

# KERALA STATE ELECTRICITY REGULATORY COMMISSION

## NOTIFICATION

No. 215/DD/T&D(Rev)2014/KSERC

Dated, Thiruvananthapuram, 31.01.2014

**PREAMBLE.-** In exercise of the powers conferred by Section 50 read with Section 181 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf and after previous publication, the Kerala State Electricity Regulatory Commission hereby makes the following Regulations, namely:-

## KERALA ELECTRICITY SUPPLY CODE, 2014

### CHAPTER - I PRELIMINARY

**1. Short title, extent and commencement.-** (1) This Code shall be called the Kerala Electricity Supply Code, 2014.

(2) This Code shall be applicable to,-

- (i) all distribution licensees including deemed licensees and all consumers and users in the State of Kerala; and
- (ii) all other persons and institutions who are exempted under Section 13 of the Act.

(3) It shall come into force with effect from the first day of April, 2014.

**2. Definitions.-** In this Code, unless it is repugnant to the context,-

- (1) **“Act”** means the Electricity Act, 2003 (Central Act 36 of 2003), as amended from time to time;
- (2) **“accredited laboratory”** means a laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories(NABL);
- (3) **“agreement”** means an agreement entered into between the distribution licensee and the consumer;
- (4) **“apparatus”** means electrical apparatus; and includes all machines, fittings, accessories and appliances in which conductors are used;
- (5) **“appellate authority”** means the authority prescribed by Government under subsection (1) of Section 127 of the Act;
- (6) **“applicant”** means an owner or occupier of any land or premises who files an application with a licensee for the supply of electricity or for the increase or reduction in sanctioned load or contract demand, or for the change in title, or for the disconnection or reconnection of supply or for the termination of agreement or for other services, as the case may be, in accordance with the provisions of the Act, the rules and the regulations made thereunder;

- (7) **“application form”** means an application form complete in all respects in the appropriate format, as required by the distribution licensee, before the payment of applicable charges;
- (8) **“application”** means an application form complete in all respects in the appropriate format, as required by the distribution licensee, along with the receipt for payment of necessary charges and all necessary documents including approvals from statutory or other authorities;
- (9) **“approved laboratory”** means a laboratory approved by the Commission for testing and calibration of energy meters and associated equipment;
- (10) **“area of supply”** means the area within which a licensee is authorised by his licence to supply electricity;
- (11) **“arrears of charges”** means any charge, along with interest thereon, payable by the consumer to the licensee, in terms of the agreement, which is not paid by the consumer even after the due date;
- (12) **“assessing officer”** means an officer designated by the Government of Kerala under the provisions of Section 126 of the Act;
- (13) **“authorised officer”** means an officer authorised by the Commission under subsection (1A) of Section 135 of the Act or by the Government of Kerala under subsection (2) of Section 135 of the Act, as the case may be;
- (14) **“authorised representative”** of any person or entity means all officers, employees, representatives or persons discharging functions under the general or specific authority of the concerned person or entity;
- (15) **“average power factor”** for a billing period means the ratio of the total kilowatt hours (kWh) to the total kilovolt ampere hours (kVAh) supplied during that period; ratio being rounded off to two decimal places;
- (16) **“bank rate”** means the standard rate notified by the Reserve Bank of India as per Section 49 of the Reserve Bank of India Act, 1934 (Central Act 2 of 1934), at which it is prepared to buy or re-discount bills of exchange or other commercial paper eligible for purchase thereunder;
- (17) **“bill date”** means the date on which the bill is prepared by the distribution licensee; which shall not be later than three working days from the date of meter reading;
- (18) **“billing cycle or billing period”** means the period as approved by the Commission for which regular electricity bills are prepared by the licensee for different categories of consumers;
- (19) **“calendar year”** means the period from the first day of January of a Gregorian calendar year to the thirty first day of December, of the same year;
- (20) **“check meter”** means a meter which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of the main meter;
- (21) **“Code”** means the Kerala Electricity Supply Code, 2014 as amended from time to time;

- (22) **“Commission”** means the Kerala State Electricity Regulatory Commission constituted under the Act;
- (23) **“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;
- (24) **“connected load”** expressed in kW or kVA means aggregate of the rated capacities of all energy consuming devices or apparatus which can be simultaneously used, excluding stand-by load if any, in the premises of the consumer, which are connected to the service line of the distribution licensee;
- (25) **“consumer installation”** or **“installation of the consumer”** means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the premises of the consumer starting from the point of supply;
- (26) **“consumer”** means the consumer as defined in the Act;
- (27) **“contracted connected load”** means the connected load installed by the consumer at the time of executing the service connection agreement and recorded in kW / kVA in the schedule to the said agreement or the connected load duly revised thereafter;
- (28) **“contracted load”** or **“contract demand”** means the maximum demand in kW or kVA, agreed to be supplied by the distribution licensee and indicated in the agreement executed between the licensee and the consumer; or the contracted load or contract demand duly revised thereafter;
- (29) **“cut-out”** means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include a fusible cut-out;
- (30) **“date of commencement of supply”** is the date on which the licensee energises the consumer installation by connecting to the distribution mains;
- (31) **“dedicated distribution system”** means such facilities, not including a service line, forming part of the distribution system of the distribution licensee, which are clearly and solely dedicated to the supply of electricity to a single consumer or a group of consumers on the same premises or contiguous premises;
- (32) **“demand charge”** for a billing period means a charge levied on the consumer based on the contract demand or maximum demand, whichever is higher, and calculated as per the procedure approved in the tariff order issued by the Commission from time to time;
- (33) **“disconnection”** means the physical separation of the installation of the consumer from the distribution system of the licensee on a temporary basis so as to cut off the supply of electricity to the consumer;
- (34) **“dismantling of service”** means the process of removing service line, meter and associated apparatus from the premises of the consumer after disconnection of supply;
- (35) **“distributing mains”** means the portion of any main with which a service line is, or is intended to be, immediately connected;

- (36) **“earthed”** or **“connected with earth”** means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of electricity without danger;
- (37) **“emergency load shedding”** means load shedding carried out by the licensee at short notice or no notice for safety of personnel and equipment or due to system constraints or both;
- (38) **“energy charge”** means the charge levied on the consumer based on the quantity of energy supplied, which is expressed in kWh or kVAh;
- (39) **“energy”** or **“electricity”** means electrical energy; generated, transmitted, wheeled, supplied, traded or used for any purpose, except for the transmission of a message;
- (40) **“extra high tension (EHT)”** means a voltage exceeding 33000 volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
- (41) **“extra high tension consumer (EHT Consumer)”** means a consumer who obtains supply from the licensee at extra high tension;
- (42) **“feeder”** means a low tension (LT), high tension (HT), or extra high tension (EHT) distributor, emanating from a substation, to which a distribution substation, or LT or HT or EHT consumers are connected;
- (43) **“financial year”** means the period beginning from the first of April in a Gregorian calendar year and ending with the thirty first of March of the next year;
- (44) **“fixed charge”** means the fixed charge levied as per the provisions of the tariff order issued for the licensee by the Commission;
- (45) **“harmonics”** means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz, causing distortion to pure sinusoidal waveform of voltage or current;
- (46) **“high rise building”** means a high rise building as defined in the Kerala Municipality Building Rules, 1999, as amended from time to time or in its statutory re-enactment;
- (47) **“high tension (HT)”** means a voltage higher than 1000 volts and which does not exceed 33,000 volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
- (48) **“high tension consumer (HT Consumer)”** means a consumer who avails supply of electricity from the licensee at high tension;
- (49) **“IEEE Standard”** relates to the technical standards issued from time to time by the Institute of Electrical and Electronics Engineers (IEEE), United States of America;
- (50) **“installation”** means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing, trading or utilizing energy;
- (51) **“licence”** means a licence granted under section 14 of the Act;

- (52) **“licensed electrical contractor”** means a contractor licensed by the Government of Kerala in accordance with the provisions of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time;
- (53) **“licensee”** or **“distribution licensee”** means a person granted licence under Section 14 of the Act authorizing him to operate and maintain a distribution system and to supply electricity to the consumers in his area of supply; and includes a deemed licensee;
- (54) **“low tension (LT)”** means a voltage that does not exceed 1000volts under normal conditions subject to the percentage variation as may be specified by the Central Electricity Authority from time to time;
- (55) **“low tension consumer (LT Consumer)”** means a consumer who avails supply of electricity from the licensee at low tension;
- (56) **“maximum demand”** means the highest average load measured in kVA or kW at the point of supply of a consumer during a consecutive period of thirty minutes or such other consecutive period as specified by the Commission; during a billing cycle;
- (57) **“meter”** means a device suitable for measuring, indicating and recording consumption of electricity or any other quantity related with electrical system; and shall include, wherever applicable, other equipment such as current transformer (CT), voltage transformer (VT), or capacitance voltage transformer (CVT) necessary for such purpose;
- (58) **“minimum charge”** means the minimum charge payable by the consumer for a billing period as approved by the Commission in the tariff order;
- (59) **“month”** means a period of thirty days for the purpose of billing or a Gregorian Calendar month;
- (60) **“occupier”** means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (61) **“overhead line”** means an electric line which is placed above the ground and in the open air but does not include live rails of a traction system;
- (62) **“person”** shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;
- (63) **“phased contract demand”** means contract demand agreed to be availed in a phased manner;
- (64) **“point of supply”** means the point at the incoming terminal of the cut-out installed by the consumer in the case of low tension consumer and the point at the incoming terminal of the control switch gear installed by the consumer in the case of high tension and extra high tension consumers;
- (65) **“power factor”** is the ratio of active power to apparent power; where the active power is the multiple of the components of voltage and alternating current that equate to true power, normally measured in kilowatts (kW) or megawatts (MW) and apparent power is the product of voltage and alternating current measured in volt-amperes normally measured in volt ampere (VA), kilovolt ampere (kVA) or mega volt ampere (MVA);

- (66) **“power intensive unit”** means an industrial unit which consumes electricity at HT or EHT level:-
- (i) for induction arc furnace; or
  - (ii) for the manufacture of any one or more products namely calcium carbide, caustic soda, charge chrome, Ferro-chrome, Ferro-manganese, Ferro-silicon, Ferro-alloys, Silicon carbide, sodium metal, potassium chlorate, sodium chlorate and other chlorate and per chlorates; or
  - (iii) for any one or more of the processes namely; melting of metals and alloys, electro chemical processes, electro thermal processes; or
  - (iv) for manufacture of products for which cost of electricity is more than twenty five percent of the cost of product manufactured; or
  - (v) for heating load exceeding twenty percent of its total connected load;
- (67) **“premises”** includes any land or building or structure which is included in the details and sketches specified in the application or in the agreement for grant of electric connection or in such other records relating to revision of connected load or contract demand;
- (68) **“protected load”** means a load not subjected to scheduled load shedding;
- (69) **“rural area”** means the area comprised within a Grama Panchayat;
- (70) **“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 premises of the distribution licensee; or
  - (ii) to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (71) **“system”** means an electrical system in which all the conductors and apparatus are electrically connected to a common source of electric supply;
- (72) **“tariff order”** in respect of a licensee means the order issued from time to time by the Commission, stipulating the rates to be charged by the said licensee from various categories of consumers for supply of electrical energy and for other services;
- (73) **“tariff schedule”** means the schedule of charges for supply of electricity and for other services as approved by the Commission from time to time and published by the licensee;
- (74) **“temporary supply”** means supply of electricity for a specified period;
- (75) **“theft”** shall mean theft of electricity as explained in Section 135 of the Act;
- (76) **“transmission licensee”** means a person who has been granted a licence under Section 14 of the Act authorizing him to establish and operate transmission lines; and includes a deemed licensee;

- (77) **“transmission system”** means the system consisting of extra high tension electric lines, owned or operated by the transmission licensee for the purposes of the transmission of electricity from one power station to a substation or to another power station or between substations or to or from any external interconnection equipment up to the interconnection with the distribution system; and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity; but shall not include the interconnection facilities of a generator or any part of the distribution system of any distributing licensee;
- (78) **“unauthorised connected load”** means the connected load in excess of the contracted connected load;
- (79) **“unauthorised use of electricity”** means the usage of electricity as explained in Section 126 of the Act;
- (80) **“urban area”** means the area comprised within the Municipal Corporations and Municipalities including the areas falling under the various Cantonment Authorities and industrial estates or townships;
- (81) **“user”** means any person having electrical interface with or using the distribution system of the distribution licensee, to whom this Code is applicable and includes any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing open access in transmission or distribution system.

**3. Interpretations.-** (1) This Code shall be interpreted and implemented in accordance with and not at variance from the provisions of the Act and the Rules and Regulations made thereunder.

(2) Words, terms and expressions defined in the Electricity Act, 2003, as well as Rules made thereunder by the Central and Kerala State Government and in the Regulations issued by the Central Electricity Authority and the Central Commission and the Kerala State Electricity Regulatory Commission and used in this Code shall have and carry the same meanings as defined and assigned in the said Act, Rules and Regulations.

(3) In the interpretation of this code, unless the context otherwise requires:-

(a) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;

(b) references to any statute, regulation or guideline shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines referred to, as the case may be;

(c) terms “include” and “including” shall be deemed to be followed by “without limitation” or “but not limited to”, regardless of whether such terms are followed by such phrases or words of like import.

## **CHAPTER - II**

### **SYSTEM, SAFETY AND STANDARDS OF SUPPLY OF ELECTRICITY**

**4. Duty to develop, maintain and extend the distribution system.-** (1) The distribution licensee shall develop and maintain an efficient, coordinated and economical system in his area of supply.

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

(3) The licensee shall ensure that all electricity supply lines and equipment that are belonging to the licensee or under its control in the premises of the consumer, are in a safe condition and are fit in all respects for supplying energy and further the licensee shall take adequate precaution to avoid danger that may arise in such premises from such supply lines and equipment.

**5. Frequency of supply.-** The licensee shall supply energy at the system frequency of 50 Hertz and shall maintain the frequency within the frequency band as may be specified by the Central Electricity Authority in appropriate regulations or otherwise from time to time.

**6. Voltage levels for LT, HT and EHT supply.-** (1) Voltage levels specified for low tension (LT), high tension (HT) and extra high tension (EHT) supply are the following:-

(a) Low Tension (LT) supply,-

- (i) Single phase 240 Volts between phase and neutral;
- (ii) Three phase 415 Volts between phases;

(b) High Tension (HT) supply,-

- (i) Three phase 11,000 Volts (11kV) between phases;
- (ii) Three phase 22,000 volts (22 kV) between phases;
- (iii) Three phase 33,000 Volts (33kV) between phases;

(c) Extra High Tension (EHT) supply,-

- (i) Three phase 66,000 volts (66 kV) between phases;
- (ii) Three phase 110,000 Volts (110 kV) between phases;
- (iii) Three phase 220,000 Volts (220kV) between phases;
- (iv) Three phase 400,000 Volts (400kV) between phases.

(2) The licensee may, depending upon the technical conditions of the distribution system and subject to the approval of the Commission, give supply at a voltage and phase other than the classification of supply in subregulation (1) above.

**7. Duty of licensee to maintain the specified voltage levels.-** The licensee shall not vary the voltage at the point of supply from the voltage levels as specified in regulation 6, except with the written consent of the consumer or with the previous sanction of the Commission:

Provided that variations in voltage at the point of supply within the limits specified hereunder is permissible without written consent of the consumer or the sanction of the Commission:

- (i) six per cent on higher side and lower side in the case of low tension supply;
- (ii) six per cent on the higher side or nine per cent on the lower side in the case of high tension supply; and



(iii) ten percent on the higher side or twelve and a half percent on the lower side in the case of extra-high tension supply:

Provided further that the above limits of variations in voltage levels shall be applicable till the Central Electricity Authority specifies a different set of limits.

**8. Supply voltages for different connected loads or contract demands.-** The supply voltage levels for different connected loads or contract demands for new connections or for gross connected load or contract demand consequent to revision of connected load or contract demand, shall be as follows:-

Supply voltage	Maximum connected load (for those without demand based metering)	Maximum contract demand (for those with demand based metering)
240 V(single phase)	5 kW	
415V(three phase)	100 kVA	100kVA
11 kV		3000 kVA
22kV		6000 kVA
33 kV		12000kVA
66 kV		20000kVA
110 kV		40000kVA
220 kV		>40000 kVA

Provided that the limit of connected load or contract demand specified for different supply voltage levels may be exceeded up to a maximum of twenty percent if supply at the appropriate higher voltage level is not feasible due to non-availability of distribution line at such higher voltage level in that area of supply:

Provided further that the limits of connected load or contract demand specified for different supply voltage levels as specified above may be exceeded in exceptional cases with the approval of the Commission, subject to the conditions stipulated in such approval.

**9. Low voltage supply surcharge.-** Consumers availing supply at voltage lower than the one specified in regulation 8 for the respective limits of connected load or contract demand shall pay the low voltage supply surcharge to the licensee at the rates as approved by the Commission from time to time in the tariff order.

**10. High voltage supply rebate.-** Consumers availing supply at voltage higher than the one specified in regulation 8 for the respective limits of connected load or contract demand, shall be eligible for the high voltage supply rebate as approved by the Commission from time to time in the tariff order and it shall be paid by the licensee to the consumer by way of adjustment in the bill for electricity charges.

**11. Limits of connected loads and contract demand for new LT connections.-** (1)The maximum connected load permissible for low tension three phase category shall be limited to 100kVA:

Provided that a low tension consumer who, as on the date of implementation of the Kerala Electricity Supply Code, 2005, had a sanctioned load exceeding the limit of 100kVA, may be permitted, subject to realisation of low voltage supply surcharge, to operate with the

same sanctioned load at the same voltage level of supply until an upward revision of connected load is sought for by the consumer.

(2) The maximum contract demand permissible for low tension consumer who avails power under demand based metering shall be 100kVA, irrespective of his connected load.

(3) An applicant occupying multi-storeyed building may be given service connection at low tension on his application, even if his connected load or contract demand is more than 100 kVA, by providing bus ducts or cables of adequate current carrying capacity and complying with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, provided the developer or builder of the multi-storeyed building, installs and maintains at his cost, the transformer station of adequate capacity and associated apparatus including the internal distribution system for this purpose and enhances the capacity of the transformer to meet the load growth if any.

**12. Dedicated feeder to be provided to power intensive unit at its cost.-** Service connection to power intensive unit shall be granted only through a dedicated feeder and the intending consumer shall meet the expenditure for construction of the feeder and related works including the necessary modification to the distribution system to be done by the licensee for this purpose, at the rates in the cost data approved by the Commission.

**13. Supply through dedicated feeder at the request of the consumer.-** In the cases other than that specified in regulation 12, supply may be given through dedicated feeder at the request of the consumer if he meets the expenditure for construction of the feeder and related works including the necessary modification to the distribution system to be done by the licensee for this purpose, at the rates in the cost data approved by the Commission.

**14. Load balancing.-** All consumers except single phase consumers shall balance their load in such a way that the difference in loading between phases does not exceed five percent of the average loading of the phases.

**15. Wiring in the premises of the consumer.-** (1) The work of wiring at the premises of the consumer shall be carried out by a licensed electrical contractor and shall conform to the standards specified in the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time and such other regulations relating to safety and standards of electrical supply.

(2) The materials used for wiring shall be of the standards laid down by the Bureau of Indian Standards or of any superior standards.

(3) The wiring in all high-rise buildings and its testing shall be in accordance with the provisions of Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time, and such other regulations relating to safety and standards of electrical supply.

(4) Approval from the Electrical Inspector shall be obtained for the electrical installations in the case of;

- (i) HT or EHT service;
- (ii) multi-storeyed building;
- (iii) installation involving stand by generator;
- (iv) neon sign board;
- (v) X-ray unit;

(vi) lift and escalator; and for

(vii) temporary connection where more than 100 persons are likely to assemble.

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

(6) HT and EHT consumers may consult the licensee, in their own interest before ordering the switchgear, cable or other apparatus and deciding the layout thereof, with a view to ensuring compatibility with the distribution system and conformity with technical standards.

**16. Installation of alternating current (AC) motors in low tension system.-** (1) No alternating current (AC) motor shall be connected to the low tension system of the licensee unless the motor and the installation thereof have a suitable device to limit the starting current in accordance with the requirements indicated below.

(2) Supply of electricity shall not be given to any applicant at low tension for utilizing induction motors of 0.746kW (1HP) capacity or above or for welding transformers of 1kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminals of such motors or welding transformers, to achieve an average monthly power factor that is specified by the Commission in the tariff order.

(3) Motors of low tension shall be provided with control gear to satisfactorily prevent the maximum current demand of the motor, from exceeding the limits given in the following table under all possible conditions:-

<b>Nature of supply</b>	<b>Size of installation</b>	<b>Maximum current demand</b>
single phase or three phase	up to and including 0.75 kW	six times the full load current
	above 0.75 kW and up to and including 7.5 kW	three times the full load current
	above 7.5 kW up to and including 11 kW	two times the full load current
	above 11 kW	one and half times the full load current

(4) Failure to comply with these requirements shall render the supply of electricity liable to be disconnected.

(5) The licensee may, depending on the location and condition of working, relax the above requirements relating to the starting current.

(6) A triple pole linked switch, protected by a no-volt release, shall be installed and maintained in good working condition to control the motor circuit.

(7) A triple pole fuse or overload relay shall be installed and maintained in good working condition for protection from overload.

(8) Wiring for motors shall be run with all three-phase wires bunched in a single metallic conduit, which shall be efficiently earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall be run.

(9) The minimum permissible size of the earth wire shall be No.8 standard wire gauge (SWG) copper or equivalent.

(10) Further provisions in the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time, relating to installation of motor shall be complied with in every respect.

**17. Installation of irrigation pump set.-** Connection or reconnection to a pump set shall be given only if the pump set conforms to the requirement of the Bureau of Energy Efficiency, and has the following requirements:-

- (i) friction-less foot valve;
- (ii) high density poly ethylene (HDPE) or better piping for suction and delivery;
- (iii) ISI marked energy efficient mono block pump set;
- (iv) capacitor of adequate rating for the motor.

**18. Parallel operation of the generator of the consumer with the supply system of licensee.-** (1) In case a consumer desires to operate his generating plant synchronized to the grid, the consumer shall arrange to protect his installation from the disturbances, if any, in the distribution system of the licensee.

(2) The licensee shall not be liable for any damage caused to the plant, machinery or apparatus of the consumer on account of such parallel operation, or any other adverse consequence arising therefrom.

(3) For parallel operation with the grid, the consumer shall follow the provisions of the Kerala State Electricity Grid Code, 2005, the Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007, the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010, and the Central Electricity Authority (Technical Standards for Connectivity of Distributed Generation Resources) Regulations, 2013, and shall pay to the licensee, the parallel operation charges (POC) as approved by the Commission.

(4) The operations shall be carried out in co-ordination with the State Transmission Utility, State Load Despatch Centre and the distribution licensee.

(5) Safety certificate from Electrical Inspector shall be obtained before the generating plant of the consumer is synchronized with the grid.

**19. Meter, main switch and associated equipment to be installed at the point of supply.-** (1) Meters and associated equipment shall be installed by the licensee at the point of supply.

(2) The consumer shall provide, at the point of supply, a main switch in the case of LT connection and circuit breaker in the case of HT and EHT connection.

(3) HT and EHT consumers shall also provide sufficient protective devices as per the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

(4) The licensee shall inspect the system of protection in the premises of the consumer and satisfy itself before the commencement of supply, that the system of protection conforms to the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

**20. Installation of step down transformer.-** (1) All HT and EHT consumers and the applicants for supply of electricity at HT or EHT shall, while installing new transformers or

replacing existing transformers, install step-down transformers with a vector group having delta winding on the high voltage side and star winding on the low voltage side:

Provided that step-down transformers with star winding on both the high voltage and the low voltage sides, may also be used if a delta tertiary winding is provided on the high voltage side for preventing the harmonics from entering the low voltage side.

Provided further that in the case of existing transformers with a different vector group, the above provision will be applicable only when they are replaced.

(2) The neutral terminal shall be earthed by a method approved by the Electrical Inspector or Central Electricity Authority.

(3) The capacity of the transformer to be installed by the consumer who avails supply of electricity at 'time of the day tariff' (ToD tariff), may be determined considering the upper limit as specified by the Commission in the tariff order, up to which the contract demand can be exceeded without penal rates during off peak hours.

**21. The safe custody of the meter and other equipment of the licensee.-** (1) It is the responsibility of the consumer to keep in safe custody, the meter and other equipment of the licensee and seals on the meter and associated equipment installed within the premises of the consumer.

(2) The meter and the associated equipment installed by the licensee in the premises of the consumer shall on no account be handled or removed by any person other than an employee or a person authorised by the licensee for this purpose.

(3) Seals fixed on the meters and equipment of the licensee shall on no account be tampered with, damaged or destroyed.

**22. Damage, tampering etc., of the meter and other equipment.-** (1) In the event of any damage caused to any equipment of the licensee within the premises of the consumer, by reason of any act, neglect or default of the consumer or his employee or any person acting on his behalf, the residual cost thereof as claimed by the licensee, based on the guidelines approved by the Commission, shall be paid by the consumer:

Provided that the licensee shall submit proposal on the methodology for calculation of the residual cost to the Commission for its approval.

(2) If the consumer fails to pay the residual cost as demanded by the licensee, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected:

Provided that the tampering or damage or destruction caused to the meter and associated equipment with dishonest intention will attract the provisions of Section 135 of the Act, and such cases shall be separately dealt with in accordance with the relevant provisions in Part XIV of the Act.

**23. Harmonics dumping.-** (1) It shall be obligatory for all consumers to restrict the harmonics dumped by them to the levels stipulated by the IEEE STD 519-1992, and also the standards as may be specified by Central Electricity Authority in accordance with Section 53 of the Act:

Provided that IEEE Standard shall be applicable only till Indian Standards are specified by authorities such as Bureau of Indian Standards and Central Electricity Authority.

(2) If the licensee detects that the system of consumer is generating harmonics above the permissible limits, the licensee may require the consumer, to take such effective

measures within a reasonable time period, which shall not be less than six months, to control harmonics of his installation in accordance with subregulation (1) above.

(3) Failure to comply with this regulation may attract penal charges, if any, as determined by the Commission and if in the opinion of the licensee, the high harmonics dumping by a consumer is detrimental to other consumers or to the distribution system, the supply to such erring consumers may be disconnected with due notice:

Provided that the supply shall be reconnected as soon as effective measures are taken to comply with this regulation.

**24. The service line, meter and associated equipment deemed to be the property of the licensee.-** (1) The whole of service line, meter and other associated equipment shall be deemed to be the property of the licensee and shall remain under his control so long as they are connected to the distribution system of the licensee.

(2) The licensee may use the service line and other apparatus to give supply to other consumers, if the supply to the consumer who has paid for such line and apparatus is not affected adversely:

Provided that the service line and other equipment of a consumer with a dedicated feeder shall not be used to supply power to another consumer.

(3) Even if the supply to the consumer who has paid for the line or equipment is disconnected, for whatsoever reason, the consumer shall permit the licensee, continued access to the service line and other equipment if they are required to give supply to other consumers, until alternate arrangements are made by the licensee:

Provided that no payment shall be due to the consumer for such access or facility.

(4) The licensee shall make all possible efforts to provide alternate arrangement or mutually acceptable arrangement for continuation of the installation at the existing place, as early as possible.

**25. Provision for load shedding and power restriction.-** (1) Notwithstanding anything contained in any agreement executed with the licensee by the consumer, the licensee may, with a view to managing the shortage of power or of energy or both, impose on the consumer, with the prior approval of the Commission, such restriction as may be required, in the use of electricity in terms of maximum demand or in terms of consumption of energy, in the manner and for the period as may be stipulated.

(2) The licensee shall inform all the bulk, HT and EHT consumers about such restrictions as early as possible by any convenient mode of communication for minimizing inconvenience:

Provided that the licensee may, without prior approval of the Commission, impose load shedding in exigencies based on the directions issued by the State Load Despatch Centre (SLDC) with a view to maintaining orderly grid operation and licensee shall, within three days, submit to the Commission a report on such emergency load shedding, along with the details of directions issued by the SLDC.

**26. Safety of electrical installations.-** (1) The provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time, shall be complied with in every respect by the licensee and by the consumer.

(2) Electrical installation using electricity at HT or EHT level shall be connected to the system of the licensee only after the Electrical Inspector certifies that such installation is in

accordance with the provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time, and it is fit for energisation:

(3) In the case of electrical installation using electricity at LT level, the licensee may give the connection after inspection and ensuring that the installation is safe for energisation.

(4) Alternatively the licensee may, at its discretion, give the connection on the basis of the test cum completion report of installation of consumer, in the format specified in Annexure - 1 from a licensed electrical contractor.

## **CHAPTER - III**

### **GENERAL CONDITIONS OF SUPPLY OF ELECTRICITY**

**27. Obligation of the licensee to supply on request.-** (1) The distribution licensee shall develop and maintain an efficient, coordinated and economical distribution system in its area of supply and shall supply electricity to any person on his request in accordance with the provisions of the Act and of this Code.

(2) The licensee shall, on an application in the proper form from the owner or lawful occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, if:-

- (a) the supply of electricity is technically feasible;
- (b) the applicant has complied with the conditions specified in this Code; and
- (c) the applicant bears the expenditure for providing supply and services as specified in this Code.

**28. Supply of electricity in un-electrified villages, hamlets etc.-** (1) In case the supply of electricity is sought in a village, hamlet or area wherein no provision for supply of electricity exists, the licensee shall take up the electrification of such locality as per the investment plan approved by the Commission.

(2) Once electrification of such locality is completed, supply shall be provided to the applicant in accordance with the provisions of this Code.

**29. Supply of electricity to the consumers to be in accordance with the provisions of the Code.-** Supply of electricity to the consumers shall be strictly in conformity with the regulations in this Code and orders issued by the Commission from time to time

**30. Classification of consumers and tariff.-** (1) The Commission may classify and re-classify consumers into various tariff categories from time to time and determine tariff for different categories of consumers.

(2) No additional category other than those approved by the Commission shall be created by the licensee.

(3) No additional charges other than those approved by the Commission shall be levied on the consumer.

**31. Recovery of charges for supply of electricity.-** (1) Subject to the provisions of this Code, the charges to be levied on the consumer by the distribution licensee for the supply of

electricity in pursuance of the provisions of the Act, shall be in accordance with the tariff fixed by the Commission from time to time and the conditions of the licence.

(2) The charges of electricity supplied by the licensee shall be:-

- (a) fixed in accordance with the methods and principles as may be specified by the Commission; and
- (b) published in such manner so as to give adequate publicity for such charges and prices.

(3) The licensee shall publish the tariff schedule in English and Malayalam on its website immediately after the Commission has approved it.

(4) The licensee shall also make available copies of the tariff schedule in English and in Malayalam to its consumers at a reasonable price.

(5) The charges may include:-

- (i) energy charge;
- (ii) fixed charge or demand charge, as the case may be;
- (iii) meter rent, if any;
- (iv) capacitor surcharge, if any;
- (v) fuel cost adjustment charge, if any;
- (vi) power factor adjustment charge, if any;
- (vii) reactive energy charge, if any;
- (viii) time of use charge, if any;
- (ix) penal charge for delay in payment and for exceeding contract demand, if any;
- (x) interest on instalments due, if any;
- (xi) wheeling charge, if any;
- (xii) cross-subsidy surcharge, if any;
- (xiii) rent for electric plant and equipment of the licensee, if any;
- (xiv) charge for protected load, if any;
- (xv) penal charge for harmonic dumping, if any;
- (xvi) any other charge applicable as approved by the Commission from time to time:

Provided that electricity duty, taxes or any other statutory levy payable by the consumer shall also be shown in the bill.

**32. Recovery of expenditure.-** (1) The licensee may recover from the owner or lawful occupier of any premises requiring supply, the expenditure reasonably incurred by the licensee for providing from the distributing main, any electric line or electrical plant required exclusively for the purpose of giving that supply:

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

Provided further that, the licensee may exempt any person requiring connection from the payment of expenditure if the State Government directs the licensee to provide new electric connection to any category of consumers and pays in advance to the licensee, the expenditure at the rates in the cost data approved by the Commission.



(2) The expenditure charged by the licensee shall be based on the cost data approved by the Commission and published by the licensee effective for the period mentioned therein.

(3) The licensee shall not include the cost of meter while preparing the estimate of the expenditure to be recovered from the consumer under subregulation (1) above.

**33. Approval of cost data by the Commission.-** (1) The licensee shall submit once in a year, a proposal to the Commission for approval of the cost data of the rates of materials and work at which the expenditure as per Section 46 of the Act is to be recovered by the licensee.

(2) The licensee shall publish such proposal in its website and publish an abstract of the proposal in one Malayalam daily and in one English daily having wide circulation in the State, as directed by the Commission.

(3) The Commission shall, after conducting a public hearing on such proposal, scrutinise the proposal, determine the reasonable rates of materials and work and approve the cost data with or without modification.

(4) The cost data approved by the Commission shall be published on the website of the licensee and it shall be valid at least for a period of one year from the date of its issue.

Provided that the Commission may, on request from the licensee, enlarge the period of validity of the cost data.

**34. Meter to be provided by the licensee.-** The licensee shall provide the meter to the consumer and may require the consumer to give the licensee, security for the price of meter and enter into an agreement for the payment of the hire charge thereof unless the consumer elects to purchase the meter.

**35. Expenditure for extension or upgradation or both of the distribution system to be borne by the licensee.-** The expenditure for extension or upgradation or both of the distribution system up to and including the distributing main, for meeting the demand of new consumers and the additional demand of existing consumers shall normally be borne by the distribution licensee and this expenditure shall be recovered from the consumers through tariff as approved by the Commission.

**36. Expenditure for extension or upgradation or both of the distribution system to be borne by the consumer.-** The expenditure for extension or upgradation or both of the distribution system undertaken exclusively for giving new service connection to any person or a collective body of persons or a developer or a builder, or for enhancing the load demand of a consumer or a collective body of consumers or a developer or a builder, shall be borne by the respective applicant or consumer or collective body of consumers or developer or builder, as the case may be, in the following cases:-

(i) for meeting the demand of an applicant with a contract demand above one megawatt (MW);

(ii) for meeting the additional demand of existing consumers, if the aggregate demand including the additional demand applied for, is above one megawatt (MW);

(iii) for meeting the demand of the domestic or commercial or industrial complex or colony constructed by a developer or a builder with a demand above one megawatt (MW);

(iv) for meeting the demand of a high rise building irrespective of its demand;

(v) for meeting the demand of power intensive unit irrespective of its demand; and

(vi) for meeting the demand of a consumer requesting for dedicated feeder or protected load status irrespective of its demand:

Provided that, if due to technical reasons, the extension or upgradation or both to be undertaken by the licensee as per this regulation is more than the requirement of such consumer, the expenditure for such extension or upgradation or both to be realised from the consumer shall be limited to the proportionate expenditure.

**37. Expenditure for service line, plant etc., for providing supply.-** (1) The consumer shall bear the expenditure for the service line or of the plant or of both, provided exclusively for him by the licensee.

(2) The expenditure for line and plant mentioned in subregulation (1) above shall be determined as per the cost data approved by the Commission.

**38. Publication of the conditions for grant of connection.-** (1) The licensee shall prominently display on its website and wherever feasible in its offices, the conditions for grant of connection, the updated status of applications for new connections in the jurisdiction of that office, detailed procedure for grant of new connection, the amount of security to be deposited and other costs to be paid by the applicant and the complete list of documents required to be furnished along with applications.

(2) All these details shall be made available in English and in Malayalam wherever possible.

(3) No document which has not been included in the list so displayed as per subregulation (1) above, shall normally be required for processing application forms for new connection:

Provided that the licensee may, for reasons to be communicated in writing to the applicant or consumer, call for additional details or documents if found necessary for processing the application.

**39. Restriction to supply of electricity to prohibited area or premises.-** Supply of electricity to an area or colony or building or any premises shall not be granted by the licensee, if any court or the Government or any other competent authority has issued an order restraining or prohibiting such grant of supply of electricity.

**40. Recovery of arrears relating to the previous consumer.-** (1) The arrears of electricity charges and other liabilities if any, in the accounts of the previous consumer of any premises shall be recovered from such previous consumer of the premises, with whom the licensee has executed the service connection agreement, and not from the purchaser or lessee or occupier of the premises.

(2) The licensee shall, on disconnection of supply and dismantling of the service connection on account of arrears of electricity charges, determine the agreement with such consumer and shall forthwith initiate legal proceedings for recovery of arrears of electricity charges and other liabilities from such consumer and shall obtain necessary interim or final orders from the appropriate legal forum:

Provided that the amount of arrears of electricity charges and other liabilities finally recoverable from the consumer and the modus of recovery shall be in accordance with such interim or final orders of the appropriate legal forum.

(3) If a purchaser or lessee or occupier of such premises requires a new connection, as the earlier connection given to the previous consumer in that premises has already been

disconnected and dismantled on the ground of outstanding dues of the previous consumer, new connection shall not be denied to such purchaser or lessee or occupier of the premises provided he furnishes a deposit which shall be equal to the arrears of electricity charges and other liabilities if any, excluding interest thereon, till the licensee obtains from the appropriate legal forum an order on the recovery of arrears and other liabilities or till the licensee settles the arrears and liabilities with the previous consumer or till completion of three years whichever is less:

Provided that on obtaining order from the appropriate legal forum on the recovery of such arrears of electricity charges and other liabilities, or on settlement of the arrears and liabilities by the licensee with previous consumer or on completion of three years as aforesaid, the licensee shall release the entire amount of deposit furnished by such owner or lessee or occupier of the premises, along with interest at bank rate as on the date of furnishing such deposit.

**41. Transfer of service connection and continuance of supply of electricity to the premises with arrears of electricity charges.-** (1) The service connection shall be transferred and supply of electricity shall be continued to the premises with arrears of electricity charges and other liabilities, only if:-

(a) the consumer agrees to transfer the service connection along with the security deposit as well as the liability of arrears of electricity charges and other liabilities if any, to the transferee; and

(b) the transferee agrees to take over from the consumer, the service connection along with the security deposit as well as the liability of arrears of electricity charges and other liabilities if any.

(2) A consumer, who at any time, during the currency of the agreement, proposes to transfer the ownership or possession of the premises by sale or by lease or by any other means of transfer, in whole or in part of the premises or the business to which supply of electricity is given or has been contracted for, shall submit to the licensee, an application, at least one month in advance of the proposed transfer, in the format specified in Annexure - 2, intimating the following details:-

(a) nature of transfer of ownership or possession and the proposed date of such transfer;

(b) name and address of the proposed transferee;

(c) willingness or otherwise of the consumer to pay to the licensee all the dues to it in terms of the agreement before the date of the proposed transfer of the ownership or possession of the premises;

(d) willingness or otherwise of the consumer to transfer the service connection to the transferee along with the security deposit as well as the liability of arrears of electricity charges and other liabilities if any, due to the licensee;

(e) consent or otherwise of the consumer to give to the proposed transferee any information relating to the agreement with the licensee and the amount of arrears of electricity charges and other liabilities thereunder, due to the licensee;

(f) willingness or otherwise of the consumer to determine the service connection agreement, pay all dues to the licensee and to terminate the service connection agreement before such transfer;

(g) such other details as are required by the licensee.

(3) If the consumer intimates his willingness to transfer the connection to the proposed transferee, the licensee shall within three days from the date of receipt of such intimation, issue a notice to the consumer demanding him to pay before the date of proposed transfer, all dues as per the terms of the agreement and directing him in the alternative to submit within seven days, the consent of the proposed transferee for availing the service connection with arrears of electricity charges and other liabilities if any payable by the consumer.

(4) The licensee shall also issue a notice to the proposed transferee requesting him to intimate within seven days of the date of notice, his readiness to get the service connection of the consumer transferred to him and intimating him the particulars of:-

(a) the amount of arrears of electricity charges and other liabilities if any;

(b) agreement to be executed by him and the security deposit to be furnished by him:

Provided that the licensee may give any further information relating to the service connection agreement and the liability thereunder, on the request of the transferee, if the consumer has given his consent in this regard in the application submitted under subregulation (2) above.

(5) If the consumer has paid all electricity charges and other liabilities if any till the proposed date of transfer and has conveyed his willingness to transfer the service connection to the transferee, the licensee may transfer the service connection to the transferee and get necessary agreement executed by the transferee after obtaining necessary security deposit.

(6) If the consumer has conveyed in writing, his willingness to transfer the service connection to the transferee along with the security deposit as well as the liability of arrears of electricity charges and other liabilities if any, till the proposed date of transfer, and if the transferee has conveyed in writing his willingness to take over the service connection along with such security deposit as well as the arrears of electricity charges and other liabilities; the licensee may, after obtaining additional security deposit, if any required; transfer the service connection to the transferee and get executed by the transferee, the necessary agreement incorporating among other things, the terms and conditions to ensure that the transferee shall be liable for the arrears of electricity charges and other liabilities if any due from the consumer.

(7) The licensee may transfer the connection to the proposed transferee following the procedure specified in regulation 91.

(8) The transferee may also opt for availing a new connection to such premises following the procedures specified for availing new connection.

(9) If the consumer intimates his readiness to determine the service connection agreement on payment of all dues and to terminate the agreement on or before the proposed date of transfer of the premises, the licensee shall, on receipt of such intimation, prefer a demand within ten days thereof, for all the amounts payable by the consumer and indicating the due date for payment of such amounts.

(10) The licensee shall, disconnect the supply of electricity and dismantle the connection with effect from the date agreed upon by the consumer and terminate the agreement after realisation of all dues.

(11) If the consumer does not intimate his willingness to transfer the connection to the proposed transferee along with the consent of such transferee for availing the connection transferred in his favour, as specified in subregulation (2) above or if the proposed transferee does not convey his willingness as specified in subregulation (6) above, the licensee shall

disconnect the supply of electricity and dismantle the connection with effect from the date of such proposed transfer of the premises or such other earlier date as may be agreed upon by the consumer and shall terminate the agreement.

Explanation.- For the purpose of this regulation,-

(a) the term 'other means of transfer', shall include transfer of ownership or possession of the premises to a transferee by way of merger or demerger or acquisition of shares of a company or of a partnership firm or of a society or of any other organization, or by way of any other processes of transfer of ownership or possession of the premises,

(b) the term 'transferee' shall include an individual or a company or a firm or a society or any other person to whom the ownership or possession of the premises is transferred.

**42. Supply of electricity to divided premises.-** (1) Where a premises has been divided on partition among the co-owners or successors in interest, outstanding dues for the energy supplied to such premises before partition, if any, shall be realised in terms of such partition or in terms of the agreement arrived at by the successors in interest after such partition.

(2) A new connection to any portion of such divided premises shall be given only after the outstanding dues in respect of the undivided premises is duly paid by any one or more of its co-owners or successors in interest and in such cases, the service connection shall be given on out of turn priority.

**43. Supply of electricity in the case of reconstruction of existing premises.-** (1) In case of demolition and reconstruction of the entire premises or building, the existing service shall be dismantled and the agreement shall be determined and terminated after realizing all dues payable to the licensee.

(2) The security deposit shall be duly refunded to the consumer by the licensee after adjusting outstanding dues if any.

(3) Temporary supply of electricity from existing connection shall not be allowed for construction purpose in such cases.

(4) A new temporary connection shall be availed for the construction if necessary and a new service connection shall be availed for the reconstructed building after clearing all dues in respect of the old premises.

(5) The subregulations (1) to (4) above shall not be applicable in the case of extension or renovation of the existing building or in the case of reconstruction of residential building of any consumer belonging to below poverty line (BPL) category.

**44. Proof of identity of the applicant.-** The licensee shall accept any of the following documents as proof of identity of any individual:-

- (i) electoral identity card;
- (ii) passport;
- (iii) driving licence;
- (iv) ration card;
- (v) photo identity card issued by any Government agency;
- (vi) PAN card;
- (vii) Aadhar card / National Population Register (NPR) card;
- (viii) photo identify certificate from village panchayat or municipality or municipal corporation.

**45. Proof of ownership or occupancy of the premises.-** (1) The licensee shall accept any of the following documents as proof of ownership or occupancy of premises:-

- (i) certified copy of title deed or lease agreement;
- (ii) letter of authorisation from the Punja / Kole Special Officer in the case of agricultural connections for dewatering;
- (iii) ownership certificate from Municipal Corporation or Municipality or Panchayat or Township in the case of buildings;
- (iv) ownership certificate issued by competent revenue authority in the case of land;
- (v) letter of allotment in the case of industrial estates or industrial parks or Special Economic Zones;
- (vi) possession certificate from Revenue authorities.

(2) An applicant who is not an owner but an occupier of the premises, shall furnish a no objection certificate from the owner of the premises along with any one of the documents listed at clauses (i) to (vi) in subregulation (1) above.

**46. Proof of present address.-** The licensee shall accept any one of the following documents as proof of present address for communication:-

- (i) electoral identity card;
- (ii) passport;
- (iii) Aadhar / National Population Register (NPR) card;
- (iv) ration card;
- (v) photo identity card issued by any Government agency;
- (vi) occupancy certificate from Municipal Corporation / Municipality / Panchayat;
- (vii) most recent water or telephone or electricity or gas connection bill;
- (viii) Income Tax assessment order.

**47. Right of way for placing line, acquisition of land for substation and clearing objections to placing lines and plant.-** (1) Obtaining right of way for placing line and acquiring land for construction of substation in accordance with the rules issued by the Government of Kerala, shall be the responsibility of the licensee.

(2) The licensee shall follow the rules issued by the Government of Kerala in accordance with Section 67 and Section 164 of the Act, in the case of obtaining right-of-way, paying compensation to the affected parties, clearing the objection to work involving private property crossing etc.

(3) If the owner of the property to be crossed by the proposed line, objects to the carrying out of the work, action shall be taken by the licensee to clear the objection as per the rules issued by the Government of Kerala, as provided in Section 67 and Section 164 of the Act or any other law for the time being in force.

**48. Protected load.-** The licensee may grant protected load status in exceptional cases to essential services as specified in the agreement and to those consumers, who have opted for continuous use of power, on the following terms and conditions:-

(i) Protected load shall be sanctioned only to such consumers, who are given supply through a dedicated feeder at 11 kV and above emanating from a grid substation;

(ii) The consumer availing the facility of protected load shall not be subjected to scheduled power cut or load shedding imposed from time to time by the licensee; but may be subjected to any emergency load shedding as ordered by the State Load Despatch Centre (SLDC) or other competent agency;

(iii) During the period of scheduled power cut, the consumer with protected load status shall not exceed the sanctioned protected load;

(iv) If the supply has to be shut down for scheduled maintenance or repairs of the electric line or plant of the licensee, sufficient notice shall be given to the consumer with protected status and the date and time of such shut down may be decided in consultation with the consumer to minimize inconvenience if any:

Provided that, emergency shut downs to attend to emergency maintenance or repairs of the electric line or plant of the licensee may be done with short notice or without notice:

Provided further that the consumer may be given intimation regarding such emergency shut down as expeditiously as possible.

(v) An additional charge for protected load as specified in the tariff order or in the tariff schedule shall be recovered each month through regular billing;

(vi) The charges for protected load shall not count towards minimum charge, if any, for the supply;

(vii) Protected load status shall not be given or continued to such consumer with arrears of electricity charges due to the licensee;

(viii) If it is noticed by the State Load Despatch Centre (SLDC) or the licensee that a consumer with protected load status has violated any of the conditions relating to the grant of protected load status, the licensee may withdraw such status after giving notice to such consumer;

(ix) Supply of electricity to a consumer with protected load status shall be subject to the *force majeure* conditions as per regulation 63 of the Code.

**49. Electricity connection to high rise building, colony and to residential, commercial or industrial complex.-** (1) The expenditure for modification, upgradation and uprating of the distribution system of the licensee executed, if any, exclusively for giving connection shall be realised from the applicants in the following cases:-

- (a) colony developed by development authority or private builder or promoter or developer with a total load demand more than one megawatt (MW);
- (b) domestic or commercial or industrial complex with multiple consumers with a total load demand more than one megawatt (MW);
- (c) high rise buildings, irrespective of the load demand;
- (d) a single consumer with a load demand above one MW.

(2) The total connected load of such colony or residential complex or commercial complex or high rise building shall, for the purpose of this regulation, be the connected load computed as per the norms approved by the Commission, on the basis of the area constructed or the load applied for whichever is higher:

(3) The connected load of the industrial complex shall, for the purpose of this regulation, be the total connected load as per the scheme of electrification approved by the Electrical Inspector.

(4) The development authority or the promoter or the builder or the developer or any other person who constructs a colony or a residential complex or a commercial complex or an industrial complex or a high rise building shall prepare and obtain approval from the Electrical Inspector, a detailed scheme of electrification of the entire colony or complex or high rise building, with all necessary equipment namely transformer, ring main unit (RMU) etc., and shall submit the same to the licensee along with application for service connection.

(5) The development authority or the promoter or the builder or the developer or such other person, as the case may be, who constructs such colony or complex or high rise building under the clauses (a), (b) and (c) of subregulation (1) above, shall, at his cost, construct the required internal distribution network, including the service line, transformer, switchgear etc., as per the detailed scheme approved by the Electrical Inspector, for receiving power from the licensee and for distributing it and shall handover such internal distribution network up to and including the metering point to the licensee before commencement of supply of electricity.

(6) The security deposit and other charges if any payable by the individual consumer therein shall be borne by each of them at the time of applying for separate electricity connection.

(7) In the case of colony or residential complex or commercial complex or industrial complex except high rise building, with total load demand of and below one megawatt (MW), the following conditions shall be applicable:-

- (a) the licensee shall bear the expenditure for modification or upgradation or uprating of the distribution system;
- (b) the responsibility for construction of the required internal distribution network, including the service line, switchgear etc. for receiving power from the licensee and distributing it, shall be that of the authority or promoter or builder or developer or any other person who constructs such complex;
- (c) the security deposits and other charges if any payable by the consumer shall be borne individually by each applicant at the time of applying for electricity connection.

(8) If the authority or promoter or builder or developer or any other person submits an application for single point supply, the same shall be processed as per the regulations for single point supply under regulation 56 and such other relevant provisions in the Code.

**50. Norms for determination of load in case of multi-storeyed buildings or colonies or domestic, commercial or industrial complexes.-** (1) In the case of multi-storeyed buildings or colonies or domestic, commercial or industrial complexes, the licensee shall estimate the load as per the following norms:-

(i)	For domestic loads	500 watt per 10 square metre of the constructed area
(ii)	For commercial loads	1500 watt per 10 square metre of the constructed area
(iii)	For lift, water lifting pump, streetlight if any, corridor/campus lighting and other common facilities	actual load shall be calculated separately
(iv)	For Industrial loads	actual load required shall be calculated separately



(2) In the case of telecommunication tower on the top of multi-storeyed building, the load of such telecommunication tower shall be assessed separately.

**51. Submission of progress report on new connections, disconnection, reconnection, theft etc., to the Commission.-** The licensee shall monitor the progress of new connection, additional load, billing, metering, disconnection, reconnection and theft on a monthly basis and submit reports to the Commission, every quarter, mentioning the performance standards achieved, violation of code in each category, penalty levied etc:

Provided that report relating to a quarter shall be submitted to the Commission during the first month of the next quarter.

**52. Supply of electricity to be given only at one point for same purpose at the same voltage level in a single premises.-** Supply shall be given only at one point for same purpose at the same voltage level in a single premises.

**53. Energisation of HT and EHT connections only after approval from the Electrical Inspector.-** The installations in the premises of HT and EHT consumers shall be energised only after getting the energisation approval from the Electrical Inspector.

**54. Space for installation of service line, meter and other equipment.-** The consumer shall provide free of charge, the space of requisite dimensions at convenient location as mutually agreed between the consumer and the licensee, for erection and installation of transformer, switch gear, meter, other equipment and that part of service line within his premises, up to the point of supply.

**55. Restriction on re-sale of electricity.-** No person shall sell the energy supplied to him by the licensee to any other person, firm or to other premises unless he holds a suitable sanction or licence for distribution and sale of energy issued by the Commission or has been exempted by the Commission from holding such licence for sale.

**56. Single point supply and sharing of electricity charges.-** (1) The licensee may give single point supply to the following premises with multiple beneficiaries subject to the conditions specified in the subregulations hereunder:-

- (i) multi-storeyed buildings;
- (ii) colony developed by any development authority or private builder or promoter or developer;
- (iii) domestic, commercial or industrial complex;
- (iv) residential complex constructed by any employer for his employees or by a panchayat or a cooperative society or a registered association of beneficiaries.

(2) The development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries shall submit an application to the licensee for availing single point supply with a detailed project report (DPR) on the scheme for giving supply to all beneficiaries and such other necessary particulars.

(3) The development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries shall bear the expenditure for the augmentation or upgradation or uprating of the distribution system, exclusively required for the supply of electricity to the entire premises included in the detailed project report (DPR) and shall also construct at his cost the internal distribution network within the project area as per the standards and specifications stipulated in this Code.

Provided that the expenditure to be borne by the development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries shall be governed by the relevant provisions in regulation 36.

(4) Supply may be provided by the development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries to the individual beneficiaries and for common service by installing sub-meters.

(5) The development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries shall remit the charges for the entire electricity availed at such single point of supply as per the bill preferred by the licensee within such time as indicated in the bill.

(6) The development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries shall collect, on a no profit no loss basis, the cost of energy consumed by individual beneficiaries.

(7) The tariff charged from the individual beneficiaries shall under no circumstances exceed the tariff specified by the Commission for the respective category of consumers.

(8) Providing of connection to individual beneficiaries in such premises with multiple consumers and sharing of expenses of consumption of electricity as per the above provisions shall not be construed as unauthorised extension of supply or resale of energy.

(9) The maintenance of internal distribution network and providing services to individual beneficiaries shall be the responsibility of the development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries.

(10) The tariff applicable to the single point supply shall be as determined by the Commission:

Provided that the provisions of this regulation shall not in any way affect the right of a person residing in the housing unit sold or leased by such development authority or promoter or builder or developer or panchayat or cooperative society or registered association of beneficiaries, to demand supply of electricity directly from the distribution licensee of the area.

**57. Distribution of electricity through franchisee.-** (1) A licensee may undertake distribution of electricity in a designated area within its area of supply, through a franchisee who may be an individual or a body of individuals whether incorporated or not, or a company or a body corporate or an association or an artificial juridical person.

(2) The distribution licensee shall be responsible to the consumer for all matters relating to the distribution of electricity through such franchisee in its area of supply.

(3) The franchisee shall, on behalf of the licensee, perform such duties and functions as are assigned to him by the licensee with regard to distribution of electricity in the designated area.

**58. Withdrawal of application.-** (1) If any person after applying for supply of electricity with the licensee withdraws his application or refuses to take supply, the application shall stand lapsed and the applicant shall be informed accordingly.

(2) The amount of security paid if any with interest at bank rate as on the date of furnishing such deposit and the unspent portion of the amount paid towards expenditure for providing electric line or electric plant shall be refunded by the licensee to the applicant:

Provided that the installation or part thereof constructed out of the amount deposited by the applicant shall, on withdrawal of the application by the applicant, become the property of the licensee and the applicant shall have no claim whatsoever on such assets;

Provided further that, the licensee shall as soon as may be, take steps to utilise such assets which shall be accounted as the assets created out of contribution by consumers.

**59. Delay on the part of applicant to take supply.-** (1) Where the licensee has completed the work required for providing supply of electricity to an applicant and the installation of the applicant is not ready to receive supply, the licensee shall serve on the applicant a notice directing him to take supply within sixty days of service of the notice in the case of LT consumers and within ninety days of service of notice in the case of HT and EHT consumers and intimating him that the application will be treated as withdrawn if he fails to respond to the notice within the notice period.

(2) If the applicant fails to respond to the notice within the notice period, his application may be treated as withdrawn and further steps taken in accordance with regulation 58 of the Code.

(3) If the applicant requests for extension of time for availing supply, the licensee may extend the time if the reasons are genuine in the opinion of the licensee.

**60. Failure of the applicant to avail supply due to reasons beyond his control.-** If the applicant fails to avail supply due to reasons beyond his control such as natural calamity, order of a Court or of any other competent authority, public resistance and change in law, the applicant shall not be liable to pay any compensation or charges to the licensee on account of such failure to avail supply of electricity.

**61. Demand side management.-** It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programme that may be launched by the licensee for demand side management.

**62. Standards of performance.-** Standards of performance of the licensee shall be in accordance with the provisions of Kerala State Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations, 2006, as amended from time to time.

**63. Exemption from timelines and standards of performance.-** (1) The time lines and standards of performance as specified in this Code shall remain suspended during *force majeure* conditions such as war, mutiny, civil commotion, riot, flood, cyclone, earthquake, fire, lightning, lockout, strike etc., affecting the installations and activities of the licensee.

(2) Non-compliance of the time lines and standards of performance due to reasons in subregulation (1) above shall not be treated as a violation and the licensee shall not be required to pay any compensation to affected consumer on account of such non-compliance.

(3) The licensee shall not be required to pay any compensation to affected consumer on account of any non-compliance with the time lines and standards of performance if such non-compliance is due to any failure in the transmission system of the State Transmission Utility or Central Transmission Utility or grid failure or on account of instructions given by State Load Despatch Centre, over which the distribution licensee has no reasonable control.

**64. Extension, alteration and renovation of installation.-** (1) If the consumer, at any time, after the supply of electricity has been commenced, proposes to extend, alter or renovate his

installation on a temporary or permanent basis or in any way alter the position of his wiring therein, he shall request the licensee and obtain approval for the scheme:

Provided that, this subregulation shall not apply to:-

- (i) any domestic consumer availing single phase connection if his total connected load after such extension, alteration or renovation is of and below five kilowatt (kW); and
- (ii) any domestic consumer availing three phase connection if his total connected load after such extension, alteration or renovation is of and below ten kilowatt (kW).

(2) The extension, alteration or renovation of the installation shall be done through a licensed electrical contractor and the test cum completion report of installation of consumer along with the necessary documents and charges payable, if any, shall be submitted to the licensee.

(3) The licensee shall arrange to test the installation and satisfy that all standards, specifications and other requirements, if any, are complied with, before giving the approval for energisation of the extension, alteration or renovation.

(4) During such time as alterations, additions, or repairs are being executed, the supply to the circuit, which is being altered, added to or repaired shall be entirely disconnected and it shall remain disconnected until the alterations, additions or repairs have been tested and passed by the licensee.

(5) If the consumer fails to follow the above procedure, the supply of electricity is liable to be disconnected.

**65. Accident at the installation of the consumer.-** (1) If any electrical accident; fatal, serious or minor, occurs within the installation of the consumer or from the service line to his installation, the same shall immediately be reported to the licensee and the Electrical Inspector.

(2) In the event of any defect or leakage of energy being detected in the installation of the consumer or in any apparatus connected to it, the same shall be disconnected forthwith and the incident intimated to the licensee and the Electrical Inspector.

(3) The licensee may disconnect the supply until the defects are rectified, giving simultaneous intimation to the consumer and the Electrical Inspector.

(4) The installation of the consumer shall be reconnected by the licensee only with the approval of the Electrical Inspector.

**66. Damage to the equipment of the licensee at the premises of the consumer.-** (1) The equipment of the licensee such as meter, meter boards, service mains, circuit breakers, load limiters etc., shall not be handled or removed by the consumer or his employee or any other person who is acting on his behalf or any person who is not a person duly authorised by the licensee.

(2) The seals, which are fixed on the meter, metering equipment, load limiter and other apparatus of the licensee, shall, on no account be tampered with, damaged, broken or destroyed.

(3) The responsibility for the safe custody of the equipment of the licensee and the seals on the meter and associated equipment within the premises of the consumer shall be on the consumer.

(4) In the event of any damage caused to the equipment of the licensee in the premises of the consumer by reason of any act, neglect or default of the consumer or his employee or any other person acting on his behalf, the cost thereof as claimed by the licensee shall be paid by the consumer on demand by the licensee.

(5) If the consumer fails to do so after the demand, it shall be treated as a contravention of the terms and conditions of service connection agreement and the supply is liable to be disconnected.

## **CHAPTER - IV**

### **SECURITY DEPOSIT FOR ELECTRICITY CHARGES AND METER**

**67. Security for supply of electricity.-** (1) A distribution licensee may require any person who applies for supply of electricity to his premises to provide security:-

(a) in respect of electricity supplied; and

(b) in respect of any electric line or electrical plant or electric meter provided for supplying electricity.

(2) The licensee shall demand security deposit only at the rates approved by the Commission.

(3) The person who applies for supply of electricity shall deposit with the licensee such amount of security deposit as demanded by the licensee as per subregulation (2) above.

(4) If any person refuses to give such security, the licensee may refuse to give supply of electricity or to provide line, plant or meter, as the case may be.

(5) Where any person has not given such security as per subregulation (1) above or the security given by any person has become invalid or insufficient, the distribution licensee may, by notice, require that person, within thirty days after the service of the notice, to give the licensee reasonable security for the payment of all monies which may become due to it in respect of the supply of electricity or provision of such line or plant or meter.

(6) The consumer shall maintain with the licensee an amount at the rates specified below as security for the electricity supplied during the period of agreement:-

(a) three times the average monthly bill amount in case of consumers under bi-monthly billing system; and

(b) two times the average monthly bill amount in case of consumers under monthly billing system:

Provided that the consumer shall not be required to furnish any security for supply of electricity if the consumer opts to take supply through pre-payment meter.

(7) A domestic consumer belonging to below poverty line category (BPL) shall not be required to provide security deposit so long as his monthly consumption does not exceed thirty units.

**68. Security deposit for meter and meter rent.-** (1) The licensee may also require a consumer to pay security for the price of the meter, unless the consumer elects to purchase the meter.

(2) The licensee may charge a rent for the meter provided by it as per the rates approved by the Commission.

**69. Calculation of security deposit.-** (1) The amount of security deposit for the supply of electricity to be levied on different categories of consumers, while sanctioning new connections, shall be calculated as per the methodology given in Annexure - 3 to the Code.

(2) In case of enhancement of load, only additional security to cover the additional consumption, estimated as per the methodology given, need be deposited by the consumer.

(3) For consumers who have opted for availing phased contract demand, revision of security deposit for the existing load shall be based on actual consumption in the previous financial year and security deposit for additional load sanctioned during the year shall be estimated on the basis of the methodology given in Annexure - 3 to the Code.

**70. Remittance of security deposit.-** The consumer shall remit the security in cash or by cheque or by demand draft or by any other form of remittance as approved by the licensee:

Provided that fifty percent of the amount of security deposit in the case of HT and EHT consumers may be furnished in the form of bank guarantee issued by any Scheduled Bank to the satisfaction of the licensee:

Provided further that the consumer shall keep such bank guarantee alive throughout the period during which he avails supply of electricity.

**71. Refund of security deposit.-** (1) The security deposit shall be refunded to the consumer on termination of the agreement within thirty days after the settlement of all dues payable to the licensee.

(2) In the case of delay, interest at bank rate on the first of April of that year shall be payable to the consumer.

(3) The consumer is entitled to get an account closing statement relating to the security deposit.

**72. Interest on security deposit.-** (1) The licensee shall pay to the consumer, interest on the security deposit furnished by him at the bank rate prevailing on the first of April of that year and it shall be payable annually with effect from date of such deposit.

(2) The interest accrued during the financial year shall be adjusted in the energy bill of the consumer during the first quarter of the ensuing financial year.

(3) If the adjustment of interest is delayed, interest at twice the bank rate shall be payable for the delayed period.

**73. Review of security deposit.-** (1) During the first quarter of the financial year, the licensee shall review the consumption pattern of the consumer from April to March of the previous year, for assessing the adequacy of the security deposit.

(2) The consumer is required to maintain a security deposit as specified in subregulation (6) of regulation 67 of the Code, where 'average monthly bill' shall be equal to the average of the demand raised in the previous financial year.

(3) If on review, it is found that the security deposit available with the licensee is more than what is required, the excess amount shall be refunded to the consumer and such refund of security to the consumer by the licensee, as and when arises, shall be made without any other formalities, by way of adjustment in a maximum of two ensuing electricity bills.

(4) Based on the review, the licensee may demand for additional security deposit for making up the deficit if any, in the security deposit, by giving thirty days notice to the consumer

(5) The consumer shall deposit the additional security deposit as per the demand raised by the licensee:

Provided that for a consumer whose electricity connection is less than one year old, the security deposit shall not be revised at the beginning of the ensuing financial year and subsequently, the security deposit shall be revised annually as per the procedure laid down in subregulation (1) above.

**74. Security deposit to be shown in the electricity bill.-** The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer.

## **CHAPTER V PROCEDURES AND PROCESSES**

**75. Submission of application form for new service connection.-** (1) The applicant for new low tension connection shall apply for it in the format as specified in Annexure - 4 and the applicant for new high tension or extra high tension connection shall apply for it in the format specified in Annexure - 5.

(2) If the applicant is a company, trust, educational institution, Government department or similar institution, the application form, signed by a competent officer duly authorised for this purpose, shall be submitted along with the relevant resolution or authorisation letter of the institution concerned and the proof of his identity.

(3) In the case of a partnership firm, the applicant shall submit along with the application form an attested copy of the partnership deed and an authorisation in the name of the applicant for signing the application form and service connection agreement.

(4) In the case of public or private limited company, the applicant shall submit along with the application form an attested copy of the Memorandum of Association, the Articles of Association and of the Certificate of Incorporation along with an authorisation in the name of the applicant for signing the application form and service connection agreement.

(5) The following documents shall also be submitted along with the application form, in the case of the following categories of applicants:-

No.	Category of applicant	Documents
i	Industrial connection	Licence or permit issued by the local authority having jurisdiction over the area, industrial licence, letter of approval by the Special Economic Zone (SEZ), small scale industries (SSI) registration ( if applicable);
ii	Agricultural connection of Punja or Kole land	letter of authorisation from Punja or Kole Special Officer or from any authority authorised by Government in Agricultural Department.
iii	Irrigation pump set for pumping water from state owned rivers, canals, ponds, wells etc	no objection certificate from competent Government authority for pumping water from state owned rivers, canals, ponds, wells etc
iv	Non-domestic kiosks, telecom tower and temporary structure	no objection certificate for kiosk or temporary structure from the Municipal Corporation or Municipality or Grama Panchayat or land development authority or land owning agency.

(6) The licensee shall arrange to receive the applications for new service connections in the section offices or equivalent functional units within whose jurisdiction the premises of applicant is situated and publish the details of such offices in its website.

(7) The licensee shall make available the application forms both in English and in Malayalam at its local offices and shall also place all application forms on its website for free download.

(8) The licensee shall clearly display on its website a detailed instruction to fill up the application form and the list of documents to accompany the application form:

Provided that if any assistance or information is required by the applicant for filling up the application form it shall be provided to applicant at the local office of the licensee.

(9) The licensee shall also provide new facilities for applying for new connection such as website and customer service centres to facilitate easier submission and faster processing of application.

(10) Application forms for new connection shall be accompanied with a photograph of the applicant, identity proof of the applicant, proof of ownership or legal occupancy of the applicant over the premises for which new connection is being sought for, proof of present address of the applicant and other documents as detailed in subregulations (2) to (5) above.

(11) Application fee and processing fee for application shall be paid by the applicant at the rates approved by the Commission in the Schedule of Miscellaneous Charges as per schedule 1 of the Appendix to the Code:

Provided that the application fee and the processing fee are not refundable under any circumstances.

**76. Processing application for new service connection.-** (1) On receipt of application form for new service connection, the licensee shall verify the application form along with



enclosed documents, and if found deficient prima facie, shall issue a written intimation on the spot as far as possible, regarding the deficiencies in the application form.

(2) If the application form is complete, the licensee shall acknowledge its receipt on the spot.

(3) The licensee shall maintain a database of all application forms received, in a register namely application register to be maintained for this purpose.

(4) Each application form shall be allotted a unique application number serially in the order in which it is received.

(5) The licensee shall keep the database and the application register updated with stage wise status of disposal of each application.

(6) The 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 application register.

(7) An application form shall be deemed to be received on the date of its receipt in the specified format, if it is complete in all respects with all relevant documents.

(8) An 'application form' shall become an 'application' on receipt of all applicable charges, security deposit and all necessary documents including approvals from statutory or other authorities; and the application shall be deemed to have been received on the date of receipt of all such charges and documents.

**77. Inspection of the premises of the applicant by the licensee.-** (1) The licensee shall, at the time of receipt of application form with the application fee, stipulate a date for inspection of the premises of the applicant in consultation with the applicant, under written acknowledgment.

(2) The date of inspection shall be scheduled within five working days from the date of receipt of application form.

(3) If the applicant wishes, he can get the inspection scheduled on a holiday for the licensee or a day specified by the consumer, on payment of an inspection fee approved by the Commission in the Schedule of Miscellaneous Charges as per schedule 1 to the Code.

(4) On the appointed date for inspection, the licensee shall inspect and test, in the presence of the applicant or his authorised representative and the concerned licensed electrical contractor, the installation of the applicant and shall maintain a record of test results in the format given in the Annexure - 6 as required of him under the provisions of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time.

(5) During the inspection, the licensee shall:-

(a) fix, in consultation with the consumer, the point of supply and the place where the meter and the associated equipment shall be installed in such a manner that they are protected from sun, rain etc. and are easily accessible, without getting the premises unlocked or opened for the purposes such as inspection, meter reading and maintenance;

(b) align the service line along an accessible route up to the entry point of the premises;

(c) determine and record the connected load of the consumer in accordance with the method given in Annexure - 7 to the Code;

- (d) verify and record the correct full address of the premises and note down landmarks near the property and the number of the pole or the details of the distribution pillar from where service connection is proposed to be given; and
- (e) verify all other particulars mentioned in the application form, as required.

**78. Rectification of defects found in the inspection.-** (1) If on inspection, the licensee finds any defect in the installation of the applicant, the licensee shall intimate, in the format given at Annexure - 6 of the Code, the defects to the applicant on the spot under proper acknowledgement.

(2) The applicant shall get all the defects rectified within ten days from the date of receipt of the intimation of defects as specified in subregulation (1) above and inform the licensee in writing under acknowledgement.

(3) In case the applicant fails to rectify such defects or fails to inform the licensee about the rectification of defects, the application form shall be kept in abeyance and the applicant will lose his priority:

Provided that the licensee may grant additional time to the applicant for completion of the works without any defects, in case the applicant submits a written request for the same, within ten days from the date of receipt of intimation regarding defects.

**79. Re-inspection of the premises after rectification of defects.-** (1) On receipt of information from the applicant about the rectification of defects, the licensee shall on the spot stipulate a date for re-inspection of the premises of the applicant in consultation with the applicant, under written acknowledgment and the re-inspection shall generally be conducted within five working days.

(2) If on re-inspection, the defects pointed out earlier are found to persist, the licensee shall again record the facts in the format given in Annexure - 6 to the Code and the application form shall then stand lapsed.

(3) The applicant shall be informed of the result in writing under acknowledgement with copy of the report on re-inspection.

**80. Redressal of grievance on the inspection report.-** (1) If any applicant is aggrieved by the action of the licensee in this regard, the applicant may appeal to the next higher officer or an officer designated by the licensee for this purpose.

(2) If the applicant is aggrieved on the decision of the appellate officer also, he may prefer a petition before the Consumer Grievance Redressal Forum (CGRF) established by the licensee under the provisions of the Act.

**81. Sanction of load and issuance of demand note.-** If no defect is found on inspection or the defects noticed earlier are found on re-inspection, to have been rectified, the licensee shall sanction the load determined in accordance with Annexure - 7 to the Code or the load applied for, whichever is higher, and issue within the timeline specified below, a demand note to the applicant under acknowledgment, intimating him to remit the recoverable expenditure and security deposit:-

Table I – Timeline for issue of demand note

If extension of distribution mains is not required	within seven days from the date of receipt of application form.
If extension of distribution mains is required	
(a) In case of LT service connections	within fifteen days from the date of receipt of application form.
(b) In case of HT service connections	within thirty days from the date of receipt of application form.
(c) In case of EHT service connections	within forty five days from the date of receipt of application form.

Provided that, in case the licensee does not carry out site inspection or re-inspection within five working days from the date of receipt of application form or from the date of intimation about the rectification of defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant of connection on this ground:

Provided further that the time taken by the applicant in rectifying the defects or deficiencies found at his premises shall not be included in the timeline specified above:

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

**82. Demand note to be prepared as per cost data approved by the Commission.-** (1) The demand note shall be prepared as per the provisions of this Code and on the basis of cost data approved by the Commission, from time to time.

(2) The demand note shall be valid for the period mentioned in it, subject to a minimum of two months from the date of issue of the demand note.

(3) The demand note shall contain the following details:-

- (i) particulars of entire works to be undertaken for providing electricity supply applied for and the items of works for which the applicant has to bear the expenditure;
- (ii) amount to be remitted by the applicant as estimated at the rates in cost data approved by the Commission;
- (iii) amount of security deposit as specified in Annexure - 3 to this Code;
- (iv) the cost estimate shall include the cost of service line and terminal arrangements at the premises of the applicant, but shall not include the cost of meter.

**83. Payment of expenditure as per demand note.-** (1) The applicant shall make the payment within fifteen days of receipt of demand note, failing which the application shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that the licensee may grant enlargement of time to the applicant for payment of charges in case the applicant submits with in fifteen days of the receipt of demand note, a written request for such enlargement of time.

(2) On actual execution of the works, if it is found that additional items of works in excess of those provided in the demand note, are required to give connection to the applicant, the expenditure for such items of additional work at the rates in the cost data approved by the Commission shall be remitted by the applicant.

(3) On actual execution of the works, if it is found that certain items of works as provided in the demand note, are not required to give connection to the applicant, the expenditure for such items of works at the rates in the cost data approved by the Commission shall be refunded to the applicant by the licensee.

**84. Obligation of the licensee to energise connection.-** (1) The obligation of the licensee to energise the connection shall arise only after receipt of full payment as per the demand note.

(2) Before energising any connection, the licensee shall make sure that the applicant has complied with all requirements regarding safety and standards as per the law in force and that the approval for energisation is obtained from the Electrical Inspector and such other statutory authorities wherever necessary.

**85. Timelines for releasing and energising new connections.-** (1) The overall timeline for releasing new electricity connection, from the date of receipt of completed application and all the payments as per the demand note, shall be as specified hereunder in the cases where supply can be provided without any extension or augmentation to the existing distribution system:-

	<b>Particulars</b>	<b>Maximum time</b>
a	Inspection of the premises of the applicant and preparation of the cost estimates, and issuance of demand note including security deposit	seven days from the date of receipt of application form.
b	Giving the connection	one month from the date of receipt of application.

Provided that the priority for releasing connections shall be fixed with reference to the date of remittance of required expenses and security deposits and submission of the required documents.

(2) The overall timeline for releasing new electricity connection, from the date of receipt of completed application and all payments as per the demand note, shall be as specified here under in the cases where supply can be provided only after extension or augmentation of distribution system:-

	<b>Particulars</b>	<b>Maximum time</b>
	LT line including conversion from single phase to three phase	forty five days for the first one kilometre or part thereof and fifteen days for every additional kilometre or part thereof.
	HT line	three months for the first one kilometre or part thereof and one month for every additional kilometre or part thereof.
	66kV/110kV line	one year for the first five kilometre or part thereof and three months for every additional kilometre or part thereof.
	220kV line	two years for the first five kilometre or part thereof and three months for every additional kilometre or part thereof.
	New distribution transformer and associated switchgear / enhancement of transformer capacity and associated equipment.	two months

Provided that the licensee may, in exceptional cases where extension of distribution mains requires more time, apply to the Commission for enlargement of time with details of likely time of completion of works, under intimation to the applicant and obtain such enlargement of time as may be necessary for the completion of the works.

(3) (a) Where extension of supply requires erection and commissioning of new substation or enhancement of capacity in the existing substation, the licensee shall submit to the Commission within fifteen days of site inspection, a proposal with cost estimate for erection or enhancement of capacity of such substation along with the time required for erection and commissioning of the same, and obtain the approval of the Commission:

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

Provided further that in cases where the substation is meant to extend supply to a developer or builder of a residential, commercial or industrial complex with a load requirement above one megawatt (MW) or to an individual consumer with a load requirement above one megawatt (MW) or to a power intensive unit irrespective of its load requirement or to an individual consumer with a dedicated feeder irrespective of his load requirement, or to a high rise building irrespective of its load requirement, the work of erection of the substation or enhancement of capacity of the substation shall be done by the licensee at the cost of the applicant and the licensee shall commence such work only after receipt of necessary payment from the applicant, as per the demand note issued by the licensee.

(b) The licensee shall commence electricity supply to the applicant within the time period approved by the Commission:

**86. Failure to comply with the time line.-** (1) If any licensee fails to comply with the time frame stipulated under regulation 85 he shall be liable to pay penalty as may be determined by the Commission in accordance with subsection (3) of section 43 of the Act.

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

(3) The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way or acquisition of land or court order or any delay on account of causes or *force majeure* conditions, over which the licensee has no reasonable control.

**87. Priority and waiting list of applicants.-** (1) The licensee shall allot to the applicant a unique application number on the basis of registration.

(2) The applicants shall be granted connections in the order of receipt of their application, subject to the time line specified in regulation 85:

Provided that the Chief Executive Officer or any officer immediately below him and duly authorised by him may, for good and sufficient reasons to be recorded in writing, grant out of turn priority to provide service connection to an applicant for domestic connection in exceptionally emergent cases.

(3) Information on waiting list of applicants, their current status, number up to which connections stand released etc., updated on regular intervals, shall be maintained at centralised customer service centres and published in the website of the licensee and shall also be displayed on the notice board, kept at a prominent place in the local office of the licensee.

**88. Procedure for providing temporary connection.-** (1) The licensee shall give temporary connection for bona fide purposes in places where the distributing mains of the licensee are in existence:

Provided that temporary connection will be given only in the cases of low tension and high tension categories:

Provided further that the applicant for temporary connection shall produce, along with his application, no objection certificate (NOC) or permit from local authority and from the Electrical Inspector or from such other competent authorities, as the case may be, in case such NOC or permit is required for the activity for which connection is applied for:

Provided also that, in case any permit or NOC is withdrawn by the competent authority after energisation of connection, the supply shall be disconnected forthwith under intimation to the consumer and shall be reconnected only after the permit or NOC is restored.

(2) Temporary connection shall not ordinarily be granted for a period exceeding one year.

(3) Temporary connection shall be granted using pre-payment meters wherever feasible.

(4) The applicant shall apply for temporary connection in the format specified in Annexure - 4 or 5 to the Code, as the case may be, along with the documents specified in this Code as well as a no objection certificate (NOC) from the local authority if the supply is required at a place under the control of the local authority.

(5) In case temporary supply is required in premises or place where one hundred or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act.

(6) The licensee shall process the application form as per the procedure given in regulation 76 of the Code.

(7) During the inspection, the licensee shall examine the technical feasibility of the connection applied for.

(8) If the connection is not found technically feasible, the licensee shall inform the same to the applicant in writing within seven days for LT connection and within fifteen days for HT connections after receipt of application form, giving reason(s) for the same:

Provided that no connection up to a load of 10 kW shall be rejected only on technical grounds.

(9) If on inspection or re-inspection, as the case may be, the connection is found feasible, the licensee shall sanction the load applied for and issue within the timeline specified in regulation 81 of the Code, a demand note in accordance with the Code, including an estimate of advance charges for electricity.

(10) The licensee shall follow the timelines as stipulated here under:

<b>Release of temporary connection</b>	<b>Time period</b>
Where supply can be provided from existing network	three days from the date of remittance of expenditure and advance charges.
Where supply can be provided after extension of service line or enhancement of capacity of transformer	thirty days for LT connection and ninety days for HT connection from the date of remittance of expenditure and advance charges.

Provided that in the case of temporary supply for installations, requiring the sanction of the Electrical Inspector or no objection certificate (NOC) or permit from local authority or from any other statutory authority, temporary connection shall be released only after obtaining such sanction or NOC or permit.

(11) If it is found in the inspection by the licensee that there are defects or deficiencies in the installation of the applicant, the licensee shall intimate the applicant on the spot in writing, under acknowledgment, about the defects or deficiencies in the installation.

(12) The applicant, after rectification of the defects or deficiencies, shall intimate the fact to the licensee in writing after which the licensee shall follow the procedure as laid down in regulation 81 of the Code.

(13) On re-testing of the installation of the consumer after payment of the specified fee for inspection, if the installation of the consumer is found by the licensee to be free from any defect or deficiency, the licensee shall issue a written acknowledgment on the spot.

(14) No fee shall be charged by the licensee for the first test but subsequent tests due to defects or deficiencies found in the initial test may be charged by the licensee.

(15) The licensee shall release the temporary connection by the date of requirement as indicated in the application or at the latest as per the time lines given above, if the estimated expenditure and advance electricity charges for temporary electric connection are deposited by the applicant as per the demand note issued by the licensee after satisfying in the test that the installation of the consumer is in good and safe condition to receive the supply:

Provided that the licensee shall ensure that the advance electricity charges are replenished as and when required, depending upon the consumption of electricity.

(16) If there are outstanding dues on the premises, temporary connection shall not be given till such dues are cleared.

(17) When the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption.

(18) The dues as per the final bill shall be adjusted against the advance already paid by the consumer and excess if any, shall be refunded by the licensee within fifteen days from the date of disconnection, failing which the licensee shall be liable to pay interest to the consumer at the bank rate as on the date of furnishing such advance.

(19) The consumer shall be given a statement of accounts with details of receipts and charges payable by him.

(20) For enlargement of the period of temporary supply, the consumer shall apply to the licensee in writing at least seven days before the date of expiry of temporary supply.

(21) The licensee may grant extension, if feasible, and send to the consumer, within seven days of receiving the written request, a demand note for advance electricity charges for the period of extension.

(22) Enlargement of time shall not be granted for a period exceeding one year and the maximum period for which a temporary connection may be given including the extension period granted if any, shall not be more than two years except in the case of temporary connection for the purpose of building construction, where, the temporary supply may be extended up to the period of the permit for the construction of the building.

(23) The applicant may get the date of availing temporary supply, postponed to a date not later than ninety days from the date of original sanction, by applying to the licensee at least five days before the originally sanctioned date of commencement of supply.

(24) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by the relevant provisions of the Act and of the regulations made thereunder.

**89. Procedure for supply of electricity to seasonal loads for agricultural purpose.-** (1) Supply of electricity shall be given to seasonal loads for agricultural purpose namely Punja / Kole cultivation, sugar cane cultivation, dewatering, irrigation etc., where the distributing mains of the licensee are in existence.

(2) The beneficiary of such supply of electricity shall submit the application for connection in the local office of the licensee at least five days before the proposed date of availing supply of electricity.

Explanation.- Beneficiary of supply of electricity to seasonal loads for agricultural purpose shall include farmers cooperatives, neighbourhood groups, societies and such other association of farmers.

(3) The application for supply of electricity to seasonal loads for agricultural purpose shall be accompanied by a letter issued by Punja Special Officer or such other competent officer duly authorised by Government in Agriculture Department, authorizing the beneficiary or his representative to undertake the agriculture activity requiring supply of electricity.

(4) The applicant shall comply with all the necessary formalities specified in this Code for obtaining permanent service connection.

(5) The licensee shall, on receipt of the application, conduct necessary inspection of the premises and the installations therein and satisfy itself that the installations are conforming to the standards specified.

(6) Expenditure incurred for giving connection, testing fee etc., may be collected by the licensee in advance.

Explanation.- For the purpose of this subregulation, the expenditure incurred for giving connection shall include actual cost of labour, transportation charges of materials, charges for installation and dismantling of service lines as well as other equipment and hire charges for the materials used by the licensee for giving connection at a monthly rate of two percent of the cost of such materials.

(7) Supply of electricity to such seasonal loads may be given for a period up to six months:

Provided that this period may be extended on application from the beneficiary or his representative.



(8) The installation shall be energised only after getting the prior approval from the Electrical Inspector and execution of an agreement by the beneficiary.

(9) Charges for electricity supplied to the beneficiary may be realised at the rates approved by the Commission either from the beneficiary or from any other person or authority in the Government in Agricultural Department who is authorised to make payment of such electricity charge on behalf of the beneficiary.

**90. Procedure for modification or change in existing connections.-** (1) The applicant shall apply for modification or change in the existing connection in the forms as stipulated hereunder:-

Sl. No.	Purpose	Application form
i	application for the change in name of the registered consumer due to change in the ownership or occupancy	Annexure - 8
ii	application for transfer of ownership to the legal heir	Annexure - 9
iii	application for conversion of services / change of consumer category / shifting of meter or service line	Annexure - 10
iv	application for enhancement or reduction of load	Annexure - 11

(2) All application forms for modification or change in the existing connection shall be accompanied with an identity proof of the applicant in accordance with regulation 44 of the Code, if the connection is registered in the name of the applicant himself or with a no objection certificate (NOC) from the person in whose name the connection is registered.

(3) The processing of the application shall be done as specified in regulation 76 of the Code *mutatis mutandis*.

**91. Transfer of service connection.-** (1) The consumer shall not, without prior consent in writing of the distribution licensee, assign, transfer or part with the benefit of the service connection agreement executed with the distribution licensee, or part with or create any partial or separate interest thereunder in any manner.

(2) The service connection may be transferred to another person on transfer of ownership or occupancy of the premises, by filing an application in the format specified in Annexure - 8 along with the required documents in support of the request:

Provided that such transfer shall not entitle the applicant to require shifting of the connection from the present premises.

(3) The transferee shall pay the required security and execute a fresh service connection agreement.

(4) The licensee shall process applications relating to change of name of the consumer due to change in ownership or occupancy of the premises in accordance with the procedure detailed below:-

- (a) the applicant shall apply for the change of name of the consumer in the format prescribed in Annexure - 8 to the Code, along with a copy of the latest bill, duly paid;
- (b) the request for transfer of connection shall not be accepted unless all recoverable dues in respect of the concerned connection are fully paid;
- (c) the application form shall be accepted on showing proof of ownership or occupancy of the premises;

- (d) a no objection certificate from the registered consumer or previous occupant of the premises or a person authorised by them shall be required in the cases involving transfer of security deposit in the name of applicant;
- (e) the licensee shall process the application form in accordance with the relevant provisions of the Code;
- (f) in case the no objection certificate from the registered consumer or previous occupant of the premises or a person authorised by them is not submitted, an application for change of name shall be entertained only if security deposit as stipulated in the Code is paid afresh by the applicant;
- (g) in such case, the original security deposit shall be refunded to the person who is entitled for the refund along with an intimation regarding the proposed transfer;
- (h) change of the name of the consumer shall be effected within fifteen days from the date of receipt of the application with all necessary documents and the necessary fees, under intimation to the transferor and the transferee;
- (i) the change shall be effected in the bill within a maximum of two billing cycles after acceptance of application.

(5) A connection may be transferred to the legal heir or other successor in interest upon the death of the consumer, on filing an application in the specified format given in Annexure - 9 along with the required documents in support of the request:

Provided that such transfer shall not entitle the applicant to require shifting of the connection from the present premises.

(6) The transferee shall pay the required security and execute a fresh service connection agreement.

(7) The licensee shall process applications relating to transfer of service connection to the legal heir or other successor in interest, upon death of the consumer, in accordance with the procedure detailed below:-

- (a) the applicant shall apply for the transfer of service connection in the name of deceased consumer in the format specified in Annexure - 9 to the Code, with a copy of the latest bill, duly paid;
- (b) the application form shall be accepted on producing the will or registered instrument or succession certificate or legal heirship certificate or revision in municipal or land records or any other proof of legal heirship;
- (c) the licensee shall process the application form in accordance with the provisions of the Code;
- (d) transfer of service connection shall be effected within fifteen days from the date of receipt of the application with all necessary documents and of necessary fees, under intimation to the applicant;
- (e) the change shall be effected in the bill within a maximum of two billing cycles after acceptance of application;
- (f) any charge for electricity or any sum other than charge for electricity, due and payable to the licensee which remains unpaid by the deceased consumer, shall be cleared before the service connection is transferred to the legal heir.

**92. Re-assessment of connected load by the licensee at the time of transfer of service connection.-** The licensee may re-assess the connected load of the consumer at the time of transfer of service connection and realise consequential additional charges if any from the consumer or reclassify the consumer into a different category depending on the connected load.

**93. Procedure for conversion of service.-** (1) The applicant shall apply for conversion of the nature of his existing connection in the format given in Annexure - 10 to the Code.

(2) The licensee shall process the application form in accordance with the provisions of this Code.

(3) For site inspection as well as issuance and payment of demand note for the estimated expenditure for works, both the licensee and applicant shall follow *mutatis mutandis* the procedure and timelines as laid down in regulations 77 to 83 of the Code.

(4) After payment of requisite expenditure by the applicant, the licensee shall complete the work for the conversion of existing service from low tension (LT) to high tension (HT) or vice-versa, and from single-phase to three-phase or vice-versa, within the following time limits:-

(i)	conversion from LT single phase to LT three phase or vice-versa	within forty five days from the date of payment of necessary charges by the consumer;
(ii)	conversion from LT to HT or vice-versa	within one hundred and twenty days from the date of payment of necessary charges by the consumer.

(5) For conversion from HT to EHT or vice-versa, the time period with in which the conversion can be effected shall be determined on a case to case basis.

(6) The licensee shall, within the specified period, seek the approval of the Commission for extension of time limit whenever the above schedule cannot be adhered to.

(7) Excess payment if any, made by the consumer towards the expenditure, shall be adjusted by refund and deficit payment if any, shall be realised by way of an additional demand note.

**94. Procedure for shifting of meter or service line within the premises of the consumer.-** (1) The consumer shall apply for shifting the meter within the existing premises or for deviation of existing service lines within his property, in the format specified in Annexure - 10 to the Code.

(2) The licensee shall process the application in accordance with the provisions of the Code.

(3) For site inspection as well as issuance and payment of demand note for the estimated expenditure for works, both the licensee and applicant shall follow *mutatis mutandis*, the procedure and timelines as laid down in regulations 77 to 83 of the Code.

(4) The following time schedule shall be observed for completing the works from the date of payment of expenditure:-

Sl. No.	Purpose	Time Schedule
(i)	shifting of meter or weather proof service line or both	seven days
(ii)	shifting of LT service line	thirty days
(iii)	shifting of HT service line	forty five days
(iv)	shifting of transformer	thirty days.

(5) Excess payment if any, made by the consumer shall be adjusted by refund and deficit payment if any, shall be realised by way of an additional demand note.

**95. Procedure for shifting electric line or electrical plant of the licensee.-** (1) The owner of the land or his successor in interest who has given right of way for the construction of an existing electric line or electrical plant over, under, along, across, in or upon the said land, may apply for shifting the electric line or electrical plant to any other portion of his land for genuine purposes.

(2) The application for shifting the electric line or electrical plant shall be submitted in the local office of the licensee.

(3) On receipt of the application the licensee shall inspect the site and assess the technical feasibility of the proposed shifting.

(4) The application for shifting an electric line or electrical plant shall be granted only if:-

- (a) the proposed shifting is technically feasible; and
- (b) the owner of the land or his successor in interest gives consent in writing to shift the electric line or electrical plant to any other portion of his land or to any other land owned by him; or any alternate right of way along any public path way available for shifting the electric line and the electrical plant; and
- (c) the applicant remits the labour charges required for shifting the electric line or electrical plant.

(5) The licensee shall shift the electric line or electrical plant if the conditions specified in subregulation (4) are complied with by the applicant.

**96. Dismantling and removal of electric line or electrical plant which are not in use.-**

(1) The licensee shall dismantle and remove electric line or electrical plant constructed over, under, along, across, in or upon any land if the said electric line or electrical plant is not in use continuously for a period of one year or more.

(2) Such electric line or electrical plant shall be dismantled and removed by the officer in charge of the local office of the licensee within a period of three months from the date of completion of one year as mentioned in subregulation (1).

(3) If the licensee has constructed alternate overhead electric line or underground cable or electrical plant to replace any existing electric line or electrical plant, such existing electric line or electrical plant which has consequently become redundant shall be removed by the officer in charge of the local office of the licensee within a period of three months from the date of commissioning of such alternate overhead electric line or underground cable or electrical plant.

(4) The licensee shall delegate necessary powers to the officers in charge of the local office to execute as per this regulation, the work relating to dismantling and removal of electric line or electrical plant which are not in use, with a view to avoiding consequent electrical accidents which may arise out of such unattended and unmaintained electric line or electrical plant.

**97. *Suo motu* reclassification of consumer category by the licensee.-** (1) If it is found that a consumer has been wrongly classified in a particular category or the purpose of supply as mentioned in the agreement has changed or the consumption of power has exceeded the limit of that category as per the tariff order of the Commission or the category has changed consequent to a revision of tariff order, the licensee may *suo motu* reclassify the consumer under appropriate category.

(2) The consumer shall be informed of the proposed reclassification through a notice with a notice period of thirty days to file objections, if any.

(3) The licensee after due consideration of the reply of the consumer, if any, may reclassify the consumer appropriately.

(4) Arrear or excess charges shall be determined based on the actual period of wrong classification and the account of the consumer shall be suitably adjusted.

(5) If the actual period of wrong classification cannot be ascertained reasonably, the period shall be limited to a period of twelve months or a period from the date of last inspection of the installation of the consumer by the licensee whichever is shorter:

Provided that in the case of reclassification consequent to change of the purpose of supply by the consumer without due authorisation, the licensee may examine each case and initiate proceedings under Section 126 of the Act if found necessary.

**98. Reclassification of consumer category on the request of the consumer.-** (1) If a consumer wishes to change his consumer category, he shall submit an application to the licensee in the format given in Annexure - 10 to the Code and the licensee shall process the application as per the relevant provisions of the Code.

(2) The licensee shall conduct site inspection within seven days from the receipt of application and record the meter reading at the time of inspection.

(3) If on inspection, the request of the consumer for reclassification is found genuine, change of category shall be made effective from the date of inspection and a written communication shall be sent to the consumer to this effect within fifteen days of inspection.

(4) Arrear or excess charges if any shall be determined based on the actual period of wrong classification and the account of the consumer shall be adjusted accordingly.

(5) If the actual period of wrong classification cannot be ascertained reasonably, the period shall be limited to a period of twelve months or a period from the date of last inspection of the installation of the consumer by the licensee whichever is shorter.

(6) If the licensee does not find the request for reclassification genuine, it shall inform the applicant in writing, giving reason for the same, within seven days from date of inspection.

(7) For the period in which the application of the consumer for reclassification is pending with the licensee, the consumer shall not be liable for any action on the ground of unauthorised use of electricity.

**99. Enhancement of connected load or contract demand.-** (1) Consumer shall apply to the licensee for enhancement of contract demand in case of consumers under demand

based tariff and of connected load in the case of others, in the form specified in Annexure - 11 to the Code and the licensee shall process the application form in accordance with the relevant provisions of the Code.

(2) For site inspection as well as issuance and payment of demand note for the estimated cost of work if any, both the licensee and the applicant shall follow, *mutatis mutandis* the procedure and timelines as laid down in regulations 77 to 83 of the Code.

(3) The licensee shall give a written intimation along with the demand note to the consumer which shall include the following:-

- (a) whether the additional power can be supplied at the existing supply voltage or at a higher voltage;
- (b) addition or alteration, if any, required to be made to the distribution system and the expenditure to be borne by the consumer, on that account;
- (c) amount of additional security deposit and expenditure for alteration of service line and apparatus, if any, to be deposited in advance by the consumer;
- (d) change in classification of the consumer and applicability of tariff, if required; and
- (e) any other information relevant to the issue.

(4) The application for enhancement of load shall not be considered if the consumer is in arrears of payment of the dues payable to the licensee.

(5) If the enhancement of load is feasible, the consumer shall:-

- (a) pay additional security deposit, expenditure for alteration of service line and apparatus, if any, required to be made, and the cost to be borne by the consumer for modification for distribution system if any, within fifteen days of receipt of the demand note; and
- (b) execute a supplementary agreement;

(6) If the consumer pays the required charges and executes a supplementary agreement, the licensee shall execute the work of modification of the distribution system, service line or meter and other apparatus within the time line specified under regulation 85, *mutatis mutandis*, and sanction the additional contract demand or connected load.

(7) The licensee shall issue order on the application for the enhancement of load within thirty days from the date of its receipt and intimate the applicant whether or not the enhancement of load is sanctioned.

(8) If the licensee does not intimate its decision on the application for the enhancement of load within the above period, sanction for enhancement of load or contract demand, as the case may be, shall be deemed to have been granted with effect from the thirty first day of the date of submission of the application by the consumer.

**100. Reduction of connected load or contract demand.-** (1) Any application for reduction of connected load or contract demand shall be accepted only after six months from the date of original energisation for LT connections and only after one year from the date of original energisation for HT or EHT connections.

(2) Request for reduction of connected load or contract demand shall be entertained only once in six months thereafter.

(3) The consumer shall apply for reduction of load or contract demand to the licensee specifying the reasons thereof, in the form specified in Annexure - 11 to the Code and the

licensee shall process the application form in accordance with relevant provisions of the Code.

(4) For site inspection as well as for issuance of demand note for the estimated cost of work, if any, and payment thereon, both the licensee and applicant shall follow, *mutatis mutandis* the procedure and timelines as laid down in regulations 77 to 83 of the Code.

(5) The licensee shall consider the grounds stated in the application, verify the same during inspection and issue order on the application within a period of fifteen days from the date of completion of inspection and intimate the applicant:

Provided that the licensee shall issue a speaking order if the request of the consumer is declined.

(6) If the licensee sanctions the reduction in connected load or contract demand, the meter and service line may be changed if required and the expenditure thereof recovered from the applicant.

(7) The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in regulation 81 *mutatis mutandis* and thereafter both the licensee and applicant shall follow *mutatis mutandis* the procedure and timelines as laid down in regulation 81 to 83 of the Code.

(8) If the consumer pays the required charges and expenditure for modification of distribution system, service line, meter and other apparatus, the licensee shall execute the work and sanction the reduction in the load within the time limit specified in regulation 85.

(9) If the licensee sanctions the reduction of connected load or contract demand, the same shall be effective from the date of inspection and a written intimation thereof shall be sent to the consumer.

(10) If the application is not decided and order is not issued by the licensee within the above mentioned period of fifteen days from the date of completion of inspection, permission for reduction of connected load or contract demand, as the case may be, shall be deemed to have been granted with effect from the sixteenth day.

(11) Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.

**101. Annual review of contract demand.-** (1) In the case of HT and EHT connections, if the maximum demand recorded exceeds the contract demand in three billing periods during the previous financial year, the licensee shall issue a notice of thirty days to the consumer directing him to submit within the notice period, an application for enhancement of contract demand.

(2) If there is no response from the consumer by the end of the notice period, the licensee shall enhance the contract demand of the consumer to the average of the top three readings of maximum demand shown by the maximum demand indicator (MDI) meter of the consumer during the previous financial year, if the additional load can be sanctioned without augmentation or upgradation or uprating of the distribution system.

(3) In the case of LT consumers under demand based tariff, similar review and consequential process shall be carried out.

(4) Consequent to enhancing the contract demand, applicable charges shall be collected from the consumer and the consumer shall be directed to execute supplementary agreement if required.

(5) If the distribution system is not adequate to meet the excess demand of the consumer, he shall be directed by the licensee to restrict his demand to the permissible limit, till necessary augmentation or upgradation or uprating works are done as per the provisions of this Code:

Provided that the service may be disconnected after sufficient notice as per the Code if the consumer does not comply with such direction.

(6) For enhancing the contract demand, the licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection, issuance of demand note and payment of the estimated expenditure for works in accordance with regulation 99 of the Code.

(7) The consumer may approach the Consumer Grievance Redressal Forum if he is not satisfied with the decision of the licensee.

**102. Supply of electricity for street lights.-** (1) The licensee shall provide electric supply for public street lights, on request from local authority.

(2) An agreement shall be executed by the local authority with the licensee in the format to be stipulated by the licensee and approved by the Commission and the agreement shall be stamped with the common seal of the local authority.

(3) Security deposit for electricity charges and for the meter shall not be insisted by the licensee from the local authority in view of the public importance of the purpose.

(4) Local authority shall have the option to provide their own street lighting installation and avail power through metered supply in which case capital and maintenance works will be carried out by the local authority.

(5) The licensee may provide the street lighting installations on the distribution lines of the licensee, if requested by the local authority, on realisation of the expenditure estimated as per the cost data approved by the Commission.

(6) Maintenance of the street lighting system installed on the distribution lines of the licensee shall be done by the local authority only under the supervision of the licensee

(7) New supplies for street lights shall be given only as metered supply.

(8) The existing supply of electricity to street lighting system which is not metered, shall be brought under metered supply in a phased manner within a period of twenty four months from the date of coming into effect of the Code, for which the licensees shall prepare a time bound programme and obtain the approval of the Commission within a period of six months.

(9) The local authority shall pay the electricity charges to the licensee at the rates notified by the Commission.

(10) The licensee may install street lights in private areas where the distributing lines of the licensee are in existence, on special terms and conditions to be agreed mutually by the licensee and the person who applies for such service.

**103. Execution of agreement.-** (1) Before granting connection as well as before transfer of connection as the case may be, the applicant shall execute a service connection agreement.

(2) The consumer shall execute a supplementary agreement for enhancement or reduction of sanctioned load.

(3) The licensee shall prepare the format of agreement along the lines of the Annexure - 12 and Annexure - 13 and obtain approval from the Commission.



(4) The agreement form shall be supplied by the licensee along with application form and it shall also be made available on the website of the licensee for free download.

(5) The agreement shall be executed on stamp paper worth the amount as may be specified in accordance with the provisions of the Kerala Stamp Act, 1959:

Provided that adhesive stamp worth the amount as specified above, may be used in lieu of the stamp paper.

(6) The agreement shall include the following:-

- (a) name and complete permanent address of the consumer/applicant, consumer number;
- (b) address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
- (c) sanctioned load or contract demand;
- (d) specific and detailed purpose of usage of electricity;
- (e) a detailed drawing of the installation of the consumer with details of connected load and a sketch of the premises with a location map;
- (f) declaration by the applicant or consumer,-
  - (i) to abide by provisions of the Act and the Code;
  - (ii) to pay for the supply of electricity based on the prevailing tariff rates;
  - (iii) to pay for all other charges and expenditure payable in accordance with the Code and the Schedule of Miscellaneous Charges and cost data of the licensee approved by the Commission from time to time;
  - (iv) to deposit such security money as the licensee may be entitled to require from him under the Act and this Code.

(7) A copy of the agreement executed shall be given to the consumer or the applicant, as the case may be, under proper acknowledgement.

## **CHAPTER - VI METERING**

**104. Requirement of meters.-** (1) The licensee shall not supply electricity except through a correct meter installed in accordance with the provisions of the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(2) The meter shall be tested and installed by the licensee and it shall conform to the requirements as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(3) Load limiters wherever authorised by the Commission shall also be installed by the licensee.

(4) The licensee shall also comply with the above mentioned regulations for energising a new connection or for replacement of meter or for other purposes such as energy audit and installation of interface meter.

(5) Circuit breakers (CB) of appropriate rating as approved by the licensee and specifications as per guidelines issued by the Chief Electrical Inspector shall be installed by the consumer after the meter.

(6) The licensee shall provide seals or other appropriate devices on the metering equipment to detect any interference and shall maintain a register of all relevant security devices and seals.

(7) The consumer or his representative shall witness the sealing or removing of seals and he shall sign on the sealing certificate.

(8) If the consumer or licensee or other person duly authorised by the licensee, discovers that the protective seal on the metering equipment has been broken, he shall intimate the other party (licensee or consumer, as the case may be) in writing immediately.

(9) The licensee shall, on receiving such intimation or on discovery that the seal has been broken, replace the seal as expeditiously as possible, at any rate within three days and take meter reading.

(10) If supply is provided by the licensee to different categories of consumers in the same premises, separate meters shall be installed for measurement of energy supplied to the consumer belonging to each category.

**105. Option of the consumer to purchase the meter.-** (1) At the time of seeking a new connection the consumer shall have the option to either;

(a) purchase the meter and associated equipment himself from a vendor; or

(b) require that the meter and associated equipment be supplied by the licensee:

Provided that the meter and associated equipment purchased by the consumer shall be of a make and specification approved by the licensee from time to time.

(2) The consumer shall indicate his option in the application form and licensee shall supply him with the list of approved vendors and makes.

(3) Once the consumer has procured the meter, the licensee shall test, install and seal the meter.

(4) The testing shall be done in an accredited laboratory or in an approved laboratory on realisation of fee as approved by the Commission.

(5) The testing shall be got completed by the licensee so as to effect service connection within the time line specified.

(6) The licensee shall make available on its website, an updated list of makes and specifications of meters and associated equipment, as approved by the licensee.

(7) The licensee may also sell tested meters to the consumers on their request.

**106. Review of the status of the meter in the context of upgraded or advanced technology.-** (1) The licensee is authorised to review the status of meters already installed in the context of upgraded or advanced technology becoming available and suitability of the site where meter is placed in the premises of the consumer.

(2) The licensee may install remote metering device in the premises of the consumer as per the technical requirements of the specific device.

(3) The licensee may also install meters such as pre-payment meters, dual source meters, meters with automatic meter reading (AMR) facility, smart meters and meters with additional features:

Provided that where the licensee installs the meter outside the premises of the consumer, then the licensee shall provide real time display unit at the premises of the consumer to indicate the electricity consumed by him:

Provided further that for billing purpose, reading of consumer meter and not of the display unit shall be taken into account.

**107. Meters to conform to the specifications issued by the Central Electricity Authority.-** (1) The meters for new connections shall be as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(2) The meters now in service, which do not conform to the specifications of the Central Electricity Authority (CEA), shall be replaced in a phased manner, with the meters conforming to the standards of CEA, for which the licensee shall prepare a time bound programme and obtain approval of the Commission for it within a period of six months from the date of coming in to effect of the Code.

(3) The accuracy class of consumer meter shall be as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

**108. Metering arrangements for consumers with dedicated HT or EHT feeders.-** If supply to an HT or EHT consumer is given through a dedicated feeder for his exclusive use, the metering arrangement shall be installed at the premises of the consumer or, if mutually agreed, the metering arrangement at the substation of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

**109. Supply and installation of meters and circuit breakers.-** (1) Check meters and stand-by meters shall be installed wherever necessary in accordance with the provisions in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(2) LT, HT and EHT consumers shall provide a locked and weather proof compartment or enclosure of a design approved by the licensee to house the metering equipment including current transformer (CT), and potential transformer (PT).

(3) If the meter, along with the associated equipment, is supplied by the licensee to the consumer, the licensee may require the consumer to give the licensee a security for the price of the meter and associated equipment and to execute the agreement for payment of rent at the rates approved by the Commission.

(4) In the case of connections where cost of the meter has been borne by the consumer, no meter rent shall be charged from the consumer.

(5) The consumer shall provide suitable and adequate space for installation of the meter in such a manner that it is always accessible to the licensee or his representatives.

(6) In the case of multi-storeyed buildings, the meters shall be fixed preferably on the ground floor having proper ventilation and adequate illumination.

(7) The point of supply and the location for installation of meter and other equipment shall be decided in consultation with consumer so that such locations are easily accessible for installation, commissioning, inspection, reading, recording and maintenance of such meter and other equipment and in doing so only minimum inconvenience or infringement upon privacy shall be caused to the owner or occupier of the premises or to his business.

(8) All HT and EHT consumers shall provide independent entry to the meter or metering cubicle.

(9) The height of meter display and location shall be as per the standards specified by the 'Bureau of Indian Standards (BIS) for testing, evaluation, installation and maintenance of A.C. electricity meters – Code of practice'.

(10) Initial installation as well as replacement of the meter shall be done by a qualified employee of the licensee duly authorised for this purpose, in the presence of the consumer or his representative.

(11) The licensee shall adopt a format of meter particulars sheet for recording the particulars of the meter at the time of initial installation or replacement.

(12) The licensee shall retain one copy of the meter particulars sheet and its second copy, duly signed by the authorised representative of the licensee, shall be given to the consumer under proper acknowledgment.

(13) The consumer or his authorised representative shall also sign the meter particulars sheet.

(14) Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered in the meter particulars sheet by the licensee or his authorised representative.

(15) Whenever a new meter is installed, either for a new connection or for replacement, it shall be sealed in the presence of the consumer.

(16) The seal, name plates and distinguishing numbers or marks affixed on the said equipment or apparatus shall not in any way be broken, erased or altered by the consumer or his employee or any person acting on his behalf.

(17) Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(18) The consumer shall be responsible for safe custody of meter and accessories, if the same is installed within the premises of the consumer.

(19) The consumer shall promptly intimate the licensee about any fault, accident or abnormality noticed with the meter.

(20) It shall be the responsibility of the licensee to maintain the meter and keep it in good working condition at all times.

(21) The licensee may also have a provision for such metering system where the display unit is at the premises of the consumer and the metering unit is on any structure such as a pole or a distribution pillar outside the premises of the consumer and in such cases, the responsibility of safe custody of the metering unit shall be with the licensee.

**110. Reading of meters.-** (1) The meter shall regularly be read once in every billing cycle and on special reading occasions.

(2) The consumer shall extend all facilities to read the meter, to the licensee or his employee or to the person duly authorised by the licensee for the purpose.

(3) The meter shall be read only by an employee of the licensee or by the person duly authorised by the licensee for this purpose.

(4) The licensee shall issue proper photo identity cards to the employee or the person duly authorised by the licensee for reading the meter and he shall carry the photo identity card during the course of meter reading.

(5) The employee of the licensee or the person duly authorised by the licensee for reading the meter, may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot.

(6) If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter reading and the consumer wishes to have a record of the reading taken, he shall be given such details by the licensee.

(7) It shall be the duty of the employee of the licensee or the person duly authorised by the licensee for reading the meter, to check the condition of light emitting devices (LED) on electronic meters.

(8) In case the LED indicator for earth leakage provided in the electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed.

(9) The employee of the licensee or the person duly authorised by the licensee for reading the meter shall also inform the concerned officials of the licensee about the leakage.

(10) Status of the meter or its seal or both along with the meter reading details for the last six billing cycles of each consumer shall be made available on the website of the licensee.

(11) In case, for any reason, the meter is not read during a billing cycle, the licensee shall prepare a provisional bill based on the average consumption of previous three billing cycles when readings were taken.

(12) Such provisional billing shall not continue for more than two billing cycles at a stretch, and the licensee shall not generate more than two provisional bills for a consumer during one financial year.

(13) The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycles.

**111. Consequence of making the meter inaccessible for reading.-** (1) If the meter is rendered inaccessible on two consecutive meter reading dates of two billing cycles, a notice shall be issued to the consumer to keep the meter accessible for reading and to get the meter read by the licensee after payment of a penal charge as approved by the Commission, on a date which shall be at least seven days after the date of notice and at the time specified in the notice.

(2) If meter is not made accessible even on the date specified in the notice, a disconnection notice shall be served on the consumer or affixed near the main entrance of the premises, if the consumer is not available.

(3) If the consumer fails to comply with the notice, the supply shall be disconnected and reconnection of supply shall be effected only after the reading is taken and all the dues are realised.

(4) The provisions of the above subregulations shall not apply in the case of a domestic consumer who has given advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with regulation 129 of the Code.

(5) When a domestic consumer, who has paid entire dues up to date, gives prior information in writing to the licensee about inaccessibility of the meter due to continued absence from residence, the licensee shall not send any notice or provisional bill to the

consumer if the consumer pays the fixed charge or minimum charge for such period in advance.

(6) Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility.

**112. Special meter reading.-** If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the fee as per the Schedule of Miscellaneous Charges given in schedule 1 of the Code, shall be included in the next bill of the consumer.

**113. Testing of meter.-** (1) It shall be the responsibility of the licensee to satisfy itself regarding the accuracy of the meter before it is installed and the licensee shall test them or get them tested in an accredited laboratory or in an approved laboratory.

(2) The licensee shall also conduct periodical inspection or testing or both and calibration of the meters, as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.

(3) The periodical testing of consumer meters shall normally be done at site.

(4) The licensee may, instead of testing the meter at site, remove the meter to be tested, replace the same with a correct meter and test the removed meter in an accredited laboratory or in an approved laboratory.

(5) When the consumer opts to purchase the meter, the licensee shall receive it and test the same in an accredited laboratory or in an approved laboratory and install it as per the following time schedule:-

LT meters	within a maximum of fifteen days
HT or EHT meters	within a maximum of twenty days

(6) The licensee shall conduct periodical inspection or testing or both of the meters as per the following schedule:-

single phase meters	once in every five years
LT 3-phase meters	once in every three years
HT or EHT meters including maximum demand indicator (MDI)	once in every year

(7) Wherever applicable, Current Transformer (CT) and Potential Transformer (PT) and the wiring connections shall also be tested along with meters.

**114. Periodical testing of meters in the institutions of public importance.-** (1)The licensee shall arrange the periodical testing of meters in the institutions of public importance such as hospitals, defence establishments, airports, space research organisations and data centres or in the premises of continuous process industries or in the premises where life support systems are installed, only on a mutually agreed date and time and with the minimum interruption of supply.

(2) The licensee shall maintain a data bank of such consumers and update it regularly.

(3) Test results shall be maintained as per the format given in Annexure - 14 to the Code.

**115. Procedure for testing of meter.-** (1) The meter shall normally be tested in the laboratory of the licensee, approved by the Commission.

(2) In case the licensee does not have a testing facility approved by the Commission, or if so desired by the consumer, the meter shall be tested at any other laboratory accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL).

(3) The list of the accredited laboratories and approved laboratories for testing of meters shall be made available on the website of the licensee.

(4) In the case of testing on the request of the consumer, he shall have to pay the testing fee as per the Schedule of Miscellaneous Charges given in schedule 1 of the Code:

Provided that if the meter is found to be recording incorrectly or defective or damaged due to technical reasons such as voltage fluctuation or transients, attributable to the licensee, the testing fee shall be refunded to the consumer by the licensee by adjustment in the subsequent bill.

(5) Before testing a meter of the consumer, the licensee shall give an advance notice of three days, intimating the date, time and place of testing so that the consumer or his authorised representative can, at his option, be present at the testing.

(6) The testing shall be done within a maximum period of thirty days from the receipt of the application.

(7) The consumer or his authorised representative and the representative of the licensee present during testing shall affix their signature on the test report issued by the authorised officer of the laboratory as a token of having witnessed the testing:

Provided that the licensee and the consumer shall be eligible to get a copy of the test report which shall be despatched to them within two working days of the date of testing, if not delivered in person at the time of affixing their signature.

(8) If a consumer disputes the result of testing at the laboratory of the licensee, the meter shall be got tested at a laboratory selected by the consumer from among the laboratories accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL).

(9) In case the meter is found to be faulty, revision of bill on the basis of the test report shall be done for a maximum period of six months or from the date of last testing, whichever is shorter and the excess or deficit charges on account of such revision shall be adjusted in the two subsequent bills.

**116. Replacement of defective meters.-** (1) The licensee shall periodically inspect and check the meter and associated apparatus.

(2) If the meter is found defective, the licensee may test it at site, if feasible, and if not feasible, the meter shall be replaced with a correct meter and the defective meter shall be got tested in an accredited laboratory or in an approved laboratory.

(3) The consumer shall provide the licensee necessary assistance for conducting the inspection and the test.

(4) A consumer may request the licensee to inspect and test the meter installed in his premises if he doubts its accuracy, by applying to the licensee in the format given in Annexure - 15 to the Code, along with the requisite testing fee.

(5) On receipt of such request, the licensee shall inspect and check the correctness of the meter within five working days of receiving the complaint.

(6) If the meter is found defective, the licensee and the consumer shall follow the procedure as detailed in regulation 115 above.

**117. Cost of replacement of defective meters.-** (1) If as a result of inspection or testing it is established that the meter has become defective or damaged due to technical reasons such as voltage fluctuation, transients etc. attributable to the licensee, the cost of replacement of the meter shall be borne by the licensee.

(2) If it is established that the meter was rendered defective or damaged due to reasons attributable to the consumer, such as defect in installation of the consumer and connection of unauthorised load by the consumer, the cost of replacement of the meter shall be borne by the consumer as specified below:-

(a) If the meter was owned by the licensee, the licensee shall replace the meter with a correct meter within seven working days and recover from the consumer, the residual cost after deducting the cumulative depreciation from the original cost of the meter;

(b) If the cost of such meter was borne by the consumer, the licensee shall require the consumer to replace the meter and associated equipment at the cost of the consumer within seven working days;

(c) If the consumer fails to replace the meter and associated equipment, the licensee shall install a correct meter and require the consumer to furnish security and start charging meter rent as per the relevant provisions in the Code.

(3) The licensee and the consumer shall take necessary corrective action to avoid such damage in future.

(4) If as a result of testing, it is established that the meter was rendered defective or damaged due to tampering or any other deliberate act by the consumer or his employee or any person acting on his behalf, to interfere with the meter, the licensee shall initiate action against the consumer, as permissible under the provisions of the Act for pilferage, tampering or unauthorised use of electricity, as the case may be.

**118. Replacement of damaged meter.-** (1) If a meter is found damaged either on the complaint of the consumer or upon inspection by the licensee, the meter shall immediately be replaced by the licensee with a correct meter and if it is not possible the supply shall be restored by the licensee, bypassing the damaged meter, after ensuring that necessary preventive action at site is taken to avoid future damage and obtaining an undertaking from the consumer to make good the loss if any sustained by the licensee.

(2) The consumption during such period in which the supply was restored as per the above subregulation, shall be computed based on the average consumption during the previous billing cycle.

(3) The bypassing shall be removed by replacement with a correct meter within the least possible time, at any rate within three working days for LT meters and within fifteen days for HT meters.

(4) If the meter is damaged due to causes attributable to the licensee, the licensee shall replace the damaged meter with a correct meter within three working days of receiving the complaint in the case of LT meter and within fifteen days in the case of HT meter.



(5) If the meter is damaged due to causes attributable to the consumer, such as defect in the installation of the consumer, meter getting wet and connecting unauthorised additional load, the procedure laid down in regulation 117 shall be followed.

**119. Replacement of lost meter.-** (1) Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the First Information Report (FIR) lodged by the consumer with police and in all such cases, the licensee shall also conduct an inquiry thereto.

(2) If it is established that it is a case of genuine loss of meter and if meter can not be replaced immediately, the licensee shall restore the supply without meter, after ensuring that necessary preventive action at site is taken to avoid future loss and after obtaining an undertaking from the consumer to make good the loss if any sustained by the licensee.

(3) The consumption during such period of supply without meter shall be computed based on the average consumption during the previous billing cycle.

(4) The licensee shall provide a correct meter within the least possible time, at any rate within three working days for LT meter and within fifteen days for HT meter.

(5) In case of loss of meter, the cost of replacement of meter and associated apparatus shall be borne by the consumer unless the meter was installed in the office or substation of the licensee.

(6) For realizing the cost of replacement, the procedure described in regulation 117 shall be followed.

**120. Responsibility of the consumer to report the defect of the meter.-** (1) If the consumer notices any defect in the meter installed in his premises, he shall immediately report the matter to the nearest office of the licensee.

(2) If during periodic or other inspection by the licensee, any meter is found to be not recording, or if a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in regulations 116 and 117 of the Code.

**121. Adoption of new technologies for metering.-** (1) The distribution licensee shall prepare a plan for adoption of new technologies in metering such as pre-payment meters, time of the day meters (ToD), smart meters and automatic remote meter reading system through appropriate communication system and implement the same with the approval of the Commission.

(2) Such meters shall conform to the technical requirements as specified by the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time:

Provided that, the licensee may, after obtaining approval from the Commission, include in the service connection agreement, the necessary special conditions to suit the special metering system:

Provided further that when pre-payment meters are used to supply power, security for electricity charge shall not be collected and that the consumers shall be eligible for a rebate as approved by the Commission for making the pre-payment.

## **CHAPTER VII**

### **BILLING AND MODE OF PAYMENT**

**122. General provisions relating to billing.-** (1) On effecting supply to any premises, the licensee shall inform the consumer the schedule for meter reading, billing and payment.

(2) Any subsequent change in such schedule shall be brought to the notice of the consumer sufficiently in advance.

(3) The licensee shall also intimate the consumer of bill despatch through short message service (SMS) or email, if the consumer has furnished requisite details.

(4) The billing details of last six bills along with payment receipt details for all consumers shall be made available on the website of the licensee.

(5) The bill shall be duly authenticated by the officer authorised for this purpose, who shall affix his dated signature, name and designation on the bill

(6) The licensee shall issue the first bill within a maximum of two billing cycles of energising a new connection.

(7) In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he shall intimate the same, in writing, to the office of the licensee and the licensee shall issue the bill within the next fifteen days if not already issued or issue a duplicate bill if the bill has already been issued.

(8) The bill shall be delivered to the consumer or his representative available at the premises immediately in the case of spot billing, under acknowledgment.

(9) If nobody is available for acknowledging, the bill shall be deposited in the letter box if provided.

(10) In all other cases, the licensee shall ensure that the bill is prepared and delivered to the consumer by hand or by post or by courier or by e-mail within three days from the date of meter reading and that the due date of payment is fixed as the tenth day from the date of meter reading or any day thereafter.

(11) If a consumer does not receive the bill within seven days of the date of issue of the bill, he may obtain a duplicate bill from the concerned billing office of the licensee.

(12) The licensee shall issue a duplicate bill immediately if the consumer contacts the office of the licensee in person or telephonically:

Provided that, non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date stipulated in the original bill.

**123. Information to be provided in the bill.-** (1)The following information shall be included in the bill:-

- (a) address and telephone number of the billing office or distribution centre;
- (b) bill number and period of bill;
- (c) name and address of the consumer and consumer number with location code;
- (d) pole number, or distribution pillar reference from which connection is served and name of sub-division or centre;
- (e) date of issue of bill;
- (f) tariff category of consumer (i.e. domestic, commercial, industrial etc.);

- (g) tariff, rate of electricity duty and cess applicable;
- (h) status of meter (OK /defective /not available);
- (i) billing status (regular/ assessed/ provisional bill/ special bill with reason);
- (j) supply details:-
  - (i) type of supply (i.e. single phase, three-phase LT, HT or EHT);
  - (ii) contracted load or connected load;
- (k) meter number and identification details of meter (in case the meter was replaced during the billing period, the bill shall indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter)
- (l) opening meter reading with date;
- (m) closing meter reading with date;
- (n) multiplication factor of the meter if any;
- (o) units consumed;
- (p) maximum demand, power factor etc. if applicable;
- (q) due date of payment;
- (r) item wise billing details for the current month such as:-
  - (i) energy charges
  - (ii) fixed charges
  - (iii) meter rent, if any
  - (iv) capacitor surcharges
  - (v) other charges, if any
  - (vi) electricity duty
  - (viii) fuel cost adjustment charges
  - (ix) power factor adjustment charges, if any
  - (x) reactive energy charges, if any
  - (xi) time of use charges, if any
  - (xii) penal charge for delay, if any
  - (xiii) interest on instalments due
  - (xiv) total demand for the current month
  - (xv) arrears (with details)
  - (xvi) details of subsidy if any
  - (xvii) others (with details)
  - (xviii) total amount due
  - (xviii) adjustment
  - (xix) net amount to be paid
- (s) modes of payment accepted;
- (t) in case of cheques and bank drafts, the receiving authority in whose favour the amount shall be drawn;

(u) security deposit held and required;

(v) advance already paid;

(w) details of last six readings:

(2) The following information shall also be provided along with the bill:-

(a) address of collection centre and their working hours;

(b) schedule of collection by mobile collection centre if any, at different venues;

(c) designation and address of the authority with whom grievance or complaints pertaining to bills may be lodged;

(d) address and telephone number of the Consumer Grievance Redressal Forum and the Ombudsman constituted under Section 42 of the Act;

(e) tariff schedule applicable to the consumer;

(f) date of disconnection if payment is not made within the due date;

(g) complete address and telephone number of consumer service centre of the licensee, if any, for seeking clarification;

(h) additional information, if any, as desired by the licensee:

Provided that the bill shall not become invalid only because of any one or more item of information are absent in the bill.

**124. Procedure for billing when meter not accessible.-** (1) If the licensee is not able to access the meter for reading, a provisional bill may be issued on the basis of the average consumption of the previous three billing cycles.

(2) The licensee shall ensure that such provisional billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year.

(3) The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

**125. Procedure for billing in the case of defective or damaged meter.-** (1) In the case of defective or damaged meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found or reported defective:

Provided that, the average shall be computed from the three billing cycles after the meter is replaced if required details pertaining to previous billing cycles are not available:

Provided further that any evidence given by consumer about conditions of working and occupancy of the concerned premises during the said period, which might have had a bearing on energy consumption, shall also be considered by the licensee for computing the average.

(2) Charges based on the average consumption as computed above shall be levied only for a maximum period of two billing cycles during which time the licensee shall replace the defective or damaged meter with a correct meter.

(3) In case, the maximum demand indicator (MDI) of the meter at the installation of the consumer is found to be faulty or not recording at all, the demand charges shall be calculated based on maximum demand during corresponding months or billing cycle of the previous year, when the meter was functional and recording correctly.

(4) In case, the recorded maximum demand (MD) of corresponding month or billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered:

Provided that the above subregulations shall not be applicable in the case of a tampered meter for which appropriate action under the provisions of the Act shall be initiated by the licensee.

**126. Procedure for billing in the case of lost meters.-** (1) In the case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:-

(a) as per regulation 155 of the Code, if it is established in the enquiry conducted by the licensee that the loss of meter was due to a deliberate act of the consumer or with his connivance;

(b) as per subregulation (3) of regulation 119 of the Code, in other cases.

**127. Special reading and billing of meters in cases of change of occupancy or vacating of the premises.-** (1) It shall be the responsibility of the consumer to get a special reading taken by the licensee at the time of change of occupancy of the premises or its falling vacant and to obtain, after paying the dues, a no dues certificate from the licensee.

(2) The consumer shall request in writing to the licensee for special reading to be taken at least fifteen days in advance of the vacating of premises or change of the occupancy, as the case may be:

Provided that, the licensee may accept a notice of shorter period.

(3) The licensee shall arrange to take a special reading of the meter within seven days of receiving the written request of the consumer and issue a final bill including all arrears till the date of billing, at least seven days before change of occupancy or vacating of the premises.

(4) The final bill thus issued shall mention that no other dues are pending on the premises and that the bill is final.

(5) The final bill shall also include charges for the period between the date of special reading and date of vacating of premises on a pro-rata basis.

(6) Once the final bill is preferred, the licensee shall not have any right to recover any charge other than those in the final bill, for any period prior to the date of such bill. The licensee shall, on the request of the consumer, disconnect supply to the premises on its falling vacant.

(7) It shall be the responsibility of the consumer to make payment as per the final bill on or before vacating the premises and the licensee shall accordingly issue a no-dues certificate on receiving such payment:

Provided that, in the case of change of occupancy, the connection shall not be disconnected.

**128. Payment on self assessment by the consumer.-** (1) In case of non-receipt of bill, the consumer may remit self-assessed electricity charges assessed as per the format specified in Annexure - 16 to the Code for the period for which bill has not been received:

Provided that, such self assessed electricity charges shall not be less than the charge for the average consumption during the previous six months.

(2) The excess or deficit payment if any made by the consumer on self-assessment, shall be adjusted in the next two bills.

**129. Advance payment of bills.-** (1) The distribution licensee shall provide to the consumers, the facility to make advance payment of electricity charges on application in the format under Annexure - 17.

(2) Rebate at rates approved by the Commission shall be allowed for the advance payment if it is equal to or more than the bill amount of previous twelve months.

(3) Rebate once given shall not be revoked on any account.

(4) On payment of the advance amount in accordance with subregulation (1) above, the distribution licensee shall issue a receipt to the consumer for the amount held as advance.

(5) Bills of the consumers opting for this arrangement shall show the amount deposited by the consumer, amount adjusted against the electricity dues for each billing cycle and the balance left.

**130. Disputed bills.-** (1) Any complaint with regard to the accuracy of the bill shall be made in writing to the officer designated by the licensee to issue the bill.

(2) On receipt of the complaint regarding a bill, such designated officer shall issue a written or electronic acknowledgement on the spot and give a complaint number for reference.

(3) Obvious errors such as calculation errors, shall be rectified and corrected bill shall be issued on the same day by such designated officer who issued the bill.

(4) On a complaint by any consumer regarding the correctness of a bill, the designated officer of the licensee shall immediately carry out a review.

(5) If the review establishes that the bill is incorrect, the designated officer of the licensee shall issue a revised bill with all necessary particulars, within three working days and appropriately adjust the account of the consumer.

(6) The consumer shall be given clear fifteen days time for payment of the amount as per the corrected bill and he shall not be charged any penalty if the payment is made on or before the revised due date.

(7) If the complaint was found to be incorrect, the consumer shall immediately be notified and directed to make payment as per the original bill and the consumer shall be liable to pay late payment penalty if the payment is made after the due date of payment as per the original bill.

(8) While communicating the decision on the review of the bill, the licensee shall advise the consumer in writing about his right to prefer an application against the decision of the licensee before the Consumer Grievances Redressal Forum (CGRF) and further to prefer appeal before the Ombudsman.

**131. Payment of bills and penal interest for belated payments.-** (1) The consumer shall pay to the licensee the full amount of the bill on or before the due date indicated therein, for which the licensee shall issue a receipt.

(2) If the consumer fails to remit the bill amount on or before the due date, the licensee is entitled to recover interest on the amount of the bill at the rates specified in the Schedule of Miscellaneous Charges as per schedule 1 of the Code.

(3) The consumer shall be permitted to remit the amount of the bill with interest as specified in the subregulation (2) above within an extended period of fifteen days from the due date specified in the bill.

(4) If the consumer fails to remit the amount even within such extended period, the licensee may disconnect the supply in accordance with the procedure specified in Chapter VIII of the Code.

(5) Consumer may pay the amount of the bill in accordance with any mode of payment as specified in regulation 137.

(6) In the case of dishonour of the instrument of payment of the consumer, the licensee may initiate action for disconnection for non-payment and for any other legal proceedings against the consumer in accordance with the provisions of the Negotiable Instruments Act, 1881 (Central Act 26 of 1881), and such other relevant laws.

(7) The consumer shall be allowed to make payment of the bills by cheque or demand draft which can be handed over in person at the designated collection offices of the licensee during working hours; or by despatching them by post or courier or by depositing them in the drop boxes to be maintained by the licensee at designated locations.

(8) The licensee shall also develop and offer to the consumer, modern facilities such as bank transfer, on-line payment, debit card, credit card and 'anywhere payment system' for receiving the bill amount, with a view to providing better services to the consumer and ensuring faster collection.

(9) The licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities and provide as far as possible, separate collection counters for senior citizens and physically challenged persons.

(10) Where the due date indicated for payment of the bill falls on a Sunday or a public holiday, the payment shall be made on the next working day.

**132. Receipt for the payment of the bill.-** (1) Receipt shall be given to the consumer for every payment of the bill made in cash and such amount of payment shall be credited to the account of the consumer on the date of such receipt.

(2) In the case of payment of the bill by money order, the amount received by money order shall be credited to the account of the consumer on the date of receipt of money order.

(3) In the case of payment by demand draft or by banker's cheque or by cheque issued by the consumer payable at par in any of the branches of the banks situated within the jurisdiction of the local office of the licensee or realisable through bank clearing houses in which such branches of banks are members, the licensee shall give credit to the account of the consumer on the same day of the receipt of such demand draft or cheque:

Provided that, if the cheque issued by the consumer is dishonoured on presentation for collection, the licensee may initiate action as per the provisions of the Code as though the payment has not been made on the date of presentation of such cheque, in addition to the criminal proceedings as per the relevant provisions of Negotiable Instruments Act, 1881, and such other laws.

(4) In the case of payment by demand draft or by banker's cheque or by cheque issued by the consumer payable at any branch of the bank situated outside the jurisdiction of the local office of the licensee, such demand draft or banker's cheque or cheque issued by the consumer shall be sent for collection on the same day or on the next working day and the

proceeds of such instruments shall be credited to the account of the consumer on the date of receipt of such proceeds.

(5) In the case of payment by on-line transfer through bank or by on-line payment using credit card or debit card or by remittance by bank on the standing instruction of the consumer or by any such electronic clearing service, the amount received by the licensee shall be credited to the account of the consumer on the very same day of such receipt.

(6) In all cases, including the payment in person, the payments shall be acknowledged in the next bill.

**133. Appropriation of the amount received.-** All payments made by the consumer shall be adjusted in the following order of priority:-

- (i) interest on electricity duty arrears;
- (ii) electricity duty arrears;
- (iii) interest on electricity charge arrears;
- (iv) electricity charge arrears;
- (v) dues of current month.

**134. Under charged bills and over charged bills.-** (1) If the licensee establishes either by review or otherwise, that it has undercharged the consumer, the licensee may recover the amount so undercharged from the consumer by issuing a bill and in such cases at least thirty days shall be given to the consumer for making payment of the bill.

(2) If, after payment of any bill, it is established that the licensee has overcharged the consumer, the excess amount shall be refunded to the consumer with interest at bank rate as on the date of remittance of such excess amount.

(3) The licensee may refund such overcharged amount along with interest at bank rate as on the date of remittance of such overcharged amount, by way of adjustment in the three subsequent bills and if the adjustment is not possible in the next three bills, the licensee shall refund the balance amount in full by cheque.

**135. Instalment facility and incentive for early payment.-** The licensee may formulate a scheme for providing to the consumers, installment facility for payment of bills and incentive for early payment and implement the scheme with prior approval of the Commission.

**136. Recovery of arrears and its limitation.-** (1) The licensee shall be entitled to recover arrears of charges or any other amount due from the consumer along with interest at the rates applicable for belated payments from the date on which such payments became due.

(2) The licensee may prefer a claim for such arrears by issuance of a demand notice and the consumer shall remit the arrear amount within the due date indicated in the demand notice.

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

(4) If the consumer fails to remit the amount of arrears with interest on or before the due date indicated in the bill or in the demand notice, the licensee may disconnect the supply of electricity after giving notice and initiate proceedings for the recovery of the arrears in accordance with the relevant legal provisions.



(5) The licensee may formulate a scheme for one-time settlement of long pending arrears and implement the scheme with prior approval of the Commission:

Provided that such one-time settlement schemes shall be open only for short duration.

**137. Mode of payment.-** (1) The consumer may make payment to the licensee by way of cheque, demand draft, money order or cash:

Provided that cash shall be accepted only for payments up to and including twenty thousand rupees:

Provided further that out-station cheque and demand drafts of any scheduled bank payable at par at any of its branches shall also be accepted towards payment of charges due to the licensee.

(2) The licensee shall make available to the consumers, within six months, the facilities for new modes of payment namely bank transfer, on line payment etc.

## **CHAPTER VIII**

### **DISCONNECTION, DISMANTLING AND RECONNECTION**

**138. Grounds for disconnection.-** (1) The licensee shall not disconnect the supply of electricity to any consumer except on any one or more of the following grounds:-

- (a) if the consumer defaults in payment of the dues payable to the licensee as per the bill or demand notice or any order issued by a competent authority, within the period stipulated therein;
- (b) if the security provided by the consumer has become insufficient or the consumer fails to provide additional security as required by the licensee;
- (c) if the consumer is found to have indulged in theft of electricity;
- (d) if the failure to disconnect is likely to cause health hazard or safety risk or damage to property or to the consumer or to any other person;
- (e) if the conduct or continuance of any business or industry or activity being carried out in any premises becomes unlawful due to lack of necessary permission from the competent authority or due to withdrawal of such permission by any competent authority;
- (f) if the licensee is mandated to do so by an order of a legal authority, competent to issue such a mandate;
- (g) if the licensee is entitled to do so under an agreement with the consumer;
- (h) if the installation of the consumer does not comply with the applicable rules or any other reasonable requirements stipulated by the licensee;
- (i) if the consumer has contravened the provisions of the Code or of the Act, which entitles the licensee to disconnect the supply;
- (j) if the wiring, apparatus, equipment or installation at the premises of the consumer is found to be defective or unsafe or there is leakage of electricity;
- (k) if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance other than the ones authorised by the licensee;

- (l) if the consumer uses the energy in such a manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee;
- (m) if it is found that energy is being used in any manner which unduly or improperly interferes with the efficient supply of electricity to any other consumer;
- (n) if at any time the consumer is found to be using energy for a purpose other than for which it was intended or provided;
- (o) if the consumer extends or allows supply of electricity to any other premises from his connection without the permission of the licensee.
- (p) if the supply of electricity to the consumer is liable to be disconnected as per any of the provisions in the Code.

(2) In the case of detection of theft of electricity, the supply of electricity shall be disconnected immediately as provided in subsection (1A) of Section 135 of the Act.

**139. Procedure for disconnection.-** (1) The licensee shall, in the case of disconnection proposed on the grounds mentioned in clauses (a) and (b) of subregulation (1) of regulation 138 above, issue a disconnection notice in writing, as per Section 56 of the Act, with a notice period of not less than fifteen clear days, intimating the consumer about the grounds for disconnection and directing him to pay the dues with penal charges within the notice period.

(2) If the consumer fails to remit the dues within such notice period, the licensee may disconnect the service of the consumer on the expiry of the said notice period, by cutting off the supply in the manner as the licensee may deem fit:

Provided that the licensee shall not disconnect the supply to a consumer under this subregulation, if the consumer deposits under protest, an amount equal to the sum claimed from him or equal to the electricity charges due from him for each month, calculated on the basis of the average charge for electricity paid by him during the preceding six months whichever is less, pending disposal of any dispute between him and the licensee:

Provided further that the supply shall not be disconnected after 1:00 PM on any day or on holidays so that the consumer is not deprived of a chance to remit the dues on the same day and get reconnection.

(3) The licensee shall disconnect the supply to the consumer immediately if the disconnection is on the grounds in clauses (c) and (d) of subregulation (1) of regulation 138 and the consumer may be given intimation to that effect soon after the disconnection.

(4) In the case of disconnection as per clauses (e) to (p) of subregulation (1) of regulation 138, the supply shall be disconnected only after giving a notice for a period not less than seven clear days and intimating the consumer about the grounds for disconnection.

(5) The supply shall be disconnected only if the grounds of the disconnection as mentioned in clauses (e) to (p) of subregulation (1) of regulation 138 are not removed or rectified within the notice period.

(6) The licensee shall, after disconnection on the grounds mentioned in subregulation (1) of regulation 138, give intimation to the consumer as per format given in Annexure - 18 to the Code, to remove the cause of disconnection within forty five days, failing which the supply may be dismantled.

**140. Disconnection of supply on the request of the consumer.-** The licensee may disconnect supply to the consumer for such period as requested by the consumer under intimation to him.

**141. Charges payable during the period of disconnection.-** The consumer is liable to pay the charges if any as approved by the Commission, during the period of disconnection also:

Provided that no charge shall be due to the licensee for the period which is in excess of one hundred and eighty days from the date of disconnection if the connection remains continuously disconnected for one hundred and eighty days except on the request of the consumer.

**142. Unauthorised reconnection.-** (1) The licensee shall take steps to prevent unauthorised reconnection of the disconnected supply.

(2) Wherever the licensee discovers that supply has been re-connected in an unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act.

**143. Termination of agreement for supply of electricity.-** (1) The consumer cannot ordinarily terminate the agreement for supply of electricity before the expiry of the initial lock in period of one year from the date of agreement in the case of LT connections and before the expiry of lock in period of two years in case of HT or EHT connections.

(2) After such lock in period, the consumer may apply to the licensee for termination of the agreement with effect from a date which shall be after thirty days from the date of such application:

Provided that, if the agreement is to be terminated on the request of the consumer before expiry of the initial lock in period, the consumer shall be liable to pay charges as specified below:-

- i. the demand charge or fixed charge for a period of six months or the period by which the total duration of the agreement falls short of one year, whichever is lower;
- ii. the estimated expenditure for removal of the service line and associated equipment, in the case of HT or EHT consumer:

Provided further that whenever an agreement is terminated on notice given by the consumer, the licensee shall, within two working days after termination, give a written intimation in the format given in Annexure - 19 to the Code.

(3) If the service connection of the consumer remains continuously disconnected for one hundred and eighty days, except upon the request of the consumer, the agreement may be terminated after giving a notice of fifteen days to the consumer.

(4) The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within ten days of receipt of request from the consumer for termination of the agreement.

**144. Grounds for dismantling of service.-** (1) The service shall be dismantled on the following grounds:-

- (a) on the termination of the agreement;
- (b) if the grounds on which the supply was disconnected are not removed or rectified within the notice period.

(2) If the agreement is terminated or if the consumer does not remove or rectify the grounds for disconnection, the licensee shall arrange dismantling of the service connection:

**145. Dismantling on the request of the consumer.-** (1) In case a consumer desires his service to be dismantled and the service connection agreement to be terminated, he shall apply for the same in the format specified in Annexure - 20 to the Code.

(2) The licensee shall give a written acknowledgment of receipt of such request, on the spot.

(3) The licensee shall, within ten days from receipt of the request, carry out a special reading and prepare a final bill including all arrears up to the date of such billing.

(4) The licensee may disconnect the supply of electricity immediately after the special reading is taken.

(5) On payment of all dues by the consumer, the licensee shall issue a No Dues Certificate and a receipt for the payment with the words 'Final Bill' stamped on it.

(6) Thereafter, the licensee shall not have any right to recover any charge for any period prior to the date of final bill.

(7) The licensee shall not raise any bill after dismantling.

**146. Supply of electricity not to be disconnected when utilised and paid for by a lawful occupier of the premises.-** In case the consumer requests for disconnection of supply or for dismantling of service, while the supply is being utilised and paid for by a lawful occupier of the premises, the supply shall not be disconnected and service shall not be dismantled.

**147. Reconnection of supply.-** (1) The licensee shall reconnect the service of the consumer which was disconnected under regulation 139, within twenty four hours of payment of past dues, reconnection charges and other charges, as applicable, for that category of consumer and after getting necessary formalities completed from the side of the consumer.

(2) If the ground for disconnection of the consumer has been remedied, the licensee shall give reconnection within twenty four hours.

(3) The licensee may charge a reconnection fee as approved by the Commission.

(4) In case the supply is disconnected on the request of the consumer, the licensee shall give reconnection on the request of the consumer, within twenty four hours of the payment of all dues by the consumer.

(5) The charges for disconnection and reconnection shall be in accordance with the Schedule of Miscellaneous Charges as per schedule 1 of the Code.

## CHAPTER - IX

### THEFT, UNAUTHORISED USE AND OTHER IRREGULARITIES

**148. Proceedings against theft, unauthorised use and other irregularities.-** The proceedings against theft, unauthorised use of electricity and other irregularities committed by the consumer shall be taken in accordance with the relevant provisions of the Act and the regulations specified in this chapter.

**149. Power of officers authorised under Section 126 and under Section 135 of the Act to enter, inspect and initiate proceedings against theft, unauthorised use and other**

**irregularities.-** (1) The assessing officer under Section 126 of the Act or the authorised officer under Section 135 of the Act shall have the power to enter and inspect the premises of the consumer and to initiate proceedings against the offences or other irregularities committed by the consumer or his employee or a person acting on his behalf.

(2) The entry, inspection and initiation of proceedings under Section 126 and Section 135 of the Act shall be done only by the officers specifically authorised by the Government or by the Commission, for the purposes of the said Sections as stated hereunder:-

- (i) entry, inspection and further proceedings under Section 126 of the Act shall be done only by the assessing officer as designated by the Government under the said Section;
- (ii) entry, inspection and further proceedings under Section 135 of the Act shall be done only by the officer authorised by Government as per subsection (2) of Section 135 of the Act;
- (iii) disconnection under section 135 (1A) of the Act shall be done only by the officers authorised for this purpose by the Commission.

(3) The licensee shall publish in its website, the list of the assessing officers, the authorised officers and the officers authorised by the Commission to disconnect supply as per Section 135 (1A) of the Act and shall display such list prominently in its local offices.

(4) The licensee shall issue photo identity cards to such officers specifically indicating their designation and details of authorisation.

**150. Inspections of the premises and electrical installations.-** (1) An 'Assessing Officer' under Section 126 of the Act or an 'Authorised Officer' under Section 135 of the Act, *suo motu* or on receipt of reliable information regarding unauthorised use or theft of electricity in any premises, shall promptly conduct inspection in such premises.

(2) After such inspection, the assessing officer or the authorised officer as stipulated in subregulation (1) above, shall prepare:-

- (a) an inspection report if no offence or other irregularity is detected; or
- (b) a mahazar if any theft or unauthorised use of electricity or any other irregularity is detected.

(3) For inspection and for preparation of inspection report or site mahazar, the general provisions specified in regulation 151 shall be followed.

**151. Preparation of mahazar.-** (1) A detailed mahazar shall invariably be prepared at site by the assessing officer under Section 126 of the Act or the authorised officer under Section 135 of the Act, in the event of detection of unauthorised use of electricity or of theft or of any other irregularity:

Provided that the assessing officer or the authorised officer may avail the assistance of other employees of the licensee for the purpose of conducting inspection.

(2) Mahazar shall be prepared at the site itself manually, with copies through carbon process.

Provided that pre-written or printed form shall not be used for preparation of mahazar.

(3) All relevant details such as geographical location of the premises, unauthorised electrical equipment connected if any, details of energy meter and associated equipment, status of working of the meter, state of the seals of the meter and associated equipment, the

nature of the unauthorised use, modus operandi in cases of theft, description of evidence and documents seized and the purpose for which electricity is being used shall be duly incorporated in the mahazar.

(4) Any damage, or destruction to the electric meter, metering equipment, apparatus, line, cable or electrical plant of the licensee, caused or allowed to be caused by the accused person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the mahazar.

(5) All the material evidences [thondi] such as tampered meter, tampered meter seal and artificial means used for illegal abstraction of energy and the documentary evidences such as production records, personnel engagement records, electricity bills, records relating to sales and taxes, daily attendance registers, shift duty records and muster rolls which are relevant to the case and found during the inspection shall be seized.

(6) A detailed list of all materials and documents seized shall also be incorporated in the site mahazar.

(7) Photographs, if any, taken during the inspection and sketches, if any, made during the inspection shall also form part of the evidence of the irregularity detected and shall be recorded in the mahazar.

(8) In the case of theft of electricity the facts and circumstances substantiating the dishonest intention shall be specifically recorded in the mahazar.

(9) All such seized materials and documents shall be placed in a cover (preferably transparent cover) and sealed properly in the presence of the consumer or his representative and witnesses.

(10) A detailed description of the material seized, including date, time and place and name and addresses of witnesses to the seizure shall be recorded on the exterior of the cover and signatures of all witnesses shall be affixed on the sealing points.

(11) The communication details of consumer or the occupier of the premises such as postal address, e-mail address and phone number may also be collected and incorporated in the mahazar.

(12) The site mahazar shall be signed by the authorised officer or the assessing officer as the case may be and a copy of the same shall be handed over to the consumer or his representative at site immediately under proper acknowledgement.

(13) If consumer or his representative at site refuses to accept the copy of the mahazar, it shall be sent to the consumer under Registered Post or Speed Post on the same day or on the next working day of the inspection.

**152. Anomalies attributable to the licensee which are detected at the premises of the consumer.-** (1) Anomalies attributable to the licensee which are detected on inspection at the premises of the consumer, such as wrong application of multiplication factor, incorrect application of tariff by the licensee even while there is no change in the purpose of use of electricity by the consumer and inaccuracies in metering shall not attract provisions of Section 126 of the Act or of Section 135 of the Act.

(2) In such cases, the amount of electricity charges short collected by the licensee, if any, shall only be realised from the consumer under normal tariff applicable to the period during which such anomalies persisted.

(3) The amount of electricity charges short collected for the entire period during which such anomalies persisted, may be realised by the licensee without any interest:

Provided that, if the period of such short collection due to the anomalies is not known or cannot be reliably assessed, the period of assessment of such short collection of electricity charges shall be limited to twelve months:

Provided further that while assessing the period of such short collection the factors as specified in subregulation (8) of regulation 155 shall be considered:

Provided also that realisation of electricity charges short collected shall be limited for a maximum period of twenty four months, even if the period during which such anomaly persisted is found to be more than twenty four months.

(4) The consumer may be given installment facility by the licensee for a maximum period of twelve months for the remittance of such amount of short collection with interest at the bank rate as on the date of remittance of the amount of installment.

**153. Estimation and regularisation of unauthorised additional load.-** (1) If it is detected, on inspection, that additional load in excess of the sanctioned load has been connected to the system without due sanction from the licensee, further action shall be taken in accordance with the following subregulations.

(2) The difference between the total connected load in the premises of the consumer at the time of inspection and the sanctioned load of the consumer shall be reckoned as unauthorised additional load.

(3) Connected load shall be determined as per the following clauses:-

(a) the rated capacities of all energy consuming devices and apparatus which can be simultaneously used, excluding stand-by load if any, in the premises of the consumer and found connected to the system shall be considered for estimating the total load of the consumer;

(b) while estimating the total load of a consumer, the loads of the following equipment and apparatus shall not be taken into account:-

i. standby equipment of consumers, when they are operated through a change over switch;

ii. firefighting equipment;

iii. un-interrupted power supply equipment (UPS), switch mode power supply system (SMPS), transformer, voltage stabilizer, inverter, rectifier and measuring devices:

Provided that the rated capacities of the equipment and apparatus connected to the UPS or SMPS or voltage stabilizer or inverter or rectifier shall be considered for computation of the connected load.

(4) (a) If the additional load in the case of domestic consumers is of and below twenty percent of the sanctioned load it shall not be reckoned as unauthorised additional load.

(b) If the additional load in the case of other consumers is of and below ten percent of the sanctioned load, it shall not be reckoned as unauthorised additional load.

(c) The licensee may, *suo motu* or on application from the consumer, regularise such additional load mentioned in clause (a) and clause (b) above.

(5) When the load in excess of sanctioned load exceeds the limit as provided in subregulation (4) above, the entire load in excess of the sanctioned load shall be treated as

unauthorised additional load, if express sanction or deemed sanction under clause (c) of subregulation (4) has not been obtained for it.

(6) In the case of consumers billed under demand based tariff, the total load declared in the test cum completion report of the installation of the consumer, submitted at the time of availing connection or the load mentioned in the energisation approval granted by the Electrical Inspector or the load at the time of revising contract demand or revising the connected load may be taken as the sanctioned connected load.

(7) If it is found that any additional load has been connected without due authorisation from the licensee or in violation of any of the provisions of the Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010, as amended from time to time, the licensee shall direct the consumer to disconnect forthwith such additional load and the consumer shall comply with such direction, failing which the supply of electricity to the consumer shall be disconnected by the licensee.

(8) If it is found that no additional load has been connected and recorded maximum demand has been exceeded, the demand charges may be collected for the recorded maximum demand at the rates as approved by the Commission and steps may be initiated to enhance the contract demand as specified in regulation 99 of the Code.

(9) If it is found that additional load has been connected without any increase in the contract demand, steps may be initiated to regularise the connected load in accordance with the provisions in the agreement within a time frame as stipulated by the licensee.

(10) If it is found that additional load has been connected without due authorisation from the licensee and contract demand has been exceeded, steps may be initiated to regularise the additional load and to enhance the contract demand in addition to collection of demand charges as per the agreement conditions, for the recorded maximum demand at the rates approved by the Commission:

Provided that such regularisation of additional load and enhancement of contract demand shall be done only after ensuring that wiring has been done in conformity with the provisions of Central Electricity Authority (Measures relating to safety and electric supply) Regulations, 2010 as amended from time to time.

(11) The proceedings specified in subregulations (9) and (10) above, are applicable in the cases where the regularisation of unauthorised connected load or enhancement of contract demand will not necessitate enhancement of voltage level of supply or upgradation of the existing distribution system or both.

(12) In case such regularisation of unauthorised connected load or enhancement of contract demand will necessitate upgradation of the existing distribution system or enhancement of voltage level of supply, the licensee shall direct the consumer to disconnect forthwith such additional load and to restrict the contract demand within the agreed limit and the consumer shall comply with such direction, failing which the supply of electricity to the consumer shall be disconnected by the licensee.

(13) The regularisation of unauthorised additional load as per the subregulations (9) and (10) above shall be subject to realisation of a fee at the rates notified by the Commission in schedule 1 of the Code.

(14) The provisions relating to unauthorised additional load in subregulations (1) to (13) above shall not be applicable to any domestic consumer if his total connected load including the additional load detected is of and below 10kW.



(15) Unauthorised additional load in the same premises and under same tariff shall not be reckoned as 'unauthorised use of electricity'.

**154. Unauthorised extension.-** (1) Extension of supply of electricity shall be reckoned as unauthorised if:-

- (i) the extension is beyond the limits of the premises; or
- (ii) the extension is for a purpose other than for which the supply is authorised whether or not such extension is within or outside the premises:

Provided that in the case of domestic consumers, temporary extension within the premises for non-domestic purposes shall not be reckoned as unauthorised extension if the load of non-domestic purpose is not more than twenty percent of the sanctioned load.

(2) On detection of unauthorised extension of supply of electricity, the licensee shall issue notice to the consumer, directing him to disconnect such unauthorised extension within twenty four hours and intimating that, the supply to the premises of the consumer will be disconnected if he does not comply with such direction.

(3) If the consumer complies with such direction issued by the licensee, the supply shall not be disconnected and if the consumer does not comply with such direction, the licensee may disconnect the supply immediately after the notice period, under intimation to the consumer or his representative available at site.

(4) Extension of electric supply through the meter to adjacent rooms or toilets or sheds or such other structures within the premises or to portable electrical equipment for the use in the same premises and for the same sanctioned purpose, shall not be treated as unauthorised extension.

(5) Consumption of electricity on account of the unauthorised extension shall be considered as unauthorised use of electricity and shall be assessed under Section 126 of the Act.

**155. Provisional assessment under Section 126 of the Act.-** (1) The assessment of amount for unauthorised use of electricity under Section 126 of the Act shall be done in accordance with the procedure specified in the following subregulations.

(2) The assessing officer shall inspect the premises of the consumer or inspect the equipment, gadgets, machine and devices found connected to the system and used or inspect the records maintained by the consumer or by any other person before initiating proceedings for provisional assessment.

(3) The provisional assessment shall be made by the assessing officer only if he comes to the conclusion after such inspection that the consumer is or has been indulging in unauthorised use of electricity.

(4) The assessing officer shall make such provisional assessment based on the best of his judgment which is reasonable in the given circumstances and is based on all available evidence and records.

(5) The order of provisional assessment shall be issued by the assessing officer under his hand and seal.

(6) An order of provisional assessment comprising the electricity charges payable by the consumer or such person benefited by the unauthorised use shall be prepared by the assessing officer as per Section 126 of the Electricity Act at a rate which is two times the

tariff rate applicable for the purpose for which electricity is found to be used without authorisation.

(7) If the period of unauthorised use of electricity can be conclusively established, the assessment shall be done for the entire period for which the unauthorised use was taking place and if the period of such unauthorised use is not known or cannot be conclusively established, the period of assessment shall be limited to twelve months immediately preceding the date of inspection.

(8) For assessing the period of unauthorised use of electricity the following factors or any other evidence may be given due consideration:-

- (i) actual period from the date of commencement of supply to the date of inspection;
- (ii) actual period from the date of replacement of component of metering system in which the evidence is detected to the date of inspection;
- (iii) actual period from the date of previous checking of installation to date of inspection;
- (iv) data recorded in the energy meter memory wherever available.

(9) The provisional assessment order describing the reason and basis of the assessment along with detailed calculation sheet shall be issued to the consumer or occupier of the premises soon after the inspection, preferably within two working days from the date of inspection:

Provided that the assessing officer may take a further period of three working days for availing special technical assistance, if any required, for the provisional assessment.

(10) It shall be expressly mentioned in the order of provisional assessment that the consumer is entitled to file objection, if any, as per subsection (3) of Section 126 of the Act and such objections shall be filed within seven days of receipt of the order of provisional assessment, failing which the provisional assessment shall become final.

(11) It shall also be mentioned in the provisional assessment order that, if consumer does not wish to challenge the provisional assessment, he shall pay the amount of provisional assessment within seven days as per subsection (4) of Section 126 of the Act.

(12) Due date for payment of the provisionally assessed amount shall be stated in the provisional assessment order:

Provided that the due date for payment shall be seven days from the date of service of the order.

(13) In case the consumer does not file any objection and fails to make payment of the assessed amount within the due date, a disconnection notice providing a notice period of fifteen clear days shall be issued and disconnection shall be effected accordingly.

**156. Hearing the consumer or his authorised representative.-** (1) The assessing officer shall afford to the consumer an opportunity of being heard, if the consumer files an objection against the provisional assessment order issued under Section 126 of the Act.

(2) The assessing officer shall admit the objection against the provisional assessment if it is filed by the consumer within seven days of the receipt of the provisional assessment order or notice:

Provided that the assessing officer may, for good and sufficient reasons, grant at his discretion enlargement of time for submission of objection against the provisional assessment.

(3) The assessing officer may allow the consumer to represent his case before the assessing officer either in person or through his authorised representative.

(4) The assessing officer shall provide reasonable opportunity to the consumer or his authorised representative for being heard and such reasonable opportunity shall invariably consist of the right of the consumer to:-

- (i) know the charges under which he is proceeded against;
- (ii) submit oral evidence and written statement of defence against the charges;
- (iii) produce documentary and other evidence;
- (iv) produce witness in defence;
- (v) peruse and take copy of the documents relied upon by the assessing officer while issuing the provisional assessment order.

(5) The hearing shall be scheduled and completed in such manner to complete the procedure for issuing the final order within the statutory period of thirty days from the date of issue of provisional assessment order.

(6) The oral statement of the consumer or his authorised representative or witness during the hearing shall be duly recorded.

(7) All the documentary evidence submitted by the consumer shall form part of the record of hearing.

(8) At the end of hearing, the consumer shall be allowed to read the complete recorded statement or else the assessing officer shall read out the complete recorded statements to the consumer and the consumer on being convinced of the correctness of the statement as recorded, shall affix his signature on every page of the recorded statement.

(9) In case the consumer desires to have a copy of the recorded statement, the same shall be provided.

**157. Issuance of final order under Section 126 of the Act.-** (1) The Assessing Officer shall take a final decision considering all the facts and evidence and shall, within thirty days from the date of provisional assessment order, issue the final order.

(2) The final order issued by the assessing officer shall be a speaking order containing the relevant facts, evidence, grounds and detailed calculations for arriving at the final amount of assessment.

(3) Depending on the findings based on the appreciation of all evidence, reply of the consumer, submission during hearing and such other relevant matters, the assessing officer may withdraw or revise or confirm the amount of provisional assessment.

(4) The final assessment order shall be served on the consumer or on the occupier or on the person who is in charge of the premises under proper acknowledgement.

(5) The provision regarding the right of the consumer to file an appeal under Section 127 of the Act shall be intimated to the consumer along with the final order.

(6) The final order of assessment shall also indicate the due date of payment of assessed amount and the date of disconnection in case of default in payment:

Provided that the due date of payment shall be seven days from the date of serving the final order and date of disconnection shall be thirty days from the date of issuance of final order.

(7) If the final order is issued based on the consent of the consumer, the matter shall be recorded in the final order and no appeal shall lie to the appellate authority in such cases.

(8) In the cases where unauthorised use of electricity is not established after considering the reply of the consumer, submissions during hearing and such other relevant matters, further proceedings shall be discontinued and case of unauthorised use of electricity shall be dropped immediately.

(9) Any person served with the order of final assessment may accept such assessment and remit the assessed amount with the licensee within seven days of the service of the assessment order on him.

(10) In the case of failure to pay the assessed amount by the consumer within seven days of serving the final assessment order, the supply may be disconnected by serving a notice with a notice period of fifteen clear days and disconnection shall be effected accordingly.

(11) The supply of electricity shall not be reconnected until the assessed amount is remitted by the consumer.

(13) In the case of non-payment of the assessed amount by the licensee, such amount shall be shown as arrear in the regular bill.

(14) When the consumer defaults in making payment of assessed amount, he shall be liable to pay, on the expiry of thirty days from the date of order of assessment, interest at the rate of sixteen percent per annum compounded every six months in addition to the assessed amount.

**158. Appeal before Appellate Authority under Section 127 of the Act.-** (1) The consumer, if aggrieved by the final order issued by the assessing officer under Section 126 of the Act, may, within thirty days of the said order, file an appeal before the appellate authority under Section 127 of the Act, after depositing with the licensee, in cash or as bank draft, an amount equal to fifty percent of the assessed amount as per the final assessment order.

(2) The appeal under Section 127 of the Act shall be made in the form specified in the Annexure - 21 and the memorandum of appeal shall be signed and verified in the manner specified in the Annexure - 21 to the Code.

(3) The appeal shall be accompanied by the fee as specified by the Commission in the schedule 1 which may be notified by the Commission from time to time

(4) The appeal shall also be accompanied by a certified copy of the order of assessment appealed against.

(5) The appellate authority, on receipt of the appeal, shall give an intimation to the assessing officer with a copy of the appeal.

(6) The appellate authority shall consider the appeal and pass appropriate orders, after affording to the appellant, an opportunity of being heard.

(7) The procedure for hearing as specified in regulation 156 shall, *mutatis mutandis*, apply to the hearing of appeal also.

(8) The appellate authority may, for the just and reasonable disposal of the appeal, seek clarifications if any required from the assessing officer or from any other officer of the licensee or from any other person.

(9) Final order shall be issued by the appellate authority, preferably within thirty days of filing of appeal, based on the evidence and the facts presented.

(10) The final order in the appeal shall be detailed, comprehensive and speaking.

(11) The final order shall be served on the appellant under proper acknowledgement with a copy to the assessing officer.

(12) The consumer shall be served with a revised bill, if necessary, as per final order of the Appellate Authority, to be paid within seven days.

(13) If the consumer defaults in making the payment within seven days of serving the revised bill as per the final order of the Appellate Authority, the connection may be disconnected after serving a notice with a notice period of fifteen clear days.

(14) The supply shall not be reconnected until the bill amount is cleared.

(15) In the case of non- payment, the amount of revised bill issued as per the final order of the appellate authority shall be shown as arrear in regular bill and action shall be taken for recovery.

(16) An interest at the rate of sixteen percent per annum shall be charged on the amount as per final order of the Appellate Authority, after thirty days from the date of final order, compounded every six months as per subsection (6) of Section 127 of the Act.

(17) In case the Appellate Authority holds that no case of unauthorised use of electricity is established, no further proceedings shall be initiated or continued by the licensee in this regard and the amount deposited by the appellant shall be refunded along with interest at the rate of sixteen percent per annum compounded every six months for the period from the date of deposit till the amount is refunded.

(18) In case the amount payable as determined by the appellate authority is less than the amount already deposited by the consumer at the time of filing the appeal, the excess amount shall be refunded along with interest at the rate of sixteen percent per annum compounded every six months from the date of such deposit till the date of refund.

**159. Prosecution for theft of electricity.-** (1) The prosecution for theft of electricity under section 135 of the Act shall be initiated only in the cases where dishonest intention is evident from the relevant facts, records and other evidence of the case.

(2) No case for theft shall be booked only on account of missing of the seals on the meter or on account of breakage of glass window of the meter or on account of temporary use of electricity for a purpose other than for which the use was authorised, unless dishonest intention is corroborated by consumption pattern of consumer or such other evidence.

(3) Interference with the accurate registration of energy consumed by resorting to external methods involving remote control, high voltage injection etc., committed by the consumer or his employee or any other person acting on his behalf, shall also constitute theft of electricity which may be established by analysis of metering data and by detailed testing of the meter in an accredited laboratory or in an approved laboratory.

(4) In case of a regular metered connection, where a case of theft of electricity is detected, units recorded in the meter for which bills have been raised by the licensee during the period for which the assessment is made, shall be duly credited to the consumer.

(5) The consumer shall be held responsible for any theft which occurs in his premises irrespective of whether the theft is with or without his knowledge or connivance.

(6) If the theft is committed by any person other than the consumer or his employee or any person acting on his behalf, the authorised officer under subsection (2) of Section 135 of the Act shall take appropriate action under the provisions in Part XIV of the Act.

**160. Disconnection of supply of electricity in the event of theft.-** (1) On inspection of the premises of the consumer and the installations therein, if the officer authorised under subsection (2) of Section 135 of the Act has reason to believe that theft has been committed, he shall immediately report the fact to the officer authorised by the Commission under subsection (1A) of Section 135 of the Act for the purpose of initiating the process for disconnection.

(2) The Commission hereby authorises the assessing officers designated as such by the Government of Kerala under clause (a) of the explanation to Section 126 of the Act, as the authorised officers under subsection (1A) of Section 135 of the Act.

(3) On inspection of the premises of the consumer and the installations therein, if any officer of the licensee has reason to believe that theft has been committed, he shall immediately report the fact to the officer authorised under subsection (2) of Section 135 of the Act.

(4) On receipt of the report under subregulation (1) above, the officer authorised by the Commission under subregulation (2) above, shall inspect the premises of occurrence of theft and the equipment, gadgets, machines, devices etc., used for such theft and may disconnect the supply of electricity to such premises if it is *prima facie* established that theft of electricity has been committed in the premises of the consumer.

(5) The officer authorised by the Commission under subregulation (2) above shall lodge a complaint in writing relating to the theft in the police station having jurisdiction over the site of occurrence of the offence, within twenty four hours from the time of such disconnection.

(6) The officer authorised by the Commission under subregulation (2) above shall, within twenty four hours from the time of disconnection, intimate the consumer, about the disconnection under subregulation (4) and about the option available to him to get the supply of electricity restored on compliance of subregulations (7) to (10) below.

(7) The officer authorised by the Commission under subregulation (2) above shall, on receipt of an application from the consumer for restoration of the supply of electricity, issue a provisional assessment order, in accordance with the procedure specified in Annexure - 22.

(8) If the consumer deposits the amount as per the provisional assessment order, the supply of electricity shall be restored within forty eight hours of such deposit.

(9) If the consumer files an objection against the provisional assessment order issued under subregulation (7) above, the officer authorised by the Commission under subregulation (2) above shall afford to the consumer an opportunity of being heard in accordance with the procedure specified in regulation 156 of the Code and shall issue final order in accordance with the procedure specified in regulation 157 of the Code.

(10) If the consumer deposits the amount as per the final assessment order, the supply of electricity shall be restored within forty eight hours of such deposit.

(11) The restoration of supply of electricity under subregulation (8) or subregulation (10) shall be without prejudice to the right of the licensee to initiate criminal proceedings as per Section 135 of the Act.

(12) The amount deposited under subregulation (8) or subregulation (10) by the consumer for getting restoration of supply of electricity under subsection (1A) of Section 135 shall be appropriated in accordance with the provisions of subsection (6) of Section 154 of the Act.

**161. Report on theft to the police.-** (1) A report on the incidence of theft of electricity shall be made by the authorised officer under subsection (1A) of Section 135 of the Act, to the Station House Officer of the Police station having territorial jurisdiction over the place of occurrence, within twenty four hours from the time of disconnection.

(2) All material evidences such as wires, cables, meter, service line and other equipment or material which were used for the commission of offence, shall be seized and handed over to the police along with the original site mahazar under proper acknowledgement for initiation of criminal proceedings.

(3) If testing of meter and associated equipment is required, it shall be got done in an accredited laboratory or in an approved laboratory and the test report shall be given to the police for further action.

**162. Procedure in the case of suspected theft.-** (1) In case theft cannot be established on inspection and if theft is suspected, the authorised officer under subsection (2) of Section 135 of the Act, shall remove the existing meter under a seizure mahazar and seal it in the presence of the consumer or his authorised representative and the authorised officer and the consumer shall sign on the seal borne on the meter:

Provided that the authorised officer shall record reasons to suspect theft in the premises in the site mahazar.

(2) The licensee shall continue the supply to the consumer with a substitute meter.

(3) The existing meter shall be tested in the presence of the consumer and the authorised officer in an accredited laboratory or in an approved laboratory, which shall give a test report, in writing.

(4) After detailed examination of the evidence such as test report of the meter and associated equipment received from the accredited or approved laboratory, photographs, video graphs, site mahazar and the consumption pattern of the consumer, if theft of electricity as per Section 135 of the Act is established, the licensee shall follow the course of action as detailed in regulation 159 above.

**163. Compounding of offence under Section 152 of the Act.-** (1)The compounding of offence in exercise of the powers under Section 152 of the Act shall be done only by the Government or by an officer duly authorised by the Government for this purpose.

(2) The compounding of the offence of theft shall be allowed only once to any person or consumer.

(3) The compounding of the offence shall be permitted only after realising the civil liabilities assessed by the compounding officer in view of the provisions in subsection (5) of Section 154 of the Act and while assessing the civil liability the compounding officer shall afford to the accused person a reasonable opportunity of being heard.

(4) The amount if any deposited or paid by the consumer for restoration of supply under regulation 160 of the Code shall be given due credit towards the civil liability to be paid by the consumer.

(5) The amount of compounding fee collected from the consumer shall be kept in separate account by the licensee for which a separate register shall be maintained and such amount shall be appropriated only in accordance with the orders issued by the Government.

**164. Voluntary declaration of tampered meter.-** In case a consumer voluntarily declares tampering of meter or seals:-

(i) The tampered meter shall immediately be replaced with a correct meter by the licensee at the cost of the consumer and the voluntary declaration shall be forwarded to the assessing officer for assessment of amount to be realised from the consumer;

(ii) The assessment of such amount shall be done by the assessing officer in accordance with the procedure specified in regulation 155;

(iii) The energy bill, for the period the meter is not replaced, shall be preferred by the licensee as per the procedure for preferring the bill as in the case of damaged meters under regulation 118 of the Code;

(iv) The licensee shall not initiate proceedings under Section 135 of the Act, in case the consumer who voluntarily declared the tampered meter pays the assessed amount within the time stipulated by the licensee;

(v) In case of default in payment, the proceedings against theft under Section 135 of the Act, shall be initiated;

(vi) The opportunity for voluntary declaration of tampered meter shall be given only once to any consumer.

## **CHAPTER – X**

### **REVIEW AND AMENDMENT TO THE CODE**

**165. Power to amend the Code.-** The Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code, *suo motu* or on the recommendations of Electricity Supply Code Review Panel (ESCRP).

**166. Constitution of electricity supply code review panel.-** (1) The Commission shall set up an Electricity Supply Code Review Panel (ESCRP) consisting of following members:-

(i) one Member of the Commission, nominated by the Chairperson of the Commission, who shall be the *ex-officio* Chairperson of Electricity Supply Code Review Panel;

(ii) the Chief Electrical Inspector or Additional Chief Electrical Inspector of the State;

(iii) the Chief Executive of the State Transmission Utility (STU);

(iv) the Chief Executive of the State Load Despatch Centre (SLDC);

(v) three representatives from the Strategic Business Unit for distribution or its successor entity of Kerala State Electricity Board Limited to be nominated by its Chairman and Managing Director;



- (vi) three representatives from the distribution licensees in the State other than Kerala State Electricity Board Limited, to be nominated by the Commission;
- (vii) one representative of small scale industrial consumers to be nominated by the Commission;
- (viii) one representative of HT / EHT industrial consumers to be nominated by the Commission;
- (ix) one representative of the commercial consumers to be nominated by the Commission;
- (x) one representative of agricultural consumers to be nominated by the Commission;
- (xi) one representative of domestic consumers to be nominated by the Commission;
- (xii) one representative of the Licensed Electrical Contractors to be nominated by the Commission;
- (xiii) one representative from the legal profession, to be nominated by the Commission;
- (xiv) Member Secretary of the Electricity Supply Code Review Panel shall be an officer of the Commission nominated by the Chairperson of the Commission:

Provided that the Commission may modify the composition of the Electricity Supply Code Review Panel.

(2) The tenure of the members of Electricity Supply Code Review Panel in clauses (vi) to (xiii) above shall not be more than three years at a time.

(3) The maximum number of members in the Electricity Supply Code Review Panel including its Chairperson shall be twenty five.

**167. Quorum and meetings of Electricity Supply Code Review Panel.-** The quorum for holding the meeting of the panel shall be ten members and the panel shall meet at least once in six months.

**168. Rules of business of Electricity Supply Code Review Panel.-** The rules of business to be followed by the Electricity Supply Code Review Panel shall be formulated by the Panel and got approved by the Commission.

**169. Functions of Electricity Supply Code Review Panel.-** The Electricity Supply Code Review Panel shall perform the following functions:-

- (a) to review the implementation of the Code with special reference to the operational problems and to submit an annual report to the Commission;
- (b) to assess compliance of the terms and conditions of this Code relating to Protection of consumer interests and to submit an annual report to the Commission;
- (c) to consider views of licensees, consumers and other stakeholders about the implementation of the Code and to recommend to the Commission, the amendments to the Code wherever necessary;
- (d) any other function specifically assigned by the Commission.

**170. Procedure for review of the Code.-** (1) Any licensee, consumer or other stakeholders proposing any change in this Code shall send the proposal in writing to the Member Secretary of the Electricity Supply Code Review Panel in one soft copy, accompanied by seven hard copies specifying the reasons for such proposed change and setting out the attendant circumstances and anticipated benefits.

(2) The Member Secretary of the Electricity Supply Code Review Panel shall prepare comments and place them before the Members and the Chairperson of the panel at least seven days prior to the date of its meeting.

(3) The Member Secretary of the Electricity Supply Code Review Panel shall record the comments of the members during the meeting.

(4) The Member Secretary may, with the approval of the Chairperson of Electricity Supply Code Review Panel, invite the person who had submitted the proposal for amendment to the Code, for presentation of his views before the Panel.

(5) The Panel may set up sub-committees, if necessary, to study the proposed amendments and the issues related to them.

(6) The Panel shall, after finalizing its views on the proposals for amendments to the Code, submit its recommendations to the Commission.

(7) The Commission may approve the proposed amendments with or without modification as it may deem fit and follow the procedure as per regulation 171 for the amendment of the Code.

**171. Procedure for amendment to the Code.**- (1) The Commission shall publish the proposed amendments to the Code in the manner specified in subregulation (2) below and obtain the views of the stakeholders on them before any amendment is made to the Code.

(2) The proposal for amendment to the Code shall be placed on the websites of the licensees and of the Commission and information relating to that shall be published by the licensees in at least two newspapers having wide circulation in their area of supply apart from exhibiting the copies of the proposed amendments in all their local offices.

(3) The amendment to this Code if any made by the Commission after following the above procedure shall be published in the official gazette and the amendment shall come into force from such date of publication in official gazette.

## **CHAPTER XI GENERAL PROVISIONS**

**172. Power of the licensee to enter the premises of the consumer for inspection, testing, meter reading and other works.**- (1) The distribution licensee may, under Section 163 of the Act, authorise any of his employees or other person to enter any premises to which electricity is, or has been, supplied by the licensee, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by the licensee for any one or more of the following purposes:-

- (i) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the distribution licensee;
- (ii) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (iii) removing where a supply of electricity is no longer required, or where the distribution licensee is authorised to cut off such supply and to take away any electric supply-lines, meters, fittings, works or equipment belonging to the licensee.

(2) A licensee or any person duly authorised by the licensee may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty four hours' notice in writing to the occupier:-

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

(3) The licensee or any person duly authorised by the licensee may inspect and test any installation of the consumer connected to the distribution system of the licensee with a view to ensuring compliance of the provisions of Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, as amended from time to time.

(4) If the officer who inspects the premises of the consumer and the installations therein has detected any illegality or irregularity in the premises of the consumer and if he has reason to believe that such illegality or irregularity comes under Section 135 of the Act or under Section 126 of the Act, he shall immediately inform the officer authorised under Section 135 of the Act or the assessing officer under Section 126 of the Act, as the case may be, about such illegality or irregularity for immediate action.

**173. General provisions relating to inspection.-** (1) Every inspection conducted by the licensee shall be transparent, fair and free of prejudice.

(2) While seeking entry into the premises of the consumer, the authorised employee of the licensee shall visibly display his name tag and produce for scrutiny, the proof of identity or authorisation of the distribution licensee and shall inform the consumer of the purpose of his entry into the premises.

(3) The authorised employee of the licensee shall also carry the job sheet or work order or similar authorisation setting out the work required to be done at the premises and show the same to the consumer before entering the premises.

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

(5) Every inspection shall be complete in all respects and the officer authorised to conduct inspection shall inspect thoroughly, all relevant aspects of the installation including the load connected, purpose for which electricity is being used, condition of the metering installation etc., without limiting the scope of inspection to one or two aspects.

(6) The officer who prepares the mahazar or the inspection report shall obtain the signature of inspecting officers, officers of the licensee at site and of independent witnesses.

(7) The consumer or his employee or his representative or the occupier or his representative present at the premises shall be allowed to read the mahazar and to affix his signature in it.

(8) In case the consumer or the occupier or his representative refuses to affix his signature in the mahazar, the fact shall also be recorded in the mahazar.

(9) As far as possible, the officer authorised to inspect the premises of the consumer shall take two independent witnesses for the inspection of the premises and shall make

such independent witnesses fully aware of the facts recorded in the mahazar and shall obtain their signature in the mahazar.

(10) The name and official addresses of all inspecting officers as well as full permanent address of witnesses shall be recorded in the mahazar.

(11) A copy of the mahazar shall be handed over to the consumer/occupier/representative present at the premises, under proper acknowledgement at the spot itself on completing the inspection.

(12) If a consumer refuses to allow a licensee or any person authorised by the licensee to enter his premises or land; or refuses to allow him to perform any act which he is authorised to perform; or fails to give reasonable facilities for such entry or performance; the supply of electricity is liable to be cut off as provided in subsection (3) of Section 163 of the Act, so long as such refusal or failure continues, but for no longer.

(13) Where there is reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being or has been committed in the premises of a consumer, the details of inspection of the officer designated by the State Government under Section 126 of the Act or of the officer authorised by the State Government under Section 135 of the Act, as the case may be, shall be recorded in a logbook to be maintained with the distribution licensee.

**174. Notice to the consumer.-** (1) A licensee shall ensure that the notice issued under this Code to a consumer is in accordance with the Code and in writing and is expressed in English or Malayalam.

(2) The licensee shall specify the reason for notice and the likely action by the licensee with a request to the consumer to contact local office of the licensee.

(3) If the notice is relating to default in any payment, the licensee shall:-

- (a) state that the consumer has defaulted the payment by the due date;
- (b) intimate the consumer that failure to pay the amount due will entitle the licensee to disconnect or restrict the supply of electricity to the premises;
- (c) outline the availability of payment options; and
- (d) outline the installment option if available.

**175. Service of notice.-** (1) Any order or notice issued on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand, with signed acknowledgement to the person residing at the address notified to the licensee by the consumer:

Provided that in the case of an individual, service of notice to the spouse of the consumer or his authorised representative, and in the case of a firm, company or corporation, service of notice on the Managing Director, Director or Principal Officer or an authorised person of such an institution, shall be taken as sufficient service for the purpose of this Code.

(2) If a consumer refuses to receive or avoids receiving the notice, the service may be effected by any of the following methods which shall be deemed as sufficient for service of notice:-

- (a) affixing the notice at a conspicuous place on the premises of the consumer in the presence of two witnesses and photographing the notice; or
- (b) publication of the notice in daily newspaper commonly read in the concerned locality to be kept on record by the licensee.

(3) in addition to the methods described above, the licensee may resort to any of the following means also to serve the notice:-

- (i) through special messenger and obtaining signed acknowledgement; or
- (ii) by courier with proof of delivery; or
- (iii) by fax; or
- (iv) by e-mail:

Provided that in the case of notice sent by fax or e-mail, it shall be followed by a formal authenticated communication.

**176. Maintenance of website and Information to be published by the licensee.-** (1) The licensee shall make available in its website the following information and documents needed by the consumers for free download:-

- a) the Act, the rules and the regulations issued thereunder, including this Code;
- b) relevant orders of the Commission including tariff order and schedule;
- c) cost data approved by the Commission;
- d) the conditions for grant of connection, detailed procedure for grant of new connection, the amount of security and costs to be deposited by applicant and the complete list of documents required to be furnished along with applications.
- e) the area-wise list and current status of new connections, billing, metering, disconnection, reconnection and number of theft cases, overall figure of such cases booked, decided and pending;
- f) other details as are specified in the Code;
- g) the reports sent to the Commission in accordance with this Code.

(2) The licensee shall update the above information regularly and make available the translation in Malayalam wherever possible.

**177. Supply of electricity by local authority, Panchayat Institution, cooperative society etc.-** All the regulations in the Code shall apply *mutatis mutandis* to the supply of electricity by any local authority, Panchayat Institution, users' association, cooperative societies, non-governmental organisations or franchisees who are exempted by the Commission under Section 13 of the Act.

**178. Repeal and savings.-** (1) Save as otherwise provided in this Code, the following regulations issued by the Commission are hereby repealed:-

- i. Kerala Electricity Supply Code, 2005, and the terms and conditions of supply issued thereunder;
- ii. Kerala Electricity (Procedure for Filing Appeal before the Appellate Authority) Regulations, 2005.

(2) Notwithstanding such repeal, anything done or action taken or purported to have been taken, or proceedings initiated under such repealed regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act.

**179. Power of relaxation and power to remove difficulties.-** (1)The Commission may, in public interest and for reasons to be recorded in writing, relax any of the provisions of this Code.

(2) If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the matter shall be expeditiously referred to the Commission.

(3) The Commission shall pass necessary orders after hearing the parties concerned.

**180.Power to revise the schedules and annexure.-** The Commission may, *suo motu* or on application by the licensee, revise by notification in the Government gazette, the schedules and annexure appended to this Code as and when necessary, by issuance of separate orders.

**By order of the Commission**

**(Sd/-)**

**K. Mathew Kurien  
Secretary**

### **Explanatory Note**

(This does not form part of the notification, but is intended to achieve the general purport)

Section 50 of the Electricity Act, 2003 (Central Act 36 of 2003) authorizes the State Electricity Regulatory Commission to make regulations to provide for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity, measures for preventing tampering, distress or damage to electrical plant or electrical line or meter, entry of distribution licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintenance of electric lines or electrical plants or meter and such other matters. Accordingly Kerala State Electricity Regulatory Commission had issued the Kerala Electricity Supply Code, 2005, which is in vogue now.

After the issuance of the said Code, the Act was amended twice and the Code itself was amended six times. Many changes have occurred in the power sector in the recent years. The distribution licensees in the State have their own terms and conditions of supply of energy. It is necessary to have a comprehensive Code applicable to all the distribution licensees in the State, incorporating necessary provisions to integrate the recent developments in the power sector. Therefore, the Commission felt it necessary to have a comprehensive and updated Supply Code containing all the provisions necessary to achieve the above said object. Consequently the Commission has prepared a draft Kerala Electricity Supply Code and published for general information vide no.215/DD/T&D(Revision) in November 2011 inviting suggestions and objections from all the stakeholders. A large number of individuals and organisations have forwarded their suggestions and objections with regard to the draft supply code. The Commission, after considering all such suggestions and objections and after hearing the stakeholders in public hearing conducted on 16.01.2013, has finalised the Kerala Electricity Supply Code, 2014.

The notification is intended to achieve the above object.

# APPENDIX

The annexure and schedules in this appendix are for guidance only. The licensees shall prepare the required annexure and schedules along these lines and submit to the Commission for approval. The annexure and schedules approved by the Commission, with or without changes, for each licensee, shall be adopted by that licensee.

## Annexure - 1

### MODEL FORM OF TEST CUM COMPLETION REPORT OF CONSUMER'S INSTALLATION

(In Duplicate)

( See Regulation 26 (4))

The particulars regarding the installation of electrical equipments given below are correct and the installations have been actually wired up and is ready for test. The installation when tested gives ..... Mega ohms to earth and ..... Mega ohms between poles.

The earth reading taken at two earth terminals in the installation are ..... and .....

\* 1) Details of

Premises.....

2) Details of Installation.

Item. No.	Particulars of appliances	Number of points	Wattage of each point	Total wattage
			<b>Grand total</b>	

Signature of wireman:

Name

Licence No & date

(of wireman)

Signature of Supervisor:

Name

Licence No & date

(of supervisor)

Signature of the consumer.

Signature of the Contractor:

Name

Licence No & date

(of contractor)

\* Here enter the details of building to which electric connection is requested such as Building Number, Survey Number, Name of place/Village/Town/District/Name of owner/ applicant etc shall be shown.

**Request for transfer of service connection consequent to sale, lease or change of occupancy**

*(See Regulation 41 (2))*

Service Connection No. \_\_\_\_\_

Name of the consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted load / contract demand: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

It is proposed to sell / lease out/ transfer the occupancy of, the property of the premises / business and transfer the service connection.

- 1.Nature of transfer :
- 2.Name and address of the proposed transferee :
- 3.Willingness or otherwise of the consumer to pay all dues before the date of proposed transfer :
- 4. Willingness of consumer to transfer the service connection along with security deposit, arrears of electricity charges and other liabilities :
- 5. Whether the Licensee can pass on information relating to the service connection agreement and liabilities of the consumer :
- 6. Willingness of the consumerer to terminate service connection agreement :

It is requested that procedures for transferring connection may kindly be initiated.

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

- 1. Copy of last bill
- 2. Copy of payment receipt of final bill.
- 3.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Consumer

Name:

Phone no.:

Address:



### **Acknowledgement**

Application of \_\_\_\_\_ (name of applicant) complete in all respects for dismantling and termination of Agreement / transfer of connection has hereby been received at this office on \_\_\_\_\_ (date).

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

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

**Methodology for Determination of Security Deposit Towards Electricity Charge  
( See Regulation 69 (1) )**

For new connections and addition of loads, the security deposit towards electricity charges may be calculated as per the guidelines given below.

Security deposit amount for a consumer = Load x Load Factor of the category in which the consumer falls x period taken for determination of security deposit x current tariff.

The period taken for determination of security deposit is three months for consumers under bi-monthly billing and two months for the consumers under monthly billing.

S. No.	Particulars	Load factor
1.	Domestic	40%
2.	Commercial	60%
3.	LT Industrial	70%
4.	HT/EHT Industrial:	
	· Single shift industries	50%
	· Double shift industries	75%
	· Continuous industries	100%
5.	Agriculture / Water Supply	50%
6.	Street lights	40%
7.	Signals & blinkers	75%
8.	Railway Traction	50%

## Model format of Application form – New Connection (Low Tension Service)

( See Regulation 75 (1))

PHOTOGRAPH

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

	- If Applicant is a person (Tick any one)	(i) Electoral identity card; (ii) Passport; (iii) Driving license; (iv) Ration card; (v) Photo identity card issued by Government agency; (vi) PAN card; (vii) Aadhar card / NPR card; (viii) Photo identity card from village Panchayat / Municipality / Municipal Corporation or any Government Agency.
	- If Applicant is an organization (Tick applicable)	Proof of personal identity, authorisation letter, resolution, copies of partnership deed, Memorandum of Association, Articles of Association, as applicable.
(c)	Proof of ownership or occupancy of premises for which electricity connection is required (Tick any one)	(i) Certified copy of sale deed or lease deed; (ii) Ownership certificate from Municipality, panchayat; (iii) Letter of allotment from SEZ, Industrial estate; (iv) Authorisation letter from Punja / Kole Special officer; (v) Ownership certificate from revenue authorities; (vi) Possession certificate from revenue authorities.
(d)	Proof of current address (Tick any one)	(i) Electoral identity card; (ii) Passport; (iii) Aadhar card / NPR card; (iv) Ration card; (v) Photo identity card issued by any Government agency; (vi) Occupation certificate from Municipality / Panchayat; (vii) Water / Telephone / Electricity / Gas connection Bill; (viii) Income Tax assessment order.
(e)	Any other document as applicable (Please specify)	
12	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
13	Any electricity dues outstanding for the premises for which connection is applied for: Yes/ No	
14	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
(For questions 12, 13 & 14 if the answer is 'Yes' in any case please provide details on a separate sheet)		

I/ We hereby declare that

- The information provided in this application is true to my / our knowledge.
- I/ We have read the Kerala Electricity Supply Code, 2014 and agree to abide by the conditions mentioned therein.
- I/ We will remit electricity dues, every billing cycle and also as and when demanded, as per the applicable electricity tariff, and other charges.
- I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:

Signature of the applicant/ authorized signatory

Place:

Name:

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

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

Enclosures:

- 1.
- 2.
- 3.
- 4.

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### **Acknowledgement**

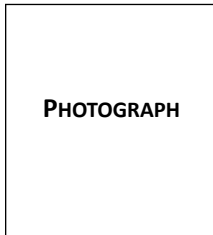
Application of ..... (name of applicant) for ..... (purpose) is hereby received on ..... (date).  
In this regard, the applicant is given a reference no. .... to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

**Model Application form – New Connection (High Tension / Extra High Tension Service  
/ Low Tension service under Demand Based Tariff)**

*(See Regulation 75 (1))*



1	Name of the Applicant/Organization:							
2	Name of father/husband/Director/Partner/Trustee:							
3	Address for communication							
4	Address where the new connection is applied for							
	<i>(Indicate landmarks to identify the location and attach a location map)</i>							
5	Voltage at which supply is required (kV) <i>(Please tick the category applicable)</i>	0.415	11	22	33	66	110	220
6	Type of Supply (Permanent / Temporary):							
6(a)	If Temporary supply, specify period of requirement:	From (date):						
		To (date):						
7	Total Contract Demand applied for (in kVA) and purpose; whether power intensive:							
8	Basis for projection of Contract Demand - Diversity Factor assumed, nature of load:							
9	Phasing of Contract Demand (CD) required (Yes/No):							
	If Yes, provide the following details in the given format:							
	<i>CD required (kVA) along with remarks, if any</i>	<i>Tentative Date from which required</i>						
	<i>(a)</i>							
	<i>(b)</i>							
	<i>(c)</i>							
10	Purpose of installation:							
11	Category of Tariff opted for:							
12	Type of Industry and Production capacity:							
13	Category of Industry: <i>(Tick the applicable one)</i>	SSI	MSI			LSI		
	Type of unit: <i>(viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/ Govt Dept./Govt undertaking)</i>							
14	Name of Institution developing Industrial Premises:							
15	Possession Letter or No-Objection Certificate							
	Issued by the Institution <i>(attach a copy)</i>	Number:			Date:			
16	Whether supply is needed through dedicated feeder							
17	Whether the above unit ever operated or applied for connection at some other place?	(a) Sanctioned Load:						
		(b) Service Connection No.:						

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

I/We hereby declare that

- (a) The information provided in this application is true to my / our knowledge.
- (b) I/We have read the Kerala Electricity Supply Code, 2014 and agree to abide by the conditions mentioned therein.
- (c) I/ We will remit electricity dues, every billing cycle and also as and when demanded, as per applicable tariff, and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date: \_\_\_\_\_

Signature of the applicant / authorized signatory

Place: \_\_\_\_\_

Name:

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

1. Proof of ownership of the premises.
2. A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1000 cm.
3. Licence/NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statute.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, certified copy of the partnership deed.
6. In case of Limited Company, certified copies of Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipment proposed to be installed along with the expected load.
10. Resolution for authorized signatory.

11. Registration from Industries Department, if required.

12. Extract of project report relevant to power and process requirements (in case of industries).

Copies of statutory approvals .

Enclosures:

- 1.
- 2.
- 3.

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### **Acknowledgement**

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

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

Signature / Seal of licensee's representative

Name and Designation:



**Model Test Report of Applicant's Installation**  
*(To be filled by authorised employee of the licensee)*  
*( See Regulation 77 (4))*

Reference No.: \_\_\_\_\_

Date \_\_\_\_\_

**Result of Insulation Resistance Test**

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

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

**(Caution:** Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.)

Certified that an Earth Terminal as required under the Central Electricity Authority Regulations has been provided by the licensee and this terminal has been connected with the licensee's earthing system.

The following deficiencies have been found in the electrical installation. The Consumer is requested to remove them within 10 days i.e. by \_\_\_\_\_ and inform the licensee, failing which the request for new connection would lapse:

- 1- \_\_\_\_\_
- 2- \_\_\_\_\_
- 3- \_\_\_\_\_

Date: \_\_\_\_\_

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

***(To be filled by applicant)***

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

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

It is also certified that the licensee has / has not provided *(Strike out whichever is not applicable)* an Earth Terminal as per Central Electricity Authority Regulations at the premises and this earth terminal has / has not *(Strike out whichever is not applicable)* been connected to the licensee's earthing system.

Signature and Name of applicant

Address of applicant:

**Model Procedure for Determination of Connected Load**  
(See Regulation 77(5)(c))

Name of applicant / consumer: \_\_\_\_\_

Service Connection No. (for existing connections): \_\_\_\_\_

Address of applicant / Consumer: \_\_\_\_\_  
\_\_\_\_\_

**Electrical equipments proposed to be put to use:**

Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered

Item	Load per item (Watts)	No.	Total load (Watts)
<i>1</i>	<i>2</i>	<i>3</i>	<i>4 = 2x3</i>
CFL	18		
Bulb	40		
Tube light	40		
Fan	60		
Tape-recorder/ Music system	100		
Television	200		
Mixie	375		
Electric iron	750		
Fridge	150		
Room Cooler	250		
Heater (for cooking and water heating)	1000		
Washing machine	750		
Geysers	2000		
Microwave oven	2000		
Air Conditioner (1 ton)	1500		
Air Conditioner (1.5 Ton)	2250		
Computer	100		
Printer	150		
<b>Total</b>			

Connected load of plug sockets

Sl.No.	Rating of plug socket	Load in Watts
1	5 Ampere	60
2	16 Ampere	500
3	32 Ampere	1500

Note: 1. Where the actual load is not known, the above loads shall be considered as guidance.

2. Stand-by loads shall not be considered for determination of connected load.

**Annexure - 8**

**Model Application form for Change in Name of Registered Consumer**

*(See Regulation 90 (1) )*

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Contract demand / Connected load	
5	Address:	Telephone no.:
6	Name of the person in whose name connection is to be changed <i>(in CAPITAL LETTERS)</i>	
7	Reasons for change in name requested	

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

*(Tick whichever applicable)*

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

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

---

**Acknowledgement**

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

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

Signature / Seal of licensee's representative  
Name and Designation.

**Model Application form for Transfer of Ownership to Legal Heir**

*(See Regulation 90 (1))*

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

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

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

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

### **Acknowledgement**

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

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

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

**Model Application form – Conversion of Service / Change of Consumer Category /  
Shifting of Meter or Service Line**

(Tick the applicable purpose)

*(See Regulation 90(1))*

1	Service Connection No.	
2	Name of Consumer	
3	Consumer category	
4	Contract demand / Connected load	
5	Address:	
		Telephone no.:
6	Request for change in service:	
i)	If request is for conversion of service: <i>(Tick whichever applicable)</i>	a) Conversion from LT single phase to LT 3-phase b) Conversion from LT 3-phase to LT single phase c) Conversion from LT to HT d) Conversion from HT to LT e) Conversion from HT to EHT f) Conversion from EHT to HT g) Other <i>(Please specify)</i>
ii)	If request is for change in consumer category, mention the tariff category to which Consumer wants to shift:	<i>(See list of all tariff categories attached with this form)</i>
iii)	If request is for shifting of meter:	a) New location to which existing service connection meter or other equipment is to be shifted:  b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer, etc.):
7	Reason for change in service	

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

1. Installation inspection report

2. Sketch showing the present and proposed position of the meter in the case of shifting meter.
3. Any other document (*please specify*)

Date: \_\_\_\_\_

Signature of the Consumer

Place: \_\_\_\_\_

Name:

-----

### **Acknowledgement**

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

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

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

**Model Application form – Load Enhancement / Load Reduction**

(Tick the applicable purpose)

( See Regulation 90(1))

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

Date: \_\_\_\_\_

Signature of the consumer

Place: \_\_\_\_\_

Name:

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

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



**Acknowledgement**

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

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

Signature / Seal of licensee's representative

Name and Designation:

**Model Agreement for supply of energy (low tension )**

(In stamp paper )

*( See Regulation 103(3))*

AGREEMENT made this ..... day of.....Month .....Year between .....  
 .....on behalf of the ..... (hereinafter referred to  
 as the “Licensee”) of the one part and Sri/Smt.....of .....  
 ..... (hereinafter referred to as the “consumer”)  
 of the other part, is as follows:

1. The Licensee shall supply to the consumer and the consumer shall take from the Licensee the energy required by the consumer for operating the consumer’s equipment and lighting his premises up to a total load of ..... kW.
2. The supply to the consumer shall be in the form of.....phase alternating current at a nominal frequency of 50 Hertz per second and a nominal voltage of .....volts.
3. The consumer shall pay to the Licensee, on demand, for the energy so supplied, at the tariff rates and as per provisions of the Kerala Electricity Supply Code, 2014 in force from time to time and for all such other charges as become due from time to time at rates prescribed in the Kerala Electricity Supply Code, 2014.
4. The consumer shall deposit with the .....the sum of Rs..... (Rupees.....) as security for the purpose of payment or satisfaction of all money which shall become due or owing by the consumer to the Licensee in respect of the supply of energy or providing any plant or line or otherwise under this agreement.
5. The consumer has no right to terminate the agreement, having availed connection, before the expiry of 1/2/3 years. After the said period, the consumer may determine this agreement on giving thirty days’ clear notice in writing to the agreement authority of the Licensee.
6. The consumer hereby declares that the premises to which service connection is to be given as per his/her application is under his/her occupation as owner or lawful occupier.
7. *a)* All dues to the Licensee, including penalty, of the service connection effected to the premises of the consumer will be the first charge on the assets of the consumer and it should be realized as public revenue due on land.  
*b)* Reconnection to the same premises after disconnection will be effected only on paying the entire arrears including interest, by the same consumer.
8. In case, the electric line laid for giving service connection to the premises mentioned in the schedule requires to be deviated at a later stage, the same shall be done as per the provisions in the Kerala Electricity Supply Code, 2014 as amended from time to time.
9. All dues that may become payable by the consumer under or by virtue of this Agreement by reason of breach or otherwise are recoverable under the provisions of the Revenue Recovery Act, as if they are arrears of public revenue due on land or in such other manner as the Licensee may deem fit.
10. The consumer hereby declares that the Kerala Electricity Supply Code, 2014 has been carefully perused by him/her read to him/her and he/she agrees to be bound by the said Supply Code in force from time to time, which shall always form an integral part of this agreement.
11. The consumer hereby agrees to indemnify the Licensee for any loss, damage and cost of litigation which the Licensee might incur on account of giving this connection.

**THE SCHEDULE TO THE AGREEMENT**

1. a) Address of the premises to which power supply is sought:
- b) Permanent address of the consumer:
- c) Description of the premises:

Village and Survey Number.	Name of Street	Corporation/Municipality/Panchayat	Thatched/Tiled/Terraced

2. Purpose for which supply is required:
3. Maximum electrical power required:
4. Details of installation:

Sl.No.	Particulars of appliances	Number of points	Wattage of each point	Total wattage
	Light points			
	Plug points			
	Fan points			
	Motors			
	Other appliances			
			<b>Grand total</b>	

5. Details of service line:
  6. Details of modification done on the distribution system:
- Signed and delivered by..... (Consumer)

Witnesses:

- 1.
- 2.

Signed and delivered by

.....  
On behalf of.....

In the presence of:

Witnesses:

- 1.
- 2.

**Office seal**

**Model Agreement for supply of Energy (High Tension and Extra High Tension)**

(in stamp paper )

( See Regulation 103(3))

AGREEMENT made this ..... day of.....Month .....Year between .....  
 .....on behalf of ..... (hereinafter referred to as  
 the “Licensee”) of the one part and Sri/Smt.....of .....  
 ..... (hereinafter referred to as the “consumer”)  
 of the other part, is as follows:

1 (a) The Licensee shall supply to the consumer and the consumer shall take from the Licensee all the energy required for operating the consumer’s equipment and lighting his premises at .....up to a total quantity of .....kVA herein after called the contract demand. The supply to the consumer shall be in the form of ..... phase alternating current at a nominal frequency of 50 Hertz per second. Power up to a maximum of .....kVA (Contract Demand) will be supplied at a nominal voltage (pressure) of .....volts.

(b) The frequency and voltage of electrical energy at the point of delivery of power to the consumer shall be subject to the fluctuations that are ordinary, usual and incidental to the generation and transmission of electrical energy, but such fluctuations shall not, except owing to extraordinary reasons beyond the control of the Licensee, be more than the variation allowed under the Kerala Electricity Supply Code, 2014 as amended from time to time.

2 (a) The point of delivery of power at .....volts shall be at the incoming terminals of the control switchgear installed by the consumer.

(b) The consumer shall provide to the Licensee free of charge, land or space or both required for the purpose of erecting the necessary control switchgear and metering equipment and allow the Licensee’s Engineer/Officer access to such station as provided in the Kerala Electricity Supply Code, 2014 as amended from time to time.

(c) The consumer shall, at his own cost, provide, install and maintain suitable .....kV circuit breakers complete with protective gear on the low voltage side of the consumer’s step down transformer or in his main feeders with settings of the protective relays lower than those of the high voltage breakers of the Licensee, duly approved by the Licensee.

3 (a) The consumer shall furnish security deposit charged by the Licensee as per the rates approved by the Kerala State Electricity Regulatory Commission, from time to time.

(b) The consumer shall furnish security to the extent of ..... months’ probable current charge as fixed by the Licensee.

This is fixed in the first instance as Rs.....(Rupees.....). The consumer shall, on demand in writing, replenish or enhance, as per the provisions in the Kerala Electricity Supply Code, 2014 as amended from time to time, such security in the event of the security being found by the Licensee to be insufficient or exhausted and the decision of the Licensee or his authorized representative in that regard shall be final and conclusive between both parties. A demand for the purpose of this clause shall be sufficient if a notice is sent by registered post or by any other approved mode, giving ten days time to comply with it. The Licensee shall review the adequacy of security of all consumers as provided in the Kerala Electricity Supply Code, 2014 as amended from time to time . Based on the review, the Licensee may demand for shortfall or refund the excess security as the case may be as provided in the Kerala Electricity Supply Code, 2014 as amended from time to time. The mode of payment of security shall be as stipulated in the Kerala Electricity Supply Code, 2014 as amended from time to time. In the event of the consumer failing to replenish or enhance the security even after demand, it shall be lawful for the Licensee to disconnect the service, as per the provisions of the Kerala Electricity Supply Code, 2014 as amended from time to time, and in that event the Licensee shall not be liable for the loss, if any, sustained by the consumer on that account.

4. The quantity of electrical power and energy supplied by the Licensee to the consumer shall be ascertained by means of CT/PT unit and TOD meter conforming to the specification of the Central Electricity Authority and the Licensee. It shall be installed and maintained by the Licensee unless the consumer opts to purchase his meter. The maintenance of meters and associated equipment and the replacement of the defective meters and associated equipment shall be done as per the provisions in the Kerala Electricity Supply Code, 2014 as amended from time to time.

5. The consumer must provide at his expense a locked enclosure of a design to be approved by the Licensee for the purpose of housing the Licensee's terminal High Tension / Extra High Tension switchgear and metering equipment, in the case of indoor installation. In the case of outdoor metering installation, a fenced enclosure, duly approved by the Licensee, with lock and key for housing the metering equipment as mentioned above shall be provided at consumer's expense. The metering equipment shall be easily and independently accessible for the Licensee's officials at any point of time. In no case consumer shall have physical access to the metering equipment except in the presence of the officials of the Licensee. The Licensee shall have access to the enclosure at all times without notice for the purpose of inspecting, testing and maintenance of its apparatus. Denial of access to the metering premises for the Licensee's officials by the consumer or his agents shall be dealt with as per provisions contained in the Kerala Electricity Supply Code, 2014 as amended from time to time. Unauthorised entry or attempt to enter the metering premises by the consumer or his agents shall be a valid ground for disconnection of supply to the consumer's premises after expiry of 24 hours from the service of a notice to this effect.

6 (a) The reading of the said meter or meters shall be taken by the authorised representatives of both the parties hereto as near as soon as practicable on the first day of each calendar month and recorded. The readings so recorded shall be binding and conclusive between the parties hereto, as to the basis for computing the quantity of electrical power and energy supplied under this agreement. The recording of the readings shall be in a card or book to be attached to such meters, which shall be open to the inspection of the consumer also. Payment for power and energy supplied shall be made by the consumer according to the recorded readings of the meters and at the rates specified in the tariff schedule. Payment shall be made by the due date mentioned in the invoice for the power supplied. On default of payment, the consumer is liable to pay interest as fixed by the Kerala Electricity Supply Code, 2014 as amended from time to time.

(b) If the consumer fails to remit the dues within the time stipulated in clause 6 (a) it shall be lawful for the Licensee to cut off the supply of power after giving the notice contemplated in Section 56 (1) of the Electricity Act 2003. In that event, it shall also be lawful for the Licensee to adjust the security deposit towards the dues.

7. If the consumer, at any time, considers that any meter is not in proper order for correctly registering the quantity of the supply, he may apply to the Licensee for a special test of the meter and associated equipment, with a remittance of the fees approved by the Kerala State Electricity Regulatory Commission; from time to time. On receipt of the application and testing fee, the Licensee, shall cause to test the meter and if during such test, the error in the meter is found to exceed the limits of accuracy laid down in the Central Electricity Authority Regulations, as amended from time to time, the consumer's bill shall be adjusted in accordance with the provisions in the Kerala Electricity Supply Code, 2014 as amended from time to time. If, however during the test the error in the meter in dispute is found to be within the limits of accuracy laid down in the Central Electricity Authority Regulations, the previous bills shall be confirmed and the test fee shall be forfeited to the Licensee. Testing as stated above shall be done at the instance of the Licensee also in which case no testing fee shall be necessary. If upon such testing the meter or meters are found to be defective the Licensee shall be entitled to revise the invoice as stated above and it shall be binding on the consumer.

8. In the event of any meter ceasing to register the consumption during the period of such cessation shall be determined as per the provisions in the Kerala Electricity Supply Code, 2014 as amended from time to time.

9 (a) (i) This agreement shall be deemed to have come into force with effect from ..... and the prior agreement, if any, is hereby repealed and abrogated by this agreement.

(ii) The consumer shall pay for all electrical energy supplied to him by the Licensee under this agreement and ascertained as herein before provided, at an amount calculated in accordance with the terms given in the tariff schedule. Nothing in this agreement shall affect the liability of the consumer to discharge the dues to the Licensee on

account of supply of energy during the term prior to..... as per prior agreements, if any, and or as per rules, terms and conditions of supply prevalent from time to time from the date of service connection.

(b) The tariff applicable shall be as per tariff notifications in force from time to time for the category of service shown in the schedule. The consumer also agrees that the Licensee will be free to alter, with the approval of the Kerala State Electricity Commission, the method of billing. The tariff notifications issued by the Kerala State Electricity Regulatory Commission for the Licensee from time to time shall form part of this agreement and this agreement shall stand modified to that extent.

10. For the purpose of this agreement, the maximum kVA demand will be the average of the quantities of kVA delivered to the point of supply of the consumer recorded during any consecutive 30 minutes period (or any other period approved by the Kerala State Electricity Regulatory Commission) of maximum use in the month registered by the .....kV metering equipment installed at the point of supply. The Licensee however reserves the right to shorten the above time interval in special cases, if necessary with the approval of the Kerala State Electricity Regulatory Commission.

11. All sums found due to the Licensee from the consumer under or by virtue of these presents or by reasons of the breach thereof or otherwise are recoverable under the provisions of the Revenue Recovery Act for the time being in force as if they are arrears of public revenue due on land or in such other manner as the Licensee may deem fit. The above provisions shall not prejudice any other remedy to which the Licensee may be entitled for the recovery of such moneys.

12. The Licensee and the consumer hereby agree that it shall be competent for either party to terminate this agreement by issue of .... months notice, sent by registered post, after the initial lock in period of ..... years.

Provided always that the consumer may, at any time, with the previous consent of the Licensee, transfer this agreement, as per the provisions of the Kerala Electricity Supply Code, 2014 as amended from time to time, to any other person and upon subscription by such transferee of these presents, this agreement shall become binding on the transferee and shall take effect in all respects as if the transferee had originally been party hereto in place of the consumer. But the consumer shall also be liable to the Licensee for all sums due from him till the date of such transfer and his liabilities till that date will not cease by virtue of the transfer.

13.(a)The consumer shall furnish to the Licensee, full particulars accompanied by drawing showing the arrangement of all electrical plant and equipment installed by the consumer as also full details of loads. The plant and equipment so installed shall be of suitable design and in regard to manufacture, construction and performance, conform to the relevant Indian or International Standard Specifications or other equivalent standard specifications applicable to such plant and equipment and their operation shall not interfere with or detrimentally affect the service of the Licensee or the supply to any other consumer. For that purpose the following regulations shall be observed:

(b) The average power factor, incentive for high power factor and disincentive for low power factor of the plant and apparatus owned and operated by the consumer at individual points of supply shall be as provided in the Tariff order issued by the Kerala State Electricity Regulatory Commission. The average power factor shall be determined by the ratio of the kWh and kVAh recorded monthly.

(c) The completed installation should be tested by the Engineer of the Licensee authorized in this behalf and a certificate to that effect shall be produced before a power service is given. The service shall be energized only if the installation passes the test.

14 (a) The consumer shall not make any alteration in the machinery or equipment either by way of addition or substitution or transfer which may increase the obligation of the Licensee to supply electrical energy in excess of the agreed contract demand and/or which may affect the supply system of the Licensee to its detriment. In any event, the consumer shall notify the Licensee of the intended alterations, additions substitutions or transfers and obtain the prior approval of the Licensee in writing before doing any such alterations, additions, substitutions or transfers and obtain the prior approval of the Licensee in writing before execution of any such action.

(b) When no such approval in writing is obtained, the Licensee shall be entitled to cut off the supply and also reserve to charge penalty as per the provisions of the Kerala Electricity Supply Code, 2014 .

(c) If on an inspection of the premises or after inspection of the equipment, gadgets machines, devices or records maintained by the consumer, the ‘Assessing Officer’ of the Licensee , comes to the conclusion that such person is indulging in unauthorized use of electricity, action as per the relevant provisions of the Kerala Electricity Supply Code, 2014 shall be taken.

15. The consumer also agrees that when the actual maximum demand of any month exceeds the contract demand as specified in the agreement entered into between the consumer and the Licensee, and the Licensee and the consumer have not signed any new agreement as envisaged in Clause 14 (a) above, the service shall be liable to be disconnected without notice. Also the consumer is liable to pay the excess demand charges at the rate as shown in the tariff notification in force from time to time.

16 (a) The supply of electrical power under this agreement shall be available continuously except in cases of lockout, strike of the employees of the Licensee, breakdown of machinery or plant or flood, drought or other *force majeure* conditions or any other cause over which the Licensee has no reasonable control, in any of which cases the Licensee shall not be responsible for any discontinuance or diminution of the supply, and not liable for any loss or damages to the consumer, but shall restore the supply as soon as reasonably possible.

(b) In cases where the consumer is unable to consume energy, due to lockout, strike of employees of the consumer, major breakdown of machinery or plant, which to the satisfaction of the Licensee is responsible for the non-consumption of energy by the consumer, or other *force majeure* conditions over which the consumer has no control but shall resume consumption of energy as soon as he reasonably can, he shall promptly intimate the Licensee the reasons for such non-consumption. In any event the consumer shall be bound to pay to the Licensee the fixed minimum charge as approved by the Kerala State Electricity Regulatory Commission, irrespective of the question as to whether any energy has been consumed or not, whatever be the reason for non-consumption and also irrespective of the actual quantity consumed. However, the Licensee shall have the right to take periodical shut down as and when required for the purpose of routine maintenance after giving reasonable notice to the consumer and no claim for rebate or refund of charges on this account shall be entertained by the Licensee.

17. In this agreement, unless the context otherwise requires;

(a) the word “Act” wherever it occurs shall mean the Electricity Act 2003 as amended from time to time or such other enactment governing the supply and use of electrical energy as may be in force for the time being and

(b) the words “Rules” and/or “Regulation” wherever they occur shall mean the rules and regulations for the time being in force made by the competent authority.

18. (a) The consumer agrees, that if the supply given under this agreement is utilized for purpose other than that shown in the schedule annexed hereto to remit the amount he may be charged for the entire supply as if the tariff applicable is the highest one in vogue in the Licensee for the various uses put to by him for the entire period.

(b) [Applicable to seasonal consumers only]

(i) The consumer having registered with the Licensee as a seasonal consumer specifying the periods during which the supply is used for different purpose as shown in the schedule annexed hereto agrees that the tariff rates in vogue and applicable for each use shall be applied during the concerned periods.

(ii) It is agreed that if the consumer uses the service for purposes other than the one for which he has registered as given in the schedule during the relevant periods the highest of the tariffs applicable to the different uses shall be charged for the entire period.

(iii) The consumer having registered as a seasonal consumer, who utilizes the supply for a few months only in a year as shown in the schedule, agrees to the following:

Demand charges shall be paid at the normal rates applicable increased by 5 (12-N) percent where ‘N’ is the number of months during which the consumer has registered himself with the Licensee to utilize the service in the year as shown in the schedule. There will be no billing for the idling months.

The service to the consumer shall be disconnected without notice immediately on termination of the registered period unless the consumer asks in writing for the continuance of the service during the idle period. In such a case, he will be charged for the whole period at the same rate applicable for the original period.

The monthly minimum applicable shall be demand charges for 75 percent of the contract demand increased as per (1) above for each working month. The consumer guarantees to have a minimum of four working months per annum failing which he agrees to guarantee a minimum equivalent thereto for the working season.

19. If the consumer dishonestly indulges in theft of power by adopting the means as specified in Section 135 of Electricity Act 2003 then action as contemplated in section 135 of the Act and as per the relevant provisions of the Kerala Electricity Supply Code, 2014 shall be taken by the Licensee.

20. The Kerala Electricity Supply Code, 2014 as amended from time to time and the rules and regulations made under Act 2003 shall be deemed to be part of this agreement and the provisions therein which are not contradictory to the provisions made herein as also the statutory obligations under the Act or Rules or both shall also be binding on the consumer.

21. The liability and the assets of the consumer under the prior agreement shall continue under this agreement also. The Arbitration clause if any in the prior agreement shall stand repealed by this agreement and the Arbitration clause shall not be applicable to any dispute/ claim between the parties arising under the prior agreement or under this agreement.

22. The schedule appended hereto shall form part of this agreement. The minimum revenue per year guarantee by the consumer in the schedule shall be subject to revision from time to time as per rules and tariff in force from time to time and such revised minimum revenue per year determined by the Licensee shall be payable by the consumer.

**23. SCHEDULE**

1	Description of the premises at which the supply is to be given	
2	Purpose for which the supply is to be given	
3	Tariff for supply	
4	Category or Service HT / EHT Industrial/Public utility etc	
	Seasonal loads	
	Purpose/period (Season months from)	
5	Contract Demand	.....kVA at .....volts
6	Connected load	.....kVA
7	Minimum revenue per year guaranteed by the consumer by way of demand charges	Twelve times the demand charges per month corresponding to 75% of the Contract Demand or 50kVA whichever is higher.

24. Approved Drawings shall be part of this agreement.

In WITNESS where of .....

for and on behalf of the Licensee and Sri./Smt.....

..... for and on behalf of the consumer have set their hands and seals on the ..... day of the month of ..... Two thousand and .....first above written.



SIGNATURE OF THE ..... ENGINEER  
WITNESSES:

(For the ..... Engineer)  
1

2

SIGNATURE OF THE CONSUMER  
WITNESSES:

(For the Consumer)  
1

2

**Model Test Report of Meter**  
( See Regulation 114(3))

**1. Consumer Particulars**

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

**2. Meter Particulars**

Meter No. \_\_\_\_\_ Size \_\_\_\_\_  
 Type \_\_\_\_\_ C. T. Ratio \_\_\_\_\_  
 E/L- LED Status Rev LED status \_\_\_\_\_

**3. Revolution / Pulse Test**

Multiplication Constant of Meter \_\_\_\_\_ Load \_\_\_\_\_  
 Reading before test \_\_\_\_\_ Reading after test \_\_\_\_\_  
 No. of Revolution/pulse taken \_\_\_\_\_ Actual Time Taken for the test \_\_\_\_\_  
 Energy Recorded by meter \_\_\_\_\_  
 Energy Recorded by a standardized meter \_\_\_\_\_  
 Error \_\_\_\_\_

**RESULT**

Consumer Meter recorded \_\_\_\_\_ % LESS / MORE Consumption  
 Needs replacement OR Error is within limits

**Certificate**

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

Signature of Consumer  
 Name:

Signature of Licensee's Official  
 Name and Designation

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

( See Regulation 116 (4))

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

1. Service Connection No and Meter No.: \_\_\_\_\_

2. Name of the consumer: \_\_\_\_\_

3. Address and Telephone No. of the consumer: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4. Brief description of the complaint – Damaged / Completely stopped / Fast meter / Seal broken /  
Testing of Meter / Other ( to be specified)

5. Initial cost of meter was borne by (tick one): Consumer / Licensee

6. Complainant desires to provide/has provided a new meter for replacement (Yes/No):

7. Any other information

Date:

(Signature of Consumer)

-----  
(For Office Use)

1. Site verification report

Signature (Licensee's official)

2. Comments of Licensee's official

Signature (Licensee's official)

-----  
**Acknowledgement**

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

Complaint received by: \_\_\_\_\_ (name and designation)

Date of receiving complaint: \_\_\_\_\_

Details of complaint: \_\_\_\_\_

Signature / Seal of licensee's representative

Name and Designation:

**Model Application for Payment of Self Assessed Bill**

*( See Regulation 128(1))*

1	Name of the consumer		
2	Service connection Number		
3	Address		
4	Average consumption of last six months		
5	Amount paid by consumer based on self assessment.  ( Must not be less than average consumption for last six months)	Previous reading	
		Current reading	
		Net consumption	
		Amount	
6	Mode of payment and details	Cheque	
		DD / Money Order	
		Cash	

Signature of Consumer  
Name of Consumer:

**Model Application to make Advance Payment**

*(See Regulation 129(1))*

Service Connection No. \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted Load: \_\_\_\_\_

Address of consumer: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Telephone No.: \_\_\_\_\_

Dear Sir,

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

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

Signature of Consumer

Name of Consumer:

**Model Format for Intimation to Consumer after Temporary Disconnection of Supply**  
(See Regulation 139 (6))

Licensee's Office Address

Date \_\_\_\_\_

Service Connection No.: \_\_\_\_\_

Name of consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted Load / Contract demand:: \_\_\_\_\_

Address of consumer: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

Signature / Seal of licensee's representative  
Name and Designation

**Model Format for Intimation to Consumer after Termination of Agreement**  
(See Regulation 143(2))

Licensee's Office  
Office Address

Date. \_\_\_\_\_

Service Connection No. \_\_\_\_\_

To

\_\_\_\_\_ (Name of consumer)

\_\_\_\_\_ (Address of consumer)

\_\_\_\_\_

\_\_\_\_\_

This is to inform you that an agreement dated \_\_\_\_\_ against Service Connection No. \_\_\_\_\_ between yourself and \_\_\_\_\_ (name of licensee) regarding supply of \_\_\_\_\_ kW/kVA (contracted load / contract demand) in the \_\_\_\_\_ consumer category has been terminated with effect from \_\_\_\_\_ (date) on account of (reason) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your supply has been disconnected permanently.

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

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

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

**Model format for Request for Dismantling of Service & Termination of Agreement**

*(See Regulation 145(1))*

Service Connection No. \_\_\_\_\_

Name of the consumer: \_\_\_\_\_

Consumer category: \_\_\_\_\_

Contracted load / contract demand: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

It is requested that the above service connection may be disconnected and the service connection agreement terminated with effect from ..... The service shall also be dismantled.

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

- 1. Copy of last bill
- 2. Copy of payment receipt of final bill.
- 3.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Consumer

Name:

Phone no.:

Address:

-----

**Acknowledgement**

Application of \_\_\_\_\_ (name of applicant) complete in all respects for dismantling and termination of Agreement / transfer of connection

has hereby been received at this office on \_\_\_\_\_ (date).

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

Signature / Seal of licensee's representative

Name and Designation:



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

( See Regulation 158(2))

Appeal against final order No.....dated.....  
of.....

I. Between

1. Appellant  
(Full address of the Consumer including  
Consumer No., category of service)

AND

2. Respondent  
(Full address of the Respondent)  
i. Name of the licensee  
ii. Assessing officer

II. 1. Details of Appellant:

- a. Full Name of the Appellant:
- b. Full Address of the Appellant:
- c. Contact Telephone Number(s):
- Fax Number(s):
- e-mail ID:

2. Details of the Distribution Licensee

a. Address of the concerned local office

b. Address of the licensee

3. Details of the Assessing Officer

a. Name and designation

b. Address

4. Address of the premises concerned

5. Contracted Load/ Demand

6. Particulars of the meter installed

7. Date of Inspection

8. Nature of the un-authorised use alleged

9. Date of the provisional assessment notice

10. Amount provisionally assessed

11. Date of filing objection by the Appellant

against provisional assessment

12. Date of hearing of the objection by the

assessing Officer

13 Amount as per final order of assessment.

### III. GROUNDS OF APPEAL

(State the grounds of the case on which the appeal is filed and the reason(s) why the final order is unsustainable).

IV. The assessed amount under appeal is Rs. \_\_\_\_\_ . A fee of

Rs. \_\_\_\_\_ is paid by way of Cash / demand draft bearing No.

\_\_\_\_\_ dated \_\_\_\_\_, as per section 127 of the Act read

with Kerala Electricity Supply Code, 2014.

V. The Final order was not passed with the consent of both the parties as per section 127(5) of the Electricity Act 2003.

VI. The appellant has paid Rs. \_\_\_\_\_ being half of the disputed amount by way of Demand Draft bearing No. \_\_\_\_\_ dated \_\_\_\_\_ to the licensee as per Section 127(2) of the Electricity Act 2003. The proof of payment is enclosed.

VII. Whether the appellant desires to engage an advocate / counsel, if so the particulars of the advocate/counsel.

Prayer

It is therefore, prayed that \_\_\_\_\_  
\_\_\_\_\_

Appellant

VERIFICATION

I ..... declare that what is stated in all the above paragraphs is true to the best of my knowledge and information and I believe it to be correct.

Verified and signed at..... on .....

Place:

Name & Signature of the Appellant

Date:

**Model Procedure for Assessment of Energy in cases of Theft**  
( See Regulation 160(7))

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

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

Where,

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

D = Period of assessment in days;

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

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

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

**Assessment of energy in case of temporary connection**

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

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

Where,

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

D = Period of assessment in days; and

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

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

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

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

9	For arranging special inspection of installation on a holiday	
10	Fee for appeal under Section 127 – Up to Rs.100,000	2% of the assessed amount, subject to a minimum of Rs.500.
11	Fee for appeal under Section 127 – Above Rs.100,000	1% of the assessed amount, subject to a minimum of Rs.2,000.
12	Rate of interest for delayed payment	12% per annum, based on actual number of days of delay from the due date, up to a period of 30 days and thereafter at the rate of 18% per annum for the entire period of default from the due date.

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



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

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

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

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

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

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

II. Supervision charge 10% of I

Grand Total is (I + II)