, Ludhiana	Central
	SE/P&M, PSTCL, Jalandhar	North
	SE/P&M, PSTCL, Amritsar	Border
	SE/P&M, PSTCL, Bathinda	West
For appeals by all other LT consumers	Sr. XEN/P&M, PSTCL, Patiala	South
	Sr. XEN/P&M, PSTCL, Lalton Kalan	Central
	Sr. XEN/P&M, PSTCL, Jamsheer	North
	Sr. XEN/P&M, PSTCL, Bathinda	West
	Sr. XEN/P&M, PSTCL, Civil Line Amritsar	Border

FORM OF APPEAL

(See Regulation no. 36)

**APPEAL BEFORE THE APPELLATE AUTHORITY UNDER SECTION 127 OF THE
ELECTRICITY ACT-2003**

Appeal against final order (A.F.O.) No. _____ of _____.

Between

(Name and address of the consumer _____) Appellant

AND

1. (Name and address of the distribution licensee)
2. (Name and address of the Assessing Officer) _____ Respondents

Appeal under section 127 of the Electricity Act, 2003

1. Detail of Applicant
 - a) Full Name of the Applicant :
 - b) Full Address of the Applicant :
 - c) Name, Designation & Address
of the Contact Person :
 - d) Contact telephone/mobile numbers :
 - e) Fax Number(s) :
 - f) Email ID :
2. Details of the Distribution Licensee:
 - a) Name and address of the distribution licensee :
 - b) Name of the concerned Divisional Engineer :
 - c) Address of the office of the Divisional Engineer :
3. Details of the Assessing Officer:
 - a) Name :
 - b) Address :
 - c) Contact details :
4. Address of the premises inspected under
Section 126 of the Electricity Act-2003 :
5. Connected load :
6. Particulars of the meter installed :
7. Date of Inspection :
8. Date of the provisional assessment :
9. Amount provisionally assessed :
10. Date of filing of the objections by the
Appellant against provisional assessment :
11. Date of hearing of the objections by the
Assessing Officer :
12. Nature of the unauthorized use alleged :
13. Gist of the final order of assessment
under section 126 of the Elec. Act-2003 :

14. Whether any amount assessed paid/
deposited relating to the period in issue
and if so the details thereof :

15. Whether the appellant has paid one half
(1/2) of the amount assessed if so,
the details thereof :

16. Whether there was any consent of the
Appellant to the final order of assessment :

17. GROUNDS OF APPEAL:

(state the grounds of the case on which the appeal is filed and the reasons(s) why the final order is unsustainable)

Prayer:

It is therefore, prayed that _____

Appellant

VERIFICATION

I _____ (Name of the appellant (if individual) or the authorized representative of the appellant) declare that the facts stated in the above memorandum of appeal are true to my knowledge or based on information from _____ and believed by me to be true, no part of the same is false and nothing material has been concealed there from.

Verified at _____ on this _____ day of _____

Place _____

(Signature)

Note: Attach extra sheets wherever necessary, if space is less.

Authorized Officers to enter the consumer premises for checking/ inspection, for accepting compounding fee, to order disconnection and rates of compounding charges under Section 135 & 152 of the Act.

(See Regulation no.37)

- 1) **Authorized Officers to enter the consumer premises for checking/ inspection, designated under section 135 of the Act by the Govt. of Punjab vide Notification No. 1/13/04-EB (PR)/23 dated 10.1.2005:**

Sr. No.	Category of Connection	Authorized Officer
A	Operation Officers	
i)	All DS/NRS/AP, SP and Medium/Large /Bulk Supply upto 500 kW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
ii)	Large and Bulk Supply beyond 500 kW and Railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction).
B)	Enforcement Officers	
i)	All categories of consumers with loads upto 500 kW	Any Officer of the Enforcement Wing not below the rank of AEE (within his jurisdiction).
ii)	All categories of consumers with loads above 500 kW	Any Officer of the Enforcement Wing not below the rank of Sr. Xen (within his jurisdiction).
C)	MMTS Officers	
	Medium/Large Supply and Bulk Supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen (within his jurisdiction).

- 2) **Authorized Officers for accepting Compounding fee under section 152 of the Act designated by the Govt. of Punjab vide Notification No. 1/27/05-EB (PR)/204 dated 22.3.2006**

Sr. No.	Category of Connection	Authorized Officer
1)	All LT and HT Domestic, Bulk Supply, Industrial SP, Agriculture and NRS Connections	: SE/Distribution of the respective zone
2)	All LS & MS industrial Connections	: CE/Distribution of the respective zone

3) **The Compounding Charges Notified by the Govt. of Pb. under section 152 of the Act vide Notification No. 1/27/05-EB (PR)/204 dt. 22.3.06**

Sr. No.	Category of Consumer	Rate at which the sum of money for compounding to be collected
1.	Industrial	
	a) Small Power	₹ 10000/- per kW of sanctioned load
	b) Medium Supply	-do-
	c) Large Supply - General Industry/ Power Intensive	₹ 10,000/- per kW of sanctioned load or ₹ 10,000/- per kVA of contract demand whichever is higher.
2.	Commercial	₹ 5000/- per kW of sanctioned load.
3.	Agriculture Supply	₹ 2000/- per BHP of sanctioned load
4.	Other category of consumers Domestic / Bulk Supply / Street Light	₹ 3000/- per kW of sanctioned load.

4) **Authorised Officers to issue orders for disconnection of supply where Theft of Electricity is prima-facie established as per notification No. PSERC/Secy./ Regu.-35 dt. 27.11.07 of the Commission:**

Sr. No.	Category of Connection	Authorized Officer
A	Operation Officers	
i)	All DS/NRS/AP, SP and MS, LS/Bulk Supply upto 500 kW load	Any Officer of Distribution wing not below the rank of AE (within his jurisdiction).
ii)	LS / Bulk Supply beyond 500 kW and Railway traction supply	Any Officer of Distribution wing not below the rank of Sr. Xen (within his jurisdiction).
B)	Enforcement Officers	
i)	All categories of consumers with loads upto 500 kW	Any Officer of the Enforcement Wing not below the rank of AEE (within his jurisdiction).
ii)	All categories of consumers with loads above 500 kW	Any Officer of the Enforcement Wing not below the rank of Sr. Xen (within his jurisdiction).
C)	MMTS Officers	
	MS/LS and Bulk Supply	Any Officer of the MMTS Wing not below the rank of Sr. Xen (within his jurisdiction).

Note: In case of essential service where public at large is effected due to disconnection the officer so authorized above shall obtain prior approval of officer next above him before ordering XEN/AEE/AE/(DS) to disconnect supply to the premises.