

**KERALA STATE ELECTRICITY REGULATORY COMMISSION
THIRUVANANTHAPURAM**

No. 1234/Con.Engg/ 2023/ KSERC

Dated 17th January, 2024

NOTICE

In exercise of the powers conferred under subsection (1) and clause (x) of subsection (2) of Section 181 and Section 50 of the Electricity Act, 2003, Kerala State Electricity Regulatory Commission hereby publishes the following draft Regulations namely; the '**Kerala Electricity Supply (Fifth Amendment) Code, 2024**', for information of the stakeholders and the persons likely to be affected thereby. Any objections or suggestions thereon may be forwarded to the Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, C.V.Raman Pillai Road, Vellayambalam, Thiruvananthapuram-10 within one month from the date of publication of this notice. Objections and suggestions received on or before the said date shall be considered by the Commission before finalization of this draft regulation. A public hearing on the same will be conducted and its date and venue shall be intimated separately.

S/d

Secretary

(DRAFT)
KERALA ELECTRICITY SUPPLY (FIFTH AMENDMENT)
CODE, 2024

1. Short title and commencement.-

(1) These Regulations may be called the "Kerala Electricity Supply (Fifth Amendment) Code, 2024".

(2) It shall come into force from the date of its publication in the official gazette of the Government of Kerala.

2. Amendment of the Code.- In the Kerala Electricity Supply Code, 2014, the following Amendments are proposed:-

(1) In Regulation 2 of the Code,-

(i) In Sub regulation (3), the following provisos shall be inserted;

Provided that, the consumers and the distribution licensee are deemed to have entered into the agreement in the format specified in Annexure 12 of the Code, once the supply is provided and the terms and conditions of such supply shall be governed by the Kerala Electricity Supply Code, 2014 and other applicable Regulations in force, as amended from time to time;

Provided further that the consumers other than those billed based on demand based tariff, shall furnish an undertaking to comply with the agreement conditions, in the application form itself, and need not execute a separate agreement.

(ii) Sub regulation (6) shall be substituted, as follows;

(6) "applicant" means an owner or lawful occupier of any land or premises, who files an application in the specified form, with a distribution licensee for; the supply of electricity, or the increase or reduction in sanctioned load or contract demand, or the change in title, or mutation of name or change in consumer category, or the disconnection/ reconnection of supply, or termination of agreement, or shifting of connection, or other services, as the case may be, in accordance with the provisions of the Act and the regulations made there under;

(iii) After Sub Regulation (18), the following sub regulation shall be inserted, namely:-

- (18)(a) “bulk consumer”** means any consumer who avails supply from the distribution licensee at the voltage level of 33 kV and above;
- (iv) In Sub regulation (20), the words “same core of the Current Transformer (CT) and Voltage Transformer (VT)” shall be substituted by the words “*cores of the same Current Transformer (CT) and/or Voltage Transformer (VT)*”;
- (v) Sub regulation (24), shall be substituted as:
- (24) “connected load”** expressed in kW or kVA means aggregate of the rated capacities of all the energy consuming devices or apparatus which can be simultaneously used, excluding the load of stand by equipments, power supply modules, power transformers, firefighting pumps etc., if any, in the premises of the consumer, which are connected to the service line of the distribution licensee;
- (vi) Sub regulation (25) shall be substituted as:
- (25) “consumer installation” or “installation of the consumer”** means any composite portable or stationary electrical unit including; transformers, switch gear, motors, electric wires, fittings, earthing and apparatus, erected and wired by or on behalf of the consumer at the premises of the consumer starting from the point of supply;
- (vii) After Sub Regulation (26), the following sub regulation shall be inserted, namely:-
- (26)(a) Consumer Grievance Redressal Forum” or “CGRF” or “Forum”** means the forum for redressal of grievances of consumers, established by a distribution licensee pursuant to sub-section (5) of section 42 of the Act and Regulations;
- (viii) Sub regulation (27) shall be substituted as:
- (27) “contracted connected load”** means the connected load installed by the consumer at the time of availing the service connection and recorded in kW / kVA in the application form or the connected load duly revised thereafter, in respect of a consumer billed based on connected load;
- (ix) Sub regulation (28) shall be substituted as:
- (28) “contract demand”** means the demand in kVA agreed to be supplied by the distribution licensee and indicated in the application/

agreement or the demand duly revised thereafter;

- (x) After Sub Regulation (30), the following sub regulation shall be inserted, namely:-

(30)(a) “days” means clear working days;

- (xi) After Sub Regulation (31), the following sub regulation shall be inserted, namely:-

(31)(a) “defective / faulty meter” means a meter whose condition is impairing service to a consumer or a meter that has failed to register/ store / transmit the data, of the energy handled/ ampere/ voltage/ power factor etc. of an installation/ circuit and/ or having error beyond the permissible limits specified in the CEA Metering Regulations ;

- (xii) Sub regulation (32) shall be substituted as;

(32)“demand charge” for a billing period means the charge levied on the consumer based on the billing demand, calculated as per the procedure approved in the tariff order issued by the Commission from time to time;

- (xiii) Sub regulation (33) shall be substituted as:

(33) “disconnection” means the physical separation of a consumer from the distribution system of the distribution licensee on temporary basis at site or remotely, so as to cut off the supply of electricity to the consumer;

- (xiv) After Sub Regulation (35), the following sub regulation shall be inserted, namely:-

(35)(a) “due date” means the day by which payment for the electricity bill raised by the licensee is to be made by the consumer without any late payment/ interest charges;

- (xv) After Sub Regulation (39), the following sub regulation shall be inserted, namely:-

(39)(a) “entity” means a person/ organization/ company that has separate and distinctive existence, having its own identity and objective or conceptual reality;

(xvi) After Sub Regulation (43), the following sub regulation shall be inserted, namely:-

(43)(a) “first due” means the date by which the licensee has to issue an invoice/ bill to the consumer for the electricity consumed as per the provisions of this Code;

(xvii) After Sub Regulation (49), the following sub regulation shall be inserted, namely:-

(49)(a) “Internal Grievance Redressal Cell” or “IGRC” means such first authority to be contacted by the complainant for redressal of his complaint/ grievance, as notified by the distribution licensee at the Sub-divisional or Circle level, as the case may be;

(xviii) In Sub regulation (50), the word “*trading*” shall be omitted ;

(xix) In Sub regulation (52), the words “*Kerala State Electricity Licensing Board of the*” shall be inserted between the words “contractor licensed by the” and “Government of Kerala”;

(xx) After Sub Regulation (59), the following sub regulation shall be inserted, namely:-

(59)(a) “Nano household units” means the household industries/ enterprises having a load upto 5 hp/ 4 kW, connected to an existing domestic electrical installation at applicable voltage level and billed at domestic tariff irrespective of the limit mentioned in Tariff Order, if any, which is allowed as a measure to invirogate the entrepreneurial environment in the State;

(xxi) Sub regulation (60) shall be substituted as;

(60) “occupier” means the owner or person in lawful occupation of the premises where the electrical energy is used or proposed to be used;

(xxii) Sub regulation (66) shall be substituted as;

(66) “power quality impairing units” means the units/ installations having electrical equipments availing power at HT and above voltage level with large motor having starting current exceeding two times the full load current such as; high capacity cranes, or units having equipments such as large arc furnaces, large rectifiers, major equipments generating undesirable harmonics in the distribution system etc., which

causes voltage dip, flickering, harmonic distortion etc. in the associated distribution system of the licensee;

(xxiii) **After Sub Regulation (71), the following sub regulation shall be inserted, namely:-**

(71)(a) “switchgear” shall denote switches, circuit breakers, cut-outs and other apparatus used for the operation, regulation and control of circuits;

(xxiv) After Sub Regulation (73), the following sub regulation shall be inserted, namely:-

(73)(a) “temporary connection” means an electricity connection required by a person for meeting his temporary needs for a specific period and includes purposes such as :

- (i) construction of residential, commercial, industrial, infrastructure etc. projects, including flood lighting, pumps for dewatering etc.;
- (ii) illumination during festivals and family/ community functions;
- (iii) threshers or other such machinery excluding agriculture pump sets;
- (iv) touring cinemas, theatres, circus, fairs, exhibitions, melas or congregations;
- (v) Auditoriums and convention centres requiring electricity for short periods from the grid, to substitute the energy from existing diesel generators not connected to the grid.

(2) In sub regulation (1)(b)(ii) of Regulation 6, the following Note shall be inserted, namely:-

Note:

22 kV network may not be developed in future. The existing network may be replaced by 11 kV or 33 kV network in a phased manner. Additional load for existing 22 kV consumers may be sanctioned at the same voltage level, only if, supply at 11 kV or 33 kV system is not technically feasible.

(3) In Regulation 8 of the Code,-

(i) The Table shall be substituted as:

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

(ii) The provisos shall be omitted.

(4) After Regulation 8, the following Regulations shall be inserted, namely: -

(8A) Special conditions for availing supply at different voltage levels.-

- (1) The limit of connected load or contract demand specified for different supply voltage levels specified in Regulation 8 above 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:
- (2) The limits of connected load or contract demand specified for different supply voltage levels as specified in Regulations 8 above may be exceeded in exceptional cases with the approval of the Commission, subject to the conditions stipulated in such approval.
- (3) For 240 V (single phase) consumers, the size of single motor load shall not exceed 3 hp (2.2 kW);

- (4) For 415 V (three phase) consumers, the size of a single motor load shall not exceed 50 hp (37.5 kW) or 30% of the distribution transformer capacity whichever is less;
 - (5) For 415 V (three phase) consumers, contract demand exceeding 100 kVA can be allowed, in respect of specific cases provided under Regulation 11 below;
 - (6) For 11 kV (HT) consumers, the maximum contract demand can be upto 5000 kVA, for consumers located within 5 km distance from the Substation and fed through dedicated UG cable of 3C, 300mm² with separate switchgear having energy meter for billing the energy supplied, in the substation;
 - (7) For consumers specified in sub regulation (6) above, billing shall be done based on the reading in the energy meter at the Substation end and the energy meter at the consumer premise shall be the check meter;
 - (8) New connection at 66 kV voltage shall be finalized only after coordination with the STU, on the availability of 66 kV network in the area;
 - (9) If a 110 kV or 220 kV substation is developed exclusively for an Industrial estate, IT park, commercial complex, infrastructure project etc., the load/demand restrictions specified in Regulation 8 above will not be applicable and the individual consumers inside such parks/ estate/ complexes may be provided power using multiple 11 kV cables, if required, to meet the demand above 3000 kVA of such consumers, subject to compliance of CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and CEA (Installation and Operation of Meters) Regulations, 2006, as amended from time to time.
- (5) Regulation 11 of the Code, shall be substituted, as follows:

11. Limits of connected loads and contract demand for new LT connections with demand based metering and billing.-

- (1) The maximum connected load permissible for low tension three phase category having demand based metering and billing, shall be limited to 200 kW.
- (2) The maximum contract demand permissible is 100 kVA:
Provided that a low tension consumer who, as on the date of implementation of the Kerala Electricity Supply Code, 2005, had a contracted connected load exceeding the limit of 100kVA, may be

permitted, subject to realization of the low voltage supply surcharge, to operate with the same contracted connected load or sanctioned contract demand at the same voltage level of supply until an upward revision of connected load is sought for by the consumer.

- (3) In case of consumers who are located in notified industrial areas, where the 11 kV distribution system including the distribution transformer is provided by the developer, the maximum contract demand permissible shall be 150 kVA, subject to the conditions that the LV energy meter of such individual consumers with contract demand exceeding 100 kVA shall be located adjacent to the distribution transformer and the consumer premises shall be connected through dedicated 4C, 240 mm² UG cable or of higher capacity;
- (4) The initial contract demand for LT consumer shall be as declared by the consumer or as calculated by the licensee based on the connected load and the diversity factor (as provided by the consumer) not exceeding two (2), whichever is higher. This maximum limit of diversity of two (2) will not be applicable for domestic consumer loads.

Explanation:

If the connected load is 100 kW and the diversity factor is 1.5 then,

$$\text{Maximum demand} = \frac{(100/1.5)}{\text{p.f (0.9)}} = 74 \text{ kVA}$$

For calculation of demand, power factor (pf) may be taken as 0.9

- (5) An individual applicant occupying a high rise building (including the common services of the building) may be given service connection at LT on his application, irrespective of the connected load or contract demand 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, 2023, subject to the condition that the developer or builder of the multi-storied building, installs and maintains at his cost, the HT 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.
- (6) Low voltage supply surcharge will be realized from all the LT

consumers having contract demand exceeding 100 kVA, excluding those provided supply as temporary connection.

- (6) In Regulation 12 of the Code, the words “power intensive unit” shall be substituted with the words “*power quality impairing units*”.
- (7) In Regulation 13 of the Code, the words “*at the rates in*” shall be substituted with the words “as per”.
- (8) In Regulation 15 of the Code,-
- (i) Clause (ii) in sub regulation (4), shall be substituted as:
 - (ii) multi- storied building having height above 15 m as specified in Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 and as amended from time to time;
 - (ii) Clause (iii) in sub regulation (4), shall be substituted as:
 - (iii) installation involving stand by generator of capacity above 10 kVA;
 - (iii) Clause (v) in sub regulation (4), shall be substituted as:
 - (v) X-ray unit, CT scan, Cath Lab;
 - (iv) Sub regulation (5), shall be substituted as follows:

All the consumers, irrespective of the connected load, shall install a suitable device for earth leakage protection such as RCCB, having sensitivity as specified by BIS and approved by the Electrical Inspector.
- (9) In sub regulation (2) of Regulation 25, the following shall be inserted as second proviso, namely:
- Provided further that after the installation of smart meters all such consumers shall have the option to segregate the loads as essential and non-essential to participate in load regulation, ancillary services etc.
- (10) In Regulation 32 of the Code,-
- (i) In sub regulation (1), the word “the expenditure” shall be substituted by the word “*any expenditure*”.
 - (ii) In the second proviso to sub regulation (1), the words “at the rates in” shall

be substituted by “as per”.

(iii) In sub regulation (2), the following proviso shall be inserted:

Provided that, for consumers/ applicants availing supply at LT and 11 kV, excluding those consumers under Regulation 36 of this Code and consumers/ applicants whose premises is at a distance of over 200m from the existing distributing main at the applicable voltage level, the licensee shall recover the expenditure based on the per kVA/ kW rate approved by the Commission. The per kVA/ kW rates shall be differentiated based on the load factor, power factor, category of connection, voltage, total consumption of electricity during any specified period of time, geographical position etc. of the consumers:

Provided further that, per KVA/ kW rates shall not be applicable for the individual consumers in separate dwelling/ units covered under sub regulations (iii) or (iv) of Regulation 36 below. For such consumers energisation charges as approved by the Commission shall be applicable.

(11) In Regulation 33 of the Code,-

(i) Sub regulation (1), shall be substituted as:

(1) The licensee shall submit once in a year, a proposal to the Commission for approval of:

(i) the per kVA/ kW rates to be collected from the different categories of consumers, as per Section 46 of the Act and Regulation 32(2) of this Code;

(ii) the cost data of materials and work, at which the expenditure is to be recovered from applicants as per Section 46 of the Act, Regulations 36,37 and 49 of this Code;

(iii) the energisation charges applicable for consumers in different dwellings/ units in respect of cases covered under sub regulations (iii) and (iv) of Regulation 36 below;

(ii) In sub regulation (3), the words “*per kVA/ kW rate and* ” shall be inserted between the words “the reasonable” and “rates of materials”.

(iii) In sub regulation (4), the words “*including the per kVA/ kW rates* ” shall be inserted between the words “the cost data” and “approved by the Commission”.

- (iv) In the first proviso to sub regulation (4), the words “including the *per kVA/ kW rates*” shall be inserted after the words “validity of the cost data”.
- (12)** In Regulation 36 of the Code for sub regulation (v), the words “power intensive unit” shall be substituted with the words “*power quality impairing units*”..
- (13)** In Regulation 37 of the Code,-
- (i) For sub regulation (1), the words “*whose premises is at a distance of over 200m from the existing distributing mains at the applicable voltage level*” shall be inserted between the words “The consumer” and “ shall bear the expenditure”.
- (ii) For sub regulation (2), the following proviso shall be inserted, namely:-
- Provided that, the consumers/ applicant specified under first proviso to sub regulation (2), of Regulation 32 of this Code, are not required to remit the cost of service line, plant etc. separately.
- (14)** In Regulation 40 of the Code,-
- (i) In sub regulation (3), the words “or till completion of three years” shall be omitted;
- (ii) In proviso to sub regulation (3), the words “*or on completion of three years as aforesaid*” shall be omitted;
- (15)** Regulation 46 of the Code shall be omitted.
- (16)** In Regulation 49 of the Code the following shall be substituted:-
- (i) In sub regulation (1), the words “in the following cases” shall be substituted with “*for the cases specified in Regulation 36 of this Code*”.
- (ii) In sub regulation (1), the clauses (a), (b) (c) and (d) shall be omitted.
- (iii) In sub regulation (7), the following proviso shall be inserted, namely:-
- Provided that, individual consumers have to remit the charges based on normal per kVA/ kW rates.
- (17)** After Regulation 50, the following Regulation shall be inserted, namely:-
- (50A) *Power feasibility sanction for loads above 20 kW.-***

- (1) Prospective consumers with connected load or contract demand above 20 kW/ kVA may approach the distribution licensee through an application for power feasibility sanction, after obtaining the building permit/ construction license, with the preliminary details of the contract/ connected load requirements and the time frame for availing supply for the project, to enable the licensee to develop the required infrastructure to provide connectivity for the project in time. The application format may generally be as provided in **Annexures 4 and 5** to this Code:

Provided that for consumers who have not opted the power feasibility route, the infrastructure development by the licensee shall be as per the timelines specified in the Standards of Performance Regulations, from the date of submission of application for service connection.

- (2) The distribution licensee after reviewing the requirements shall issue the power feasibility sanction specifying the requirements of voltage level of supply, time frame and the tentative cost for providing the supply, as per the cost data or the per kVA/ kW rate as applicable, to the consumer as per the timeframe specified in Table -1 of Regulation 81 of this Code;

- (3) The consumer shall remit such cost amount in advance, to enable the distribution licensee to go ahead with the infrastructure development work, to provide the supply within 15 days time after submission of the application with completion report:

Provided that the exact amount for the cost of providing supply, as per the cost data or as per the kVA/ kW rate as applicable, shall be finalized as per the application for service connection, and the advance amount remitted will be adjusted accordingly:

Provided further that, the licensee shall go ahead with the development of the infrastructure to provide the supply as per the power feasibility sanction, only after remittance of the amount demanded in the power feasibility sanction order by the applicant.

(18) In Regulation 56, the following sub regulation shall be inserted:

- (11)** The procedure and requirements for providing single point supply and sharing of electricity charges shall be as provided in Annexure- 23 to this Code:

Provided that the Commission may provide generic tariff for single point

supply consumers (commercial, domestic, industrial and others) based on the category of majority of the individual consumers/ consumption in the project;

Provided further that, the rate of the Section (4) electricity duty payable by the single point supply consumer will be the highest rate applicable to any of the individual sub consumers in the project; or as fixed by the Electrical Inspectorate Department (Nodal Agency) of the State Government.

(19) In Regulation 58 of the Code,-

(i) In sub regulation (1), the words “*after remitting the advance amount as per the power feasibility order or*” shall be inserted between the words “if any person” and “after applying for supply”

(ii) In sub regulation (2), the words “*with interest at bank rate as on the date of furnishing such deposit*” shall be omitted.

(20) In sub regulation (3) of Regulation 59 of the Code, the words “*for a maximum period of six (6) months*” shall be inserted between the words “extend the time” and “if the reasons are genuine”.

(21) In Regulation 62 of the Code, “2006” shall be replaced with “2015”.

(22) In Regulation 66 of the Code, the following proviso shall be inserted to sub regulation (3), namely:-

Provided that, for the damages occurring to the meter and associated equipments due to ageing, corrosion, natural calamities, transient fault in the system etc., which are beyond the control of the consumer, the responsibility for the damage is not vested with the consumer.

(23) In Regulation 70 of the Code, the following shall be inserted as third proviso;

Provided also that, in the case of a rented building/ flat with proper lease agreement/ rent agreement, where the owner of the premises is the original consumer, then on a joint application by the owner and legal occupier, the distribution licensee shall maintain records of the building owner and the lessee/ tenant and shall keep separate accounts, for the Security/ Cash deposits (CD) made by the owner and the lessee/ tenant and the additional security/ cash deposit (ACD) made by the owner and the lessee/ tenant.

- (24) In Regulation 71 of the Code, the following provisos shall be inserted to sub regulation (1);

Provided that, where CD and/ or ACD are retained separately by the owner and the lessee/ tenant in a rented premise, the ACD remitted by the lessee/ tenant shall be refunded to the lessee/ tenant, on termination of the lease agreement and subsequent disconnection of supply, on the request of the lessee/ tenant:

Provided further that, the licensee shall reconnect supply to this consumer installation to a new lessee/ tenant, on realization of additional cash deposit and/ or charges for the intervening period, if any required, either from the owner or new lessee/ tenant and the deposit shall be accounted accordingly.

- (25) In Regulation 73 of the Code, the following proviso shall be inserted to sub regulation (3);

Provided that, if any excess amount is still pending after two billing cycles, the distribution licensee should refund the amount in cash/ cheque forthwith to the consumer. Any delay in making such refund will have to be paid with interest at the bank rate applicable.

- (26) Regulation 75 of the Code shall be substituted as follows:-

75. Submission of application for various services.- (1) The default mode of submitting application shall be through online modes. The licensee shall provide online facilities such as web portal, mobile app, chatbot etc. and customer service centers, to facilitate online submission of application for all services including new connection, modification of existing connection/ details, temporary connections, tariff change, meter change, meter shifting/ line shifting etc. and faster processing of application:

Provided that for the application made through; online or web portal or mobile app of the distribution licensee, the acknowledgement with the registration number or consumer number as applicable shall be auto generated on submission of the application:

Provided further that the application in physical form from the applicants may be accepted in exceptional cases and after collecting separate fees, as specified by the Commission for manual processing of the offline application:

Provided also that the licensee shall upload such applications and

documents in the online web portal and provide acknowledgement accordingly:

Provided also that the licensee shall update the KYC of the consumer frequently (preferably annually) and shall include contact details such as mobile number, Whatsapp no, email id, bank account details for refund of money, if any, etc.

Provided also that, the licensee shall provide in the system for online authentication of the applicant through aadhar number and OTP.

- (2) The online facility shall auto generate demand including Application Fee (AF), Testing Fee (TF), per kVA/ kW charges, CD, ACD, other charges, if any, as applicable, on successful submission of application form and facilitate online remittance of all charges and deposits then and there. The auto generated demand can also be reviewed and deficit/ surplus, if any can be realized/ adjusted. (Except for new connection covered under Regulation 36 and 37 of the Code)
- (3) The applicant for new low tension connection shall follow the format as specified in **Annexure - 4** and the applicant for new high tension or extra high tension connection shall follow the format specified in **Annexure - 5**, as amended from time to time and as provided in the online facility of the licensee, along with his preferred dates for site inspection by the licensee.
- (4) If the applicant is:
 - (i) a company, trust, educational institution, Government department or similar institution, the application form, digitally signed or authenticated by a competent officer duly authorised for this purpose, shall be submitted along with the soft copy of the relevant resolution or authorization letter of the institution concerned and the proof of his identity;
 - (ii) a partnership firm, the applicant shall submit along with the application form, a soft copy of the partnership deed and an authorization in the name of the applicant for signing the application form and service connection agreement;
 - (iii) a public or private limited company, the applicant shall submit along with the application form, a soft copy of the Memorandum of Association, the

Articles of Association and the Certificate of Incorporation along with an authorization in the name of the applicant for signing the application form and service connection agreement.

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

No.	Category of applicant	Documents
(i)	Agricultural connection of Punja or Kole land	letter of authorization from Punja or Kole Special Officer or from any authority authorized by Government in Agricultural Department.
(ii)	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.
(iii)	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) Applicant for new connection shall upload 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 and other documents as detailed in sub regulation (5) above.

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

Provided that the applicant may take the assistance of the electrical contractor registered with the licensee, to submit the online application.

(8) In case of application for connected load above 20 kW, the licensee shall process the same as detailed in the power feasibility report specified in Regulation 50 A above, whenever the consumer opt for the same:

Provided that prospective consumers with connected load less than 20 kW

also can submit the application for feasibility and remit the tentative cost for providing the supply as per the kVA/ kW rate applicable, to enable the licensee to develop the infrastructure in advance.

- (9) In case of applicants requiring power feasibility the applicant shall remit the tentative cost for providing the supply as per the kVA/ kW rate or the amount based on cost data, as applicable, to enable the licensee to develop the infrastructure in advance.

Provided that after completion of the electrical installation in the building the applicant shall submit following documents through online mode:

Exact load details, layout of the installation, schematic drawing, premises details, test cum completion certificate signed by the licensed electrical contractor and wireman/ supervisor or energisation approval and other documents required for providing a new service connection.

- (10) The licensee, within six months from the date of notification of these amendment Code, shall submit the revised format of the applications to be incorporated in the online portal/ mobile app for availing various services from the licensee, to the Commission for approval.

- (11) The Licensee shall evolve online facility through the web portal/ mobile app for the various services with online tracking system, within 6 months of publication of these Amendment Code, taking into account the following online interface for guidance:

Page 1 : Personal data of the consumer;

Page 2: Technical Particulars with option to fill the same through the licensed contractor;

Page 3: Remittance of various fees and charges which includes the per kVA/ kW rates, Security Deposit, application fees etc.;

Page 4: Application submission with preferred dates for site inspection by licensee and self declaration based on Aadhar authentication.

- (27) Regulation 76 of the Code shall be substituted as follows:-

76. Processing the application for new service connection.- (1) On receipt of the application form or application for new service connection, the licensee shall verify the application form along with the uploaded documents, and if found deficient prima facie, shall issue an intimation through SMS/ E-mail/ whatsapp etc., regarding the deficiencies in the application form.

- (2) If the application form is complete, the licensee shall acknowledge the same and update the status of the same in the web portal:

Provided that, the application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like; receipt of application, site inspection, issuance of final demand note, network development, meter installation, energisation etc.:

Provided further that, the reasons for pendency on the processing of the application, if any, shall be escalated to the higher officials of the licensee with intimation to the consumers through web-based application or mobile app or through SMS.

- (3) The licensee shall maintain database of all the applications received in the server, to be maintained for this purpose.
- (4) The licensee shall deal with the application forms and applications in each category on the broad principle of “first come; first served” basis as per the serial priority in the web portal.
- (5) 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 respect with all relevant documents.
- (6) The licensee shall inspect the premises and 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.
- (7) The licensee shall align the service line along an accessible route up to the entry point of the premises.

(28) Regulation 77 of the Code shall be substituted as follows:-

77. Inspection of the premises of the applicant by the licensee.- (1) The licensee shall on receipt of the documents as per sub regulation (5) of Regulation 76 above and after collecting the necessary fees and cost if any, stipulate a date for inspection of the premises of the applicant in consultation

with the applicant, and intimate through electronic mode such as sms/ e-mail/ whatsapp etc. accordingly.

- (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 authorized 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 Annexure – 6, as required of him under the provisions of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023, as amended from time to time.
- (5) During the inspection, the licensee shall:-
 - (a) determine and record the connected load of the consumer in accordance with the completion report submitted;
 - (b) 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
 - (c) verify all other particulars mentioned in the application form, as required.

(29) In Regulation 78 of the Code:-

- (i) Sub regulation (1) shall be substituted as follows:-
 - (1) If on inspection, the licensee finds any defect in the installation of the applicant, the licensee shall intimate, in the format given in Annexure - 6 of the Code, the defects to the applicant on the spot under proper acknowledgement and the same shall be uploaded in the online application/ service portal.
- (ii) Sub regulation (2) shall be substituted as follows:-

(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 sub regulation (1) above and inform the licensee through the online application/ service portal.

(30) Regulation 79 of the Code shall be substituted as follows:-

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 re-inspect the premises of the applicant in consultation with the applicant, under intimation through electronic modes such as sms, e-mail and whatsapp. The re-inspection shall generally be conducted within three 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, and the same shall be intimated to the consumer through electronic mode.

(3) The applicant shall be informed of the result through e-mail with copy of the report of re-inspection uploaded on the online application/ service portal, and the refundable charges and deposits shall be refunded within seven days.

(31) In Regulation 80 of the Code:-

(i) In sub regulation (1), the words “an officer designated by” shall be substituted with “*to the IGRC of*”.

(ii) In sub regulation (2), the words “appellate officer” shall be substituted with “*IGRC/appellate officer*”.

(32) In Regulation 81 of the Code:-

(i) the word “Final” shall be inserted prior to the heading “Sanction of load and issuance of demand note”.

(ii) the words “determined in accordance with **Annexure - 7** to the Code or the load applied for whichever is higher” shall be substituted with “*as per the test cum completion report*”.

(iii) the word “ final” shall be inserted between the words “ specified below a” and “demand note”.

- (iv) the word “ final” shall be inserted between the words “ remit the” and “recoverable expenditure”.
- (v) the heading of the Table -1 “Timeline for issuance of demand note” may be replaced with the words “*Timeline for issuance of final demand note for per kVA/ kW rate consumers and demand note for consumers under 36, 37 and 49 of the Code*”
- (vi) In the first proviso after the Table-1, the words “seven working days” shall be substituted with “*three working days*”.

(33) In Regulation 82 of the Code:-

- (i) In the title, the words “cost data” shall be substituted with “*cost data/ per kVA/ kW rate*”.
- (ii) In Sub regulation (1), the words “cost data” shall be substituted with “*cost data/ per kVA/ kW rate*”.
- (iii) In sub regulation (3), clause (iv) shall be omitted.

(34) In Regulation 83 of the Code:-

- (i) In sub regulation (2), the words “cost data” shall be substituted with “*cost data specified for the consumers under Regulation 36, 37 and 49 of the Code*”.
- (ii) In sub regulation (3), the words “cost data” shall be substituted with “*cost data specified for the consumers under Regulation 36, 37 and 49 of the Code*”.

(35) In Regulation 85 of the Code,

- (i) In sub regulation (1), clause (b) shall be substituted with the following:-

	Particulars	Maximum time
(a)(1)	Raising demand for consumers except for those under Regulation 36, 37 and 49 of the Code, who are submitting applications for service connection through online	Same day itself through electronic mode

	mode	
(a)(2)	Inspection of the premises of the applicant and preparation of the cost estimates, and issuance of demand note including security deposit, for the consumers those under Regulation 36, 37 and 49 of the Code	15 days from the date of receipt of application form
(b)	Giving the connection	7 days from the date of receipt of application.
		One month from date of receipt of application for difficult areas

(ii) For second proviso to clause sub regulation (3) (a) , the words “power intensive unit” shall be substituted with the words “*power quality impairing units*”.

(36) In Regulation 88 of the Code, the following provisos shall be inserted after sub regulation (2), namely:-

Provided that, separate temporary connection can be provided to auditoriums and convention centers which are functioning for very few days in a month, and are operated through generator sets on off grid mode:

Provided further that the limitation period of one year shall not be applicable for such connections:

Provided also that, such connections shall be provided using prepaid meters.

(37) In sub regulation (2) of Regulation 89 of the Code, the words “in the local office of the licensee” shall be substituted with “*through online mode*”.

(38) In sub regulation (1) of Regulation 90 of the Code, the words “*through online mode*” shall be inserted between the words “ existing connection” and “ in the forms”.

(39) After Regulation 90, the following regulation shall be inserted, namely:-

(90A) Installation of Electric Vehicle (EV) Charging Outlets for Multi-storey Buildings and domestic consumers;-

- (1) The size of the EV charging outlets provided shall be as follows:
 - (i) capacity of single phase EV chargers shall be limited to 3.3 kW;
 - (ii) EV chargers above 3.3 kW should be connected through three phase system only;
 - (iii) Total capacity of the EV chargers shall not exceed 30% of the capacity of the connected distribution transformer;
 - (iv) All the EV chargers should have proper harmonic filters to prevent entry of undesirable harmonics into the distribution system;
 - (v) Socket-outlet of electric vehicle charging points shall be installed at least 800 millimeter above the finished ground level;
 - (vi) The distance between the charging point and the connection point on the electric vehicle shall not be more than five meters.
- (2) For domestic consumers, an EV charging outlet of capacity upto 8 kW can be provided from the consumer installation, subject to the condition that the capacity of the EV charger shall not exceed 80% of the approved connected load of the consumer:

Provided that, in the case of existing domestic consumers, if the charger capacity is less than 80 % of the connected load, enhancement of connected load is not required:

Provided further that, such consumers shall provide details of the EV installation to the concerned office of the licensee for information and monitoring and the same shall not be considered as unauthorized additional load:

Provided also that, if the EV charger capacity is more than 80 % of the connected load of the domestic consumer, enhancement of the connected load complying due procedure is required:

Provided also that, such EV charger outlets shall not be normally operated during 06:00 p.m. to 11:00 p.m.

- (3) In the case of a new building with multiple occupants, including high rise buildings individual charging points (one for each, subject to sub regulation (1) above) can be provided near to their designated car parking space from their installation after the respective metering point, complying with the provisions of the Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2023 as amended from time to time:

Provided that EV Fast charging outlets shall be provided in the building, connected to the common service consumer installation of the building, enhancing the connected load / contract demand of the common service consumer as per the regulations, as required to cater the load of the outlets.

Provided further that, buildings with rising mains and having floor wise metering as stipulated in Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023, EV charging for individual car parks may be provided through a common meter and distributed to each point. The charges for individual charging points shall be managed through appropriate mobile app by authorized residents welfare association.

- (4) In the case of existing building with multiple occupants, including high rise buildings, depending upon the spare capacity available in the distribution transformer, two or more EV charging outlets can be provided in the common area complying with the provisions of the Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2023, for all the consumers in the building.

Provided that the charges for such points shall be managed through mobile app by authorized residents welfare association.

- (5) For all other category of consumers, EV outlets may be connected to the installation, only after the approval of the licensee and complying the due process for sanctioned additional load.

(40) In sub regulation (2), of Regulation 91 of the Code, the words “by filing an application in” shall be substituted with the words “*through online mode as per*”.

(41) In Regulation 93 of the Code: -

- (i) In sub regulation (1), the words “in the format given” shall be substituted

with *“through online web portal as per the format specified”*.

- (ii) In sub regulation (2), the words “application form” shall be substituted with *“online application”*.

(42) In Regulation 95 of the Code:-

- (i) In sub regulation (2), the words “in the local office of the licensee” shall be substituted with *“through the web portal of the licensee”*.

- (ii) In sub regulation (2), the following proviso shall be inserted, namely;

Provided that, the time frame for shifting the electric line or electrical plant shall be as per the timeline specified in Regulation 85 of this Code.

(43) In Regulation 99 of the Code,-

- (i) In sub regulation (1), the words “in the form” shall be substituted with *“through online web portal as per the format”*.

- (ii) In sub regulation (1), the following proviso shall be inserted, namely:-

Provided that, during the pendency of the application for enhancement of load submitted by a consumer, the consumer shall not be penalized for ‘unauthorized additional load’, if the consumer has taken due steps such as; remittance of fees/ costs as required by the licensee, submission of scheme/ energisation approval of the installation by the Electrical Inspector etc., to avail power for the additional load and in the cases where regularization is not done due to the delays attributable to the licensee:

Provided further that consumers under demand based tariff requiring addition/ modification in connected load without any change in contract demand shall submit an application with the energisation approval of the Electrical Inspector/ completion certificate issued by the authorized contractor and wireman, as applicable, and the licensee shall update the records accordingly and such load shall deemed to be approved without any further action to be taken by the consumer and sub regulations hereunder shall not be applicable to the said applicant.

- (iii) Sub regulation (4) shall be substituted as follows:-

(4) The application for enhancement of connected load in case of connected load based billed consumers and contract demand in case of

demand based consumers shall not be considered, if the consumer is in arrears of payment of the dues payable to the licensee.

Provided that, the disputed amount under the active consideration of any judicial/ appellate forum shall not be treated as arrears for the purpose of enhancement/ regularization of connected load or contract demand:

Provided further that, the request of the consumer for regularization of the unauthorized additional load, shall not be rejected, even if the dispute is pending for finalization.

(44) In Regulation 100 of the Code for sub regulation (3), the words “in the form” shall be substituted with “*through online web portal of the licensee as per the format*”.

(45) In Regulation 109 of the Code, sub regulation (6) shall be substituted with the following, namely:-

(6) In the case of multi-storied buildings, the meters may be fixed as per Regulation 38 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023:

Provided that the location of the meter should be got approved by the Electrical Inspector/ Licensee:

Provided further that any deviations in the location of the meters should be got authenticated from the Electrical Inspector as per the provisions in sub regulation (2) of Regulation 136 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023.

(46) In Regulation 117 of the Code, the following proviso shall be inserted to sub regulation (1),namely:-

Provided that, if on inspection it is found that the meter is defective, the distribution licensee shall replace the meter within 72 hours from the time of detection of the defect;

(47) In Regulation 118 of the Code,-

(i) In sub regulation (2), the word “*three*” shall be inserted between the words “previous” and “billing cycles”.

(ii) In sub regulation (2), the following proviso shall be inserted, namely:-

Provided that, if a Renewable Energy (RE) meter is defective or damaged, the RE generation shall be taken as specified in sub regulation (5) of Regulation 125 below.

(48) In sub regulation (3) of Regulation 119 of the Code, the word “*three*” shall be inserted between the words “previous” and “billing cycles”.

(49) In sub regulation (3) of Regulation 122 of the Code, the word “*or any other communication system*” shall be inserted between the words “email” and “if the consumer”.

(50) In Regulation 123 of the Code, the following proviso shall be inserted to sub regulation (1), namely:-

Provided that, the licensee shall provide on the online web portal or mobile app or chat bot, the facilities for the consumers/ prosumers to view and/ or download the detailed bill indicating; the detailed methodology/ steps for calculation of the energy charges based on the slab wise tariff, fixed charge, surcharge, energy injection, details of arrears/ previous period charges/ adjustments etc.

(51) In Regulation 125 of the Code, the following sub regulation (5) shall be inserted, namely:-

(5) In case where the RE meter is faulty or defective, the RE generation shall be assessed in the following sequence:-

(i) Based on the data available in the RE inverter provided in the installation;

(ii) If (i) above is not available, based on the average of the generation during the same month/s in the previous year;

(iii) If (i) and (ii) above are not available, based on the average generation per kW per day for the last six months.

(52) In Regulation 129 of the Code, the sub regulation (1) shall be substituted with the following regulation, namely:-

(1) The distribution licensee shall provide to the consumers, the facility to make advance payment of electricity charges, limited to a period of one

year from the date of request of the consumer, on an application given in the format provided under Annexure - 17.

(53) In Regulation 136 of the Code, the Sub regulation (5) shall be substituted with the following regulation, namely:-

(5) The licensee may formulate schemes for one-time settlement of long pending arrears and implement the schemes, with intimation to the Commission.

(54) In Regulation 137 of the Code,-

(i) In sub regulation (1), the words “or electronic payment modes such as bank transfer, online payment, UPI payment etc.” shall be inserted after the words “demand draft, money order, cash”.

(ii) In first proviso to sub regulation (1), the figures “*twenty thousand rupees*” shall be replaced with the figures “*one thousand rupees*”.

(iii) Sub regulation (2) shall be omitted.

(55) In Regulation 138 of the Code, in clause (k) of sub regulation (1), the words “other than the ones authorized by the licensee” shall be substituted with “*affecting, the quality of power supplied or the infrastructure equipments owned by the licensee*”.

(56) In sub regulation (1) of Regulation 139 of the Code, the following proviso shall be inserted, namely:

Provided that the licensee shall remind the consumer on disconnection, through sms/ email/ notice/ intimation, within 48 hours and not less than 12 hours of the intended disconnection.

(57) In Sub regulation (1) of Regulation 145 of the Code, after the words “for the same in” insert the words “*through the online web portal of the licensee*”.

(58) In Regulation 147 of the Code, in Sub regulation (1) the word “twenty four” shall be replaced with the word “*six working hours*” .

(59) In Regulation 152 of the Code,-

(i) In sub regulation (2), the following provisos shall be inserted, namely:

Provided that a site mahazar detailing the anomalies shall be prepared by the Inspecting Officer and the provisional bill for the short collected period shall be issued to the consumer. The licensee shall follow the due procedures as per Regulation 156 of the Code for hearing the consumer and finalization of the assessment bill following the procedures specified in Regulation 157 of the Code;

Provided further that the licensee may finalize the final assessment bill through the appropriate IGRC, if necessary.

(ii) First proviso to sub regulation (3) shall be omitted.

(60) In Regulation 153 of the Code,-

(i) In sub regulation (1), the words “sanctioned load” shall be replaced with the words “*contracted connected load*”.

(ii) In sub regulation (2), the words “sanctioned load” shall be replaced with the words “*contracted connected load*”.

(iii) The proviso to sub regulation (3), shall be substituted with the following proviso, namely:-

Provided that the rated capacities of the equipment and apparatus connected to the *UPS / SMPS/ voltage stabilizer /inverter / rectifier* shall be considered for computation of the connected load, *subject to the limit of the rated capacity of the UPS/ inverter/SMPS/ rectifier etc.*

(iv) In sub regulation (5), the words “sanctioned load” shall be replaced with the words “*contracted connected load*”.

(v) Sub regulation (7) shall be substituted with the following sub regulation, namely:-

(7) If it is found that any additional load has been connected by a demand based billed consumer without due authorization or intimation to the licensee as applicable under Regulation 99 of the Code 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.

(vi) In sub regulation (9), the words “in the agreement within a time frame as stipulated by the licensee” shall be replaced with the words “*under Regulation 99 of the Code*”.

(vii) In sub regulation (11), the word “unauthorized” shall be replaced with the word “*additional*”.

(viii) In sub regulation (12), the word “unauthorized” shall be replaced with the word “*additional*”.

(ix) In sub regulation (13), the word “unauthorized” shall be omitted.

(x) Sub regulation (15) shall be omitted.

(61) In sub regulation (1) of Regulation 154 of the Code, the following proviso shall be inserted, namely:

Provided further that, the electrical power loads of Nano household units can be connected to the domestic installation under the domestic tariff, subject to the condition that the installation does not exceed limit for the connected load specified for nano households.

(62) In sub regulation (6) of Regulation 155 of the Code, the following proviso shall be inserted, namely:

Provided that the use of additional load of demand based billed consumers detected under sub regulation (10) of Regulation 153 shall be penalized for the portion of the demand recorded in the meter which can be reasonably attributable to the additional load detected:

Provided further that the licensees shall formulate a methodology for the same and submit to the Commission within six months from the date of notification of these amendment regulations.

(63) In sub regulation (17) of Regulation 158 of the Code, the word “FBIL +200 base points” shall be replaced with the word “Bank rate +200 base points”.

(64) In Regulation 163 of the Code, the Sub regulation (3) shall be substituted with the following regulation, namely:-

(3) The compounding of the offence shall be permitted only on deposit or payment of the assessed amount of charges in accordance with the provisions of the Act and sub regulation (7) and (9) of Regulation 160 of this Code, and on remittance of the sum of money assessed at the rates specified in Section 152(1) of the Act or at the rates notified by the State Government.

(65) Regulation 164 of the Code shall be substituted with the following, namely:-

164. Intimation by consumer of a tampered meter.- In case a consumer informs tampering of meter in his premises:-

- (i) The authorized person of the licensee shall visit the site immediately and inspect the meter and seals. If tampering is confirmed the site mahazar shall be prepared;
- (ii) The tampered meter shall immediately be replaced with a correct meter by the licensee at the cost of the consumer and site mahazar shall be forwarded to the assessing officer for assessment of amount to be realized from the consumer.;
- (iii) The assessment of such amount shall be done by the assessing officer in accordance with the procedure specified in Regulation 155;
- (iv) 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;
- (v) In case of default in payment, the proceedings against theft under Section 135 of the Act, shall be initiated.
- (vi) The licensee shall not initiate proceedings under Section 135 of the Act, in case the consumer pays the assessed amount within the time stipulated by the licensee;
- (vii) The opportunity for voluntary declaration of tampered meter shall be given only once to any consumer.

S/d

Secretary

Single point supply and sharing of electricity charges under Regulation 56

- (1) The consumer will be known as Single Point Supply Consumer (SPSC). The individual consumers in the building/ project shall be known as sub consumers, and will be provided with a consumer number synonymous to the SPSC entity.
- (2) The licensee may provide single point supply to the following premises with multiple beneficiaries subject to the conditions specified hereunder:-
 - (i) Multi- storied buildings;
 - (ii) Colonies developed by any development authority or private builder or developer;
 - (iii) Domestic or commercial or industrial complex or mix up of commercial and residential complexes;
 - (iv) residential complex constructed by any employer for his employees or by a panchayat or a cooperative society or a registered association of beneficiaries.
- (3) Conditions for single point supply,-
 - (i) The distribution licensee shall provide connectivity/ power supply for the project at a single metered point, to enable the consumer (SPSC) to supply power to its beneficiaries in the premises (sub consumers) as mutually agreed by the licensee and the SPSC. Contract Demand may be, the cumulative sum of requirements of all the individual beneficiaries assessed as per the statutes and prudent practices or as mutually agreed.
 - (ii) The consumer shall bear the expenditure for constructing, building, augmenting and maintaining the distribution system, within the consumer premises. The distribution system shall be as per the relevant standards and specifications of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, as amended from time to time, the National Electrical Code and the Kerala Electrical Inspectorate requirements.
 - (iii) In the case of an HT SPSC, permission will be given to distribute electricity at low voltage within the premises, irrespective of the provisions under Regulations 8 & 11 of the Supply Code, on voltage level of supply based on connected load/ contract demand of the individual consumers, provided the installation conforms to the Construction and Safety Standards/ Regulations of CEA and approved by the Electrical Inspector.
 - (iv) The sub consumers within the SPSC installation shall be provided with a consumer number/ code synonymous with the SPSC and the details shall be

provided to the licensee for records. In case of default or non performance by the SPSC, the licensee shall take over the installation without any compensation and continue to supply power to the sub consumers within the premises as consumers of the licensee.

- (v) It may not be practical to install all the sub consumer meters at one location of the project, in cases where the individual consumers are located far away or the internal distribution is done through rising mains/ bus bars. In such cases, multiple metering locations may be permitted ensuring proper sealing of the main distribution system against pilferage/ theft of energy. In such cases, IT based monitoring system indicating the simultaneous input energy and cumulative consumption, may be provided in the main switch room of such SPSC for ensuring no pilferage of energy other than losses occurring in the system.
- (vi) In the case of indoor installation, the consumer shall provide at his expense, a locked enclosure of a design approved by the Electrical Inspector for housing the metering equipment. In the case of outdoor metering installation, a fenced enclosure, as specified by the distribution licensee, with lock and key for housing the metering equipment shall be provided by the consumer. The metering equipments and accessories shall be located at a place having 24 hours access for the licensee officials, for the purpose of inspecting, testing and maintenance of its apparatus. In no case, the consumer shall have physical access to the metering equipment except in the presence of the officials of the distribution licensee. Denial of access to the metering premises for the distribution licensee officials by the consumer or his representatives shall be dealt with as per the provisions contained in the Kerala Electricity Supply Code and the Act.
- (vii) The accuracy class of the meters to be installed shall be as per the standards specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006, as amended from time to time and the Kerala Electricity Supply Code.
- (viii) Back up/ Emergency Power system in the project, if any, shall be connected, after the individual sub consumer meters only, through proper changeover system preventing back feeding. Otherwise, energy meters with facility to record the energy supplied from dual sources (Normal Grid Supply/ Generator Supply) separately shall be installed to record the individual sub consumer consumption.

- (ix) The billing of the single point consumer and the sub consumers (beneficiaries) shall be done based on the tariff fixed by the Commission in the Tariff Order for the relevant period, for the respective consumer or consumer group/ class/ category, as applicable.
- (x) The procurement and installation of the energy meters shall be in consultation with the licensee and as per the regulations specified in the Kerala Electricity Supply Code.
- (xi) The SPSC shall remit the charges for the entire electricity availed at the single point supply, as per the bill prepared by the licensee within such time as indicated in the bill. Non payment of electricity charges by any of the beneficiaries to the SPSC shall not be a reason for non payment of electricity charges by the SPSC to the licensee.
- (xii) The payment of bills, disconnection, reconnection, termination of agreement etc. of SPSC shall be as per the relevant provisions of the Kerala Electricity Supply Code.
- (xiii) The SPSC, before energising the sub consumer connections shall furnish to the licensee, the complete technical/ commercial details of transaction of energy to the individual beneficiaries including the common service. The same shall include details of the individual beneficiaries (sub consumers), such as connected load, contract demand, tariff applicable etc. of the beneficiaries and that of common services in the format specified by the licensee.
- (xiv) The energy supplied to the beneficiaries and for the common purpose shall be ascertained by meters installed by the SPS consumer and kept in good condition in their premises and conforming to the standards prescribed in the relevant regulations. SPSC shall ensure that the energy meters installed to the sub consumer premise shall be tested and calibrated in NABL accredited laboratory. There shall be a provision to disconnect power to each and every beneficiary in the single point supply project separately and the licensee shall have free access to all the individual sub meters.
- (xv) The percentage loss permissible within the project distribution system will be fixed annually, if necessary, taking into consideration the distribution infrastructure, transformer losses, metering accuracy/ error, location of the meters, differences in the maximum demands etc., by the licensee in consultation with the SPSC, so that the individual sub consumer consumption sum matches with the SPSC meter consumption after accounting the losses.

(4) Tariff of Single point consumer.-

The tariff applicable to the single point supply projects shall be as per the methodology determined by the Commission based on the following principles:-

- (i) The general tariff applicable to the SPSC shall be specified by the Commission in the relevant tariff orders or specific orders issued in this regard. The tariff may be fixed to the SPSC depending on the predominant nature of the project, such as; Domestic, Commercial, Industrial, Others etc. The type/ category will be fixed by the licensee considering the number of consumers in each category, their connected load, consumption etc. in the project. The tariff shall be two part with fixed and variable charges applicable for each category. The charges to be collected by the SPSC from the sub consumers shall be based on the tariff orders of the Commission and the tariff category of each sub consumer.
- (ii) The SPSC will be eligible for a maximum of 2 % of the bill amount (excluding the Electricity duty, surcharge and penalty) prepared by the licensee, to compensate for the transformation and distribution losses within the distribution system upto the individual sub consumer metering point. In addition, the SPSC will be allowed 1% of the bill amount (excluding the Electricity duty, surcharge and penalty) prepared by the licensee, for compensating the commercial losses and for the O & M expenses of the distribution system of the project.
- (iii) The licensee shall bill the SPSC for the electricity consumed based on the reading taken from the main meter, during the billing cycle at the tariff rate. The bill raised by the licensee shall indicate the deduction applicable to the SPSC for the eligible distribution and commercial losses and O & M expenses, limited to 3 % of the original bill amount and the net amount to be paid by the SPSC to the licensee will be indicated. The SPSC has to remit the net bill amount issued by the licensee within the due date.
- (iv) The representative of the SPSC shall record the consumption of the sub consumers within the project on the same day and time, the licensee takes the main meter reading. SPSC shall prepare the bill based on these readings and issue the electricity bill applicable to the individual sub consumers within three (3) days and the sub consumers shall remit the payment within the due date to the account of the SPSC. The SPSC shall maintain a separate bank account for receiving the payments from the individual sub consumers and to make the payment to the licensee.
- (v) The licensee shall include in the monthly bill, the electricity duty at the rate applicable to the SPS consumer as per the Kerala Electricity Duty Act and

the SPSC shall pay the electricity duty raised by the licensee along with the monthly payment. The bills issued to the sub consumers within the project should also include the electricity duty separately at the rates applicable to the SPSC sub consumer. The difference in the duty amount, if any, may be accounted to the account of the common services sub consumer.

- (vi) The meter rent shall be collected by the entity who has installed the meter as per the provisions in the Kerala Electricity Supply Code and at the rates specified in the tariff order or other applicable orders.
- (vii) The fixed/ demand charge for the SPSC shall be based on the recorded demand or 75% of the contract demand whichever is higher, at the rates fixed in the tariff order. The sub consumers will be charged for the fixed/ demand charge based on their connected load/ contract demand.
- (viii) The fixed/ demand charges and variable charges billed by SPSC from the sub consumers and the amount remitted to the distribution licensee are to be reconciled every year and the net surplus/ deficit amount after retaining 2%, is to be adjusted within three (3) months.
- (ix) Every month, the SPSC shall provide within ten (10) days of issuance of the monthly bills, a detailed account of the bills raised to the individual sub consumers in the project, indicating the total billed amount, fixed charges, variable charges, the applicable losses and O&M expenses, electricity duty collected etc. and the net amount (+/-) with respect to the bill raised by the licensee.
- (x) The SPSC should remit the Cash Security Deposit (CD) and the ACD as demanded by the licensee as per the regulations/ orders issued from time to time. The SPSC may collect such amount from the sub consumers in proportion to the connected load/ contract demand of the individual consumers, at the rates charged by the licensee to the SPSC. The SPSC should maintain records of the CD/ ACD remitted by each of the sub consumers and the accounts and shall be updated as and when required. The statement of this account shall be provided to the licensee annually for information.
- (xi) Further, any additional demands/ surcharges raised by the licensee as per regulations/ rules shall be paid by the SPSC and the SPSC may recover the same from the sub consumers as and when the same is raised by the licensee.

- (xii) Any penal charges including late payment fees etc. has to be borne by the SPSC. If any sub consumer default in the payment of the electricity bills raised by the SPSC, the SPSC will be eligible to realize from the sub consumers, the surcharge at the applicable rates as per the Kerala Electricity Supply Code, and shall be accounted by the SPSC.

(5) Providing service connection to individual consumers of single point consumer. -

- (i) The SPSC shall maintain and upkeep the distribution network within the premises so as to comply with the standards specified in the 'Standards of Performance Regulations, 2015', as amended from time to time (applicable to the licensee).
- (ii) The SPS consumer shall release new connections to the applicants in the project within the time limit specified in Regulation 85 of this Code.
- (iii) The licensee shall have all the right to enter into the premises for inspection of the network and records and ensure that the network conforms with the applicable safety regulations and the charges levied from the sub consumers are as per regulations. The single point consumer shall be responsible for the operation and maintenance of; the plant, equipment, lines and cables, installed by him. The maintenance of the internal distribution network and providing services to individual beneficiaries and for common service shall be the responsibility of the consumer.
- (iv) If a beneficiary desires to take supply from the licensee directly, the SPS consumer shall allow the licensee to use the internal distribution network laid out by the SPS consumer in the project, for providing supply directly to such beneficiary owning or occupying any unit within the project of the SPS consumer, including the modifications required:

Provided that, the maintenance of internal network (transformer, lines, cables etc.) after the metering point of the SPS consumer shall still be the responsibility of the SPS consumer itself:

Provided further that, the energy availed by such individual beneficiary (direct consumer of the licensee) will be adjusted in the billing:

Provided also that, the beneficiary in default of payment of any charges related to supply of electricity will not be eligible for such switch over.

(6) Dispute Resolution Mechanism.-

- (i) The dispute between the Single Point Supply Consumer and the distribution

licensee may be settled mutually as per the provisions of the Kerala Electricity Supply Code. If the disputes are not settled within the licensee, the SPS consumer can approach the appropriate forum for redressal of the grievances.

- (ii) Dispute between the beneficiary (sub consumer) and the Single point supply consumer.
 - a) The dispute on account of new connection/ additional load/ quality of service or any related matter shall primarily be referred to the licensee. The licensee shall resolve the same timely, after due inspection/ verification and analyzing the issue technically and commercially, and arriving at a prudent/ viable solution as per the provisions of the Code.
 - b) However, if the SPSC or the sub consumer are not satisfied with the decision of the licensee, they may approach the appropriate forums for legal remedy.
 - c) Metering /Billing related complaints of beneficiaries shall be settled by the SPS consumer itself. Otherwise, the individual beneficiaries can approach the licensee and then to the appropriate legal forums.
 - d) Any unlawful action including theft or mal practice by the consumer or by any of the beneficiary within the consumer premises will lead to penal consequences contemplated under section 126 and/or 135 of the Electricity Act 2003.

Explanatory Note on the proposed Regulations

1. Section 50 of the Electricity Act, 2003 (Central Act 36 of 2003) stipulates State Commission shall specify an electricity supply code to provide for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity; 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 maintaining electric lines or electrical plants or meter and such other matters.
2. Accordingly, the Commission had notified the Kerala Electricity Supply Code, 2014 on 31st January, 2014. The Kerala Electricity Supply Code, 2014 was amended in 2015, 2016, 2017, and 2020. Further, Kerala Electricity Supply Code (Removal of Difficulties) Orders were notified in 2014, 2015 and 2016.
3. Government of India, Ministry of Power (MoP), has notified the Electricity (Rights of Consumers) Rules, 2020. The Rules seek to ensure that new electricity connections, refunds and other services are given in time-bound manner and that wilful disregard to consumer rights results in levying of penalties on service providers and payment of compensation to consumers. The primary objective of these rules is to make Distribution Companies (DISCOM) more consumer-friendly; these rules simplify and digitise various cumbersome processes like Metering arrangement, Billing and Payment, Disconnection and Reconnection, Reliability of supply, Compensation Mechanism, Call Centre for Consumer Services etc. To incorporate the above, the Commission has decided to further amend the Kerala Electricity Supply Code, 2014.
4. Also, as per Clause 4(13) of the Electricity (Rights of Consumers) Rules, 2020, it is specified that for the electrified areas upto 150 kW or such higher loads, the Commissions may specify the charges on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case individually. The demand charges, in such cases, may be paid at the time of application for new connection. The Rule 4(13) of the Electricity (Rights of Consumers) Rules, 2020 is quoted hereunder:

4(13) For electrified areas up to 150 kW or such higher load as the Commission may specify the connection charges for new connection shall be fixed on the basis of the load, category of connection sought and average cost of connection of the distribution licensee so as to avoid site inspection and estimation of demand charges for each and every case individually. The

demand charges, in such cases, may be paid at the time of application for new connection.

Further, stakeholders has mentioned during the public hearings that, for consumers with same connected loads/ demand, irrespective of the distance of the premises from the distribution network shall be allowed to pay same amount for availing service connections. It is also noted that the charges payable by a consumer for availing new connection shall be made easy to estimate in a more transparent manner and the applicant shall be able to make all payments along with the application itself. Further complaints have been received regarding the prudence in arriving the estimated costs for the service connections and the delay in completing the procedures for the estimate. Enabling consumer/ applicant to estimate all payable charges at the time of making an application itself without any inspection or site visit by the licensee would remove the existing bottlenecks and obviate multiple visits to the office of the licensee. Considering all these, the Commission is proposing per KVA/ kW rates for all consumers having a connected load or demand requirement upto 1 MW/ 1 MVA.

5. Government of Kerala, Power Department, as part of ease of doing business has requested the Commission that service connection agreement may be dispensed with for LT consumers and to include an undertaking in the application form itself in case of Industrial/HT/EHT consumers. As part of ease of doing business, the Commission has also decided to mandate the online submission of applications for various services before the licensee as the default mode.
6. Further, the Commission has seen that, power allocation applications have been pending for the consumers having connected load above 20 kW, at various places due to transmission line constraints. It is observed that, if the HT consumers have informed the licensee about the power requirement in advance, after obtaining the building permit/ construction license with the preliminary details of the connected load requirements and the time frame for availing supply for the project, the licensee can develop the required infrastructure to the project in time. Procedure for incorporating the Power feasibility sanction is included in Regulation 50A.
7. Vide the Judgments of the Hon'ble Supreme Court dated 5th October 2021 in Civil Appeal No 7235 of 2009 and dated 18-02-2020 in Civil Appeal No. 1672 of 2020, it is ordered that the restriction of 2 years imposed under Section 56(2) of the Electricity Act 2003, does not preclude the licensee from raising and recovering an amount genuinely due, even for periods prior to 2 years. Based on the above judgements the provisions of Electricity Act, 2003 and the provisions in the Kerala Electricity Supply Code, 2014 regarding the limitation period and first due need to

be reviewed. Further, the Hon'ble Supreme Court in Civil Appeal Nos. 9235 to 9253 of 2022 has declared Regulation 153(15) of the Kerala Electricity Supply Code, 2014 as invalid, being inconsistent with the provisions of Section 126 of the Act, 2003.

8. Central Electricity Authority has repealed the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 and notified the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023 on 8th June, 2023. The CEA (Measures Relating to Safety and Electric Supply) Regulations, 2023 marks a significant stride in ensuring the safe and reliable operation of electrical systems. These regulations comprehensively address the various aspects of safety in electric supply lines and apparatus, spanning from construction to maintenance. By defining stringent safety requirements for electrical installations and apparatus, including renewable generating stations, electric vehicle charging stations, and high voltage direct current systems, the regulations ensure a comprehensive safety framework for the entire spectrum of electrical activities.
9. In view of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023, Government of Kerala, Power Department vide G.O (P) No. 4/2023/ Power dated 18th September, 2023 has revised the conditions regarding the supply voltage, capacity and connected load of the electrical installations and the interval of the periodical inspection by the Electrical Inspector.
10. Stakeholders have raised clarifications to the methodology to be adopted in the meter fault cases of Solar Meters.
11. Regulation 56 of the Code specifies about Single Point Supply and sharing of electricity charges. However, the methodology and detailed procedures for availing single point supply has not been specified in the Code. As a result, only a limited number of consumers have availed single point supply, so far. The detailed procedures for availing single point supply, collection of electricity duty, percentage of loss, installation points for meters, dispute resolution mechanism and tariff applicable for the single point supply has been specified in the draft as Annexure 23.
12. The vehicular transport in Kerala predominantly depends on fossil fuels. The extensive use of fossil fuels leads to environmental pollution and health hazards which necessitate the exploration of alternative energy. In this alarming circumstance, the Government of Kerala has framed an Electric Vehicle policy for

the State, which includes familiarizing public about the e-mobility aspects, promoting e-vehicles in public transport, promoting electric vehicles etc. In the above circumstance, the procedure to be followed for installation of Electric Vehicle charging outlets for the existing and new Multi storied buildings and for domestic consumers has been proposed in the draft.

13. Industries and Norka Department of Kerala has intimated the Commission that Government of Kerala vide G.O (Ms) No. 116/2017/ID dated 13.11.2017, G.O (Ms) No. 12/2018/ID dated 27.02.2018, G.O (Ms) No. 115/2021/ID dated 03.12.2021 and G.O (Ms) No. 160/2020/ID dated 21.01.2020 has established provisions for setting up of Nano household industries with residential premises. It was based on the Governments concerted effort to invigorate the entrepreneurial environment, with primary focus on nurturing women entrepreneurship. Industries and Norka Department of Kerala has requested before the Commission to permit Nano household units to consume electricity at Domestic tariffs by revising Kerala Electricity Supply Code, to pave way for a conducive environment that encourages home business in the State.
14. Further regulations regarding assessment and penalizing the additional connected load for demand based consumers has been incorporated, to prevent inappropriate, unjust and non- judicious application of Section 126 and 127 by the assessing officers of the licensee. It is noted that, often, the tariff applicable for the recorded demand of a consumer is wrongly applied on non-existent demands by following inappropriate methods without any application of mind, resulting in unjust and huge assessments and large number of unwanted litigations. The proposed amendment is aimed at bringing in a mechanism to aid reasonable and purposeful assessment on detection of an offence.
15. This draft regulation is prepared for incorporating the above objectives.