

**CONSUMER GRIEVANCE REDRESSAL FORUM
AMRAVATI ZONE, AMRAVATI**

'Vidyut Bhavan', Shivaji Nagar, Amravati: 444603, Tel. No. 0721 2551158

Order

Dt. 09/02/2018

Complaint No. 19/2017

In the matter of grievance pertaining to excess billing with power factor penalty

Quorum

Dr. Vishram Nilkanth Bapat, Chairman
Sau. Sushama Joshi, Member (CPO)

In the matter of

M/S Raja Oil Industries,
A 41, MIDC,, Amravati.
C.No. LT -366479007180

Complainant

.....Vs.....

Respondent

The Executive Engineer
MSEDCL, Urban Division, Amravati.

Appearances:-

Complainant Representative:-

Shri Hemant Choudhary

:-Consumer

Respondent Representative:-

Shri. S.M.Shrungare
Additional Executive Engineer
Amravati Ulll Sub Division .

Being aggrieved by non-resolution of complainant's complaint regarding excess billing and power factor penalty, complainant approached CGRF for redressal of his grievance on dt.19/12/2017 and filed his complaint which is registered at Case no.19/2017.

As per Complainant's complaint and oral submission before the Forum, Complainant submitted that:-

- 1) As per complainant, he is having IP electric connection for his Oil Mill namely Raja Oil Industries situated at MIDC, Amravati. He was receiving regular energy bill up to Aug.2017 and was paying the same. He paid bill without dispute up to Aug 2017 with last date of payment as 08/09/2017.
- 2) In the month of Aug 2017, Non Applicant MSEDCL replaced meter of electric connection of Complainant's Oil Mill without informing the Complainant. After replacement of meter, Complainant consumer received excessive energy bill for the month of Sept 2017 vide dt 21/09/2017, with power factor penalty of Rs. 8104/-.

3) Complainant submitted that his Oil Mill was non-operating since Jan.2017 and hence bill of Sept 2017 was not proper. He submitted that, he filed his complaint regarding excessive bill on dt.05/10/2017 to the office of Additional Executive Engineer, MIDC Sub Division, Amravati objecting functioning of meter and requested for correction of same. But no timely action was taken by Non Applicant MSEDCL.

4) Again bill of Oct 2017 received to Complainant consumer vide dt 14/10/2017 with power factor penalty of Rs 6337/- with arrears including P.F. penalty of last month. With this bill again Complainant consumer submitted second application to Non Applicant MSEDCL on dt 21/10/2017 requesting for taking corrective action and stated that he has tested his installation from private agency and his equipment are well in performance. But again no action has been taken by MSEDCL.

5) Bill of Nov 2017 received to consumer vide dt.07/11/2017 with power factor penalty of Rs. 6369/- with arrears including penalties for power factor of previous months. Again the not attended complaint, which is brought into notice of MSEDCL by submitting letter dt.13/11/2017 mentioning all the facts regarding non-functioning of Oil Mill, in order performance of wiring and capacitors etc.in his electrical installation and requested to take corrective action otherwise will approach to Consumer Forum for redressal of his complaint. Non Applicant MSEDCL carried out spot inspection on dt 19/11/2017 but no remedial measures provided.

6) Again requested to Non Applicant MSEDCL to waive off power factor penalty by his letter dt 21/11/2017 as installation of Capacitor of 15 KVAR capacity directly online has been suggested to consumer by MSEDCL department previously and said capacitors were also present in electrical circuit as that of currently but power factor penalty was not imposed with old meter .That means the problem is with present meter for showing wrong power factor which needs to be corrected.

7) Complainant consumer submitted that Non Applicant MSEDCL informed to consumer about wrong connection of Capacitors and its effect on Power Factor and energy bill on Dt 08/12/2017 i,e after lapse of too long period . Consumer was in contact with MSEDCL concern Officials through written communication and personal talks. Though also exact cause of power factor penalty was informed to consumer after lapse of too much period ,which could have been informed immediately after meter replacement and his application on first instance on dt 05/10/2017. Complainant submitted that letter filed by NA MSEDCL at Annexure (2) dtd. 16/10/2017 is not received by complainant. Consumer was in continuous contact with said problem of power factor penalty but Non Applicant MSEDCL has not taken timely action on his grievance .So Complainant consumer filed his grievance for redressal to this Forum on dt 19/12/2017 with the cited written correspondence with prayer as:-

- i) To withdraw power factor penalty charges and issue corrected bill.
- ii) Any other relief which Hon.ble Forum may deem fit.

In response to present complaint and notice of CGRF, Amravati Zone dt. 21/12/2017 to Non Applicant MSEDCL to file their reply, Non Applicant MSEDCL in its written statement dtd.06/01/2018 and oral submission before Forum submitted that :-

- 1) The application of M/S Raja Oil Industries regarding power factor penalty received to their office on dt 05/10/2017 and instructions were issued to concern officer for verification of same. Accordingly spot inspection was carried out by Assistant Engineer, MIDC D/C on dt 13/10/2017 and he found that there was no use of electricity for industrial use and capacitors were connected directly on line. Due to this capacitive effect RKVAH pulse of energy meter was blinking very fast and KWH pulse was slow, resulting in increase in RKVAH reading of meter compare to KWH reading of meter. This fact is communicated to consumer on phone and suggested him to take out the capacitor from electrical circuit in OFF Load condition but consumer failed to do this saying that there is residential use of this power .Copy of written communication is on record.
- 2) Again re-inspection was carried by MSEDCL team on dt.18/11/2017 as per consumer's application and follow up and found that same 15 KVAR capacitor is still connected directly in line . They measured current in each phase under Industrial Off Load condition and with Residential load only, which found R phase-21 Amp. ,Y phase-20 Amp. , B phase -19 Amp .and after putting main switch OFF position, current in each phase becomes zero. This has been shown to consumer representative at site and informed to consumer vide letter dtd.06/12/2017 is on record.
- 3) As the capacitor were connected to the electrical circuit ,it consumes current with increase in KVAH and RKVAH reading resulting in lowering power factor and hence power factor penalty as per tariff schedule in force. Also consumer did not pay attention to the instructions given by MSEDCL for removal of capacitor from direct connection system.
- 4) It was informed to consumer regarding testing option of meter if any doubts about functioning of meter by letter dt 06/12/2017 and 20/12/2017 which is on record.
- 5) In oral submission Non- Applicant MSEDCL submitted that meter replaced with information to consumer on mobile phone and in presence of consumer representative at site. Then it was No load condition with 15 KVAR Capacitor connected directly on line which was fetching the current which would not have been there had the capacitor been disconnected when there is no industrial load. This degraded power factor is also cause of extra energy wastage. This capacitive predominant current increasing RKVAH reading in energy meter and hence lowering down power factor as per Average Power Factor calculation formula. Hence power factor penalty charged is as per tariff schedule approved by Maharashtra Electricity Regulatory Commission and is proper and hence prayer made by Complainant is arbitrary and against the norms of the MSEDCL. So it is requested to dismiss the present complaint at par in the interest of the justice.

After going through the documents placed on record, arguments advanced by both the parties in present matter, verifying and analyzing the facts, technical aspects in present case, the Forum have come to the conclusion that meter was replaced for electric connection of Complainant under information to the Complainant and in presence of consumer representative and is mutually agreed facts before Forum and this was not the action responsible for present grievance. Reason of grievance was imposition of power factor penalty to Complainant and it was due to meter was recording the lower power factor than admissible as per tariff schedule approved by Maharashtra Electricity Regulatory Commission. This recording of lower power factor was due to heavy capacitive current flowing due to installation of capacitor directly on line on consumer side of installation and it could have been avoided with proper connection of capacitors after receiving information from MSEDCL side at the time of first inspection. Maintaining power factor to the minimum value of 0.90 is made mandatory to all IP consumers by Maharashtra Electricity Regulatory Commission and necessary incentives and penalties are approved by MERC for its improvement and deterioration respectively to maintain discipline in supply system. Also the Forum is of opinion that there was loss of national asset of electrical energy by not adopting the corrective measures in capacitor connection by complainant's side.

Hence with lower power factor measurement, penalty for power factor is imposed by NA MSEDCL seems to be correct and is as per tariff schedule approved by MERC .Hence with above facts, observations and findings on technical aspects; this Forum proceeds to pass the following unanimous order.

ORDER

- 1) The Complaint No.19/2017 is hereby dismissed.
- 2) No order as to cost.

Sd/-
(Mrs.S.P.Joshi)
Member(CPO)

Sd/-
(Dr.V.N.Bapat)
Chairman

Contact details of Electricity Ombudsman appointed by MERC(CGRF & EO)
REGULATIONS 2006 under regulation 10:
THE ELECTRICITY OMBUDSMAN,
Office of Electricity Ombudsman (Nagpur)
Plot No.12,Shrikripa,Vijay Nagar,Chhaoni,
Nagpur-440013.
Phone:-0712-2596670

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NO. CGRF/AMZ/ Amravati/ 22.

Dt. 09/02/2018

To,
The Nodal Officer,
Executive Engineer
MSEDCL, Urban Division,
Amravati.

The order passed on in the Complaint No.19/2017 is enclosed herewith for further compliance and necessary action.


Secretary

Consumer Grievance Redressal Forum,
MSEDCL, Amravati Zone, Amravati

Copy to:-

1)M/S Raja Oil Industries
Plot No. A 41 ,MIDC, Amravati
Dist.:- Amravati. 444605

Copy f.w.c.to:-

- 1) The Chief Engineer, MSEDCL, Amravati Zone, Amravati.
- 2) The Superintending Engineer, O&M Circle, Amravati