



Maharashtra State Electricity Distribution Co. Ltd.

(A GOVT. OF MAHARASHTRAS UNDERTAKING)

CIN: U40109MH20005SGCI53645

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REF. P-Com/Accts/Billing/

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COMMERCIAL CIRCULAR No.254

Subject : Average and Excessive Billing

In view of keeping checks on average and excessive billing Competent Authority has directed for devise the control mechanism for the same. Accordingly following modifications have been done in the billing system.

- 1) Consumers having Excessive consumption with normal meter status are identified and bills of such consumers will be generated on average consumption. Meter Status '9' will be used to flag such consumers. Billing components will be accumulated for further release.
- 2) Presently, consumers having consumption four times more than average consumption are considered as Excessive. As such the reason for the excessive billing shall be verified by the concerned SDO every month with required corrective action.
- 3) Before printing/issue of bills, list of such consumers will be generated and should be monitored and verified by the authorities defined depend on for how many months consumer billed with Meter Status '9'.
- 4) Consumers who billed as MS=9 for the first time (not MS=9 in previous bill) should be verified by the concern Executive Engineer of O&M Division.
- 5) Consumers who billed as MS=9 continuously in two months, should be verified by the concern Superintending Engineer of O&M Circle.
- 6) One of the following action should be proposed after verification
 - a. If reading of consumer is wrong, proper document should be fed to correct the reading.
 - b. If average consumption of consumer is wrong, proper document should be fed to correct the average.
 - c. If reading and average of consumer are correct and if it is require to generate the bill as normal, document (C30) should be fed to intimate the system, that reading and average is correct and consumer should be billed as normal.

- d. If no document is fed, consumer's bill will be generated on average with MS=9.
- 7) In case of consumers billed on average for more than two billing cycles (including MS=9), it is mandatory to provide normal reading in third billing cycle otherwise billing will be stopped. For consumers who billed on average previously, consumers who billed on average in the latest bill month prior to implementing these programs will be treated as first occurrence of average billing for that consumers irrespective of his previous meter status.
- 8) Bills shall be re-generated and printed/issued after considering the proposed actions by the concern authorities.

All concerned Superintending Engineers and concerned filed officers are directed to take the note of the above modification and take immediate necessary action as directed above. It is expected that the review of the above activity will be taken by the concerned Chief Engineer of O&M Zone on monthly basis and ensure that their Circle offices are taking the necessary steps to to reduce the abnormal & excessive billing.


Chief Engineer (Commercial)
MSEDCL

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