

**P-Com/SoP/2021/SD/ASD /6525**

**Date: 16.03.2022**

**Commercial Circular No: 336**

**Subject: - Implementation of Supply Code Regulations 2021 (*Electricity Supply Code and Other Conditions of Supply*) for changes in the provisions regarding computation of Security Deposit and Additional Security Deposit (ASD) demanded from consumer.**

**Ref: -** 1) Electricity Act 2003.  
2) Supply Code regulations 2005.  
3) Supply Code Regulations 2021 dtd. 24.02.2021 (Copy attached).  
4) MERC order No. 39 & 62 of 2021 dtd. 21.06.2021 (Copy attached).

MERC notified Supply Code Regulations 2021 repealing earlier Supply Code Regulations 2005 wherein the provision for recovery of security deposit under Section (47) of EA 2003 read with Supply Code 2005 Regulations is being amended and for the consumers having billing cycle of one month, it is modified from average bill of one month to average bill of two month.

Therefore, as per modification in provision related to recovery of security deposit '*Supply Code Regulations 2021*' dtd. 24.02.2021 needs to be implemented.

The provisions as per Supply Code Regulations 2005 for demand of security deposit & Additional Security deposit (ASD) with respect to New Regulation 2021 is given below:

MSEDCL is entitled to demand security as per Section (47)(1) of Electricity Act, 2003 from anyone who requires a supply of electricity. The relevant provisions of Electricity Act, 2003 is reproduced below:

***Section 47. (Power to require security):***

*(1) Subject to the provisions of this section, a distribution licensee may require any person, who requires a supply of electricity in pursuance of section 43, to give him reasonable security, as may be determined by regulations, for the payment to him of all monies which may become due to him -*

*(a) in respect of the electricity supplied to such persons; or*

*(b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to person, in respect of the provision of such line or plant or meter, and if that person fails to give such security, the distribution licensee may, if he thinks fit, refuse to give the supply of electricity or to provide the line or plant or meter for the period during which the failure continues.*

- (2) *Where any person has not given such security as is mentioned in subsection (1) or the security given by any person has become invalid or insufficient, the distribution licensee may, by notice, require that person, within thirty days after the service of the notice, to give him reasonable security for the payment of all monies which may become due to him in respect of the supply of electricity or provision of such line or plant or meter.*
- (3) *If the person referred to in sub-section(2) fails to give such security, the distribution licensee may, if he thinks fit, discontinue the supply of electricity for the period during which the failure continues.*
- (5) *A distribution licensee shall not be entitled to require security in pursuance of clause (a) of sub-section (1) if the person requiring the supply is prepared to take the supply through a pre-payment meter.*

***Current Scenario: As per MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.***

MSEDCL is following the regulations as given under MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005. The relevant provisions of the regulation are reproduced as under;

*11.2 The amount of the security referred to in Regulation 11.1 shall be an equivalent of the average of three months of billing or the billing cycle period, whichever is lesser. For the purpose of determining the average billing under this Regulation 11.2, the **average of the billing to the consumer for the last twelve months**, or in cases where supply has been provided for a shorter period, the average of the billing of such shorter period, shall be considered:*

*Provided that in the case of seasonal consumers, the billing for the season for which supply is provided shall be used to calculate the average billing for the purpose of this Regulation 11.2.*

*11.3 Where the Distribution Licensee requires security from a consumer at the time of commencement of service, the amount of such security shall be estimated by the Distribution Licensee based on the tariff category and contract demand / sanctioned load, load factor, diversity factor and number of working shifts of the consumer.*

*11.4 The Distribution Licensee shall re-calculate the amount of security based on the actual billing of the consumer once in each financial year.*

*11.6 Where the amount of security re-calculated pursuant to Regulation 11.4 above, is higher than the security deposit of the consumer, the Distribution Licensee shall be entitled to raise a demand for additional security on the consumer.*

As per Regulations 11.4 & 11.6, at the end of every financial year MSEDCL recalculates the amount of security deposit required based on the actual billing of the consumer and makes demand for additional security deposit from the consumers on 1<sup>st</sup> day of April in order to have correct security deposit with us.

***Scenario as per New Regulation: - as per MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2021 dtd. 24.02.2021.***

MERC has amended Supply Code Regulations 2005 and now Supply Code Regulations 2021 has been issued. Wherein the regulations with respect to security deposit has been changed. The relevant provisions of the regulation are reproduced as under;

*13.2 The amount of the security referred to in Regulation 13.1 above shall be **twice the average billing of the billing cycle period**. For the purpose of determining the average billing under this Regulation 13.2, the average of the billing to the Consumer for the **last Twelve (12) months**, or in cases where supply has been provided for a shorter period, the average of the billing of such shorter period, shall be considered:*

*Provided that for Consumers having **quarterly billing cycle**, amount of the security shall be **1.5 times** the average billing of the billing cycle period:*

*Provided further that in the case of **seasonal Consumers**, the billing for the season for which supply is provided shall be used to calculate the average billing for the purpose of this Regulation 13.2:*

*Provided further that in case of installation of pre-paid meters, the security deposit shall not be collected by the Distribution Licensee and that the Consumer shall be eligible for a rebate/incentive as approved by the Commission for making the prepayment.*

*13.4 The Distribution Licensee shall re-calculate the amount of security based on the actual billing of the Consumer once in each financial year, which shall be refundable to the Consumer in accordance with Regulation 13.5 and payable by the Consumer in accordance with Regulation 13.6:*

*Provided that for a Consumer whose electricity connection is less than Three (3) months old, the security deposit shall not be revised at the beginning of the Financial Year:*

*Provided further that subsequent to the notification of these Regulations, the Distribution Licensee shall recalculate the amount of security for its existing Consumers and raise the demand for additional security on its existing Consumers, **to be recovered in Six (6) equal monthly instalments**:*

*Provided further that the **Distribution Licensee shall also mention** the total amount of the additional security deposit and the **Consumer has an option to pay the total additional security amount in less than Six (6) equal monthly installments**.*

Therefore, to comply the provisions as per repealed regulation i.e. Supply Code Regulations 2021 necessary changes will be made in the billing system.

In view of the above following modification will be made in the current billing system;

1. For consumers having monthly billing cycle, the amount of the security deposit shall be **twice** the average billing of the billing cycle (**last Twelve (12) months**) period.
2. For consumers having quarterly billing cycle, the amount of the security deposit shall be **1.5 times** the average billing of the billing cycle period.
3. For Seasonal consumers having seasonal billing cycle, the amount of the security deposit shall be **twice** the average billing of the billing cycle (**billing for the season for which supply is provided**) period.

4. The demand for additional security to be recovered in **Six (6) equal monthly installments** and the same should be mention on the Additional Security Deposit Bill that the Consumer has an option to pay the total additional security amount in less than Six (6) equal monthly installments.
5. The conditions mentioned as per Sr.1 to 3 shall be followed for accepting fresh security deposit as well.

Therefore, all are directed to note and recover the Security Deposit as per above changes.

The above circular comes into force with immediate effect.

This Circular is available on MSEDCL's website [www.mahadiscom.in](http://www.mahadiscom.in) under the categories " **COMMERCIAL CIRCULAR** ".

  
Chief Engineer (Commercial)

**Copy to:** As per mailing list.

# **MAHARASHTRA ELECTRICITY REGULATORY COMMISSION**

## **Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021**

### **ELECTRICITY ACT, 2003**

No. MERC/Legal/2021/66 - In exercise of the powers conferred by the proviso to sub-section (1) of Section 43 read with clause (t) of sub-section (2) of Section 181 and clause (a) of sub-section (2) of Section 45 read with clause (u) of sub-section (2) of Section 181, sub-section (5) of Section 45, Section 46, sub-section (1) and sub-section (4) of Section 47 read with clause (v) and clause (w) of sub-section (2) of Section 181 and Section 50 read with clause (x) of sub-section (2) of Section 181 and sub-section (1) and sub-section (2) of Section 57 read with clause (za) of sub-section (2) of Section 181, Section 59 and clause (zp) of sub-section (2) of Section 181 of the Electricity Act, 2003, the Maharashtra Electricity Regulatory Commission hereby makes the following Regulations, namely:

#### **1. Short Title, Scope Extent and Commencement**

- 1.1. These Regulations may be called the “Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021. (hereinafter referred to as ‘the Code’)
- 1.2. Save as otherwise provided in this Code, Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 and Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 are hereby repealed.
- 1.3. Notwithstanding such repeal anything done or action taken or purported to have been taken, or proceedings initiated under such repealed Regulations, shall be deemed to have been taken under this Code to the extent that same were not inconsistent with the Act; and
- 1.4. All the forms and formats annexed to the Code set out the minimum requirements to be maintained by the Distribution Licensees in their forms and formats. The Distribution Licensee may make suitable amendments in the forms/formats maintaining the minimum information and may include such provisions which are not inconsistent with the Act and the Regulations after seeking prior approval of the Commission. Such amended forms/ formats would be posted on the website of the respective Distribution Licensees for use by Consumers only after prior approval of the Commission.

- 1.5. This Code shall be applicable to:
- a. all Distribution Licensees including Deemed Distribution Licensees and all Consumers in the State of Maharashtra;
  - b. all other persons who are exempted under Section 13 of the Act; and
  - c. unauthorised supply, unauthorised use, diversion and other means of unauthorised use/ abstraction of electricity.
- 1.6. These Regulations shall come into force from the date of their notification in the Official Gazette.

## 2. Definitions

- 2.1. Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Regulations shall have and carry the same meaning as defined and assigned in the said Act.
- 2.2. In these Regulations unless the context otherwise requires:
- a. “**Act**” means the Electricity Act, 2003 (36 of 2003) as amended from time to time;
  - b. “**Applicant**” means a person who makes an application for supply of electricity, increase or reduction in Contract Demand / Sanctioned Load, change of name, disconnection or restoration of supply or termination of agreement, or other services as the case may be, in accordance with the provisions of the Act and the rules and regulations made thereunder;
  - c. “**Area of Supply**” means the area within which a Distribution Licensee is authorised by its Licence to supply electricity;
  - d. “**Authorised Representative**” refers to all officers, staff or representatives of the Distribution Licensee, discharging functions under the general or specific authority of the Distribution Licensee;
  - e. “**Automated Meter Reading System (AMR)**” means the scheme to automate the task of data collection from each meter / location to Meter Data Acquisition System (MDAS) at the central location or intermediate location or any other Data Storage Device;
  - f. “**Average Power Factor**” means-
    - (i) the ratio of kilowatt hours consumed during billing period to root of sum of squares of kilowatt hours consumed during billing period & reactive (lag+ lead) kilo-volt ampere hours consumed during billing

period; or

- (ii) the ratio of kilowatt hours consumed during billing period to kilo-volt ampere hours consumed during billing period;

as may be recorded by the Consumer's meter and shall be rounded off to two (2) decimal places;

- g. **“Call Centre”** means the office set up (may be at back end or customer interfacing front end including a physical customer care centre) with adequate technology and systems for registering Consumer complaints related issues round the clock;
- h. **“Clearance(s)”** means necessary approval(s) / No Objection Certificate(s) (NOC) sought from all relevant persons or authorities including but not limited to the Municipal Authorities, Electrical Inspectorate, Pollution Control Board etc which is required for the execution of work(s) by the Distribution Licensee(s);
- i. **“Continuous Phenomenon”** means deviations from the nominal value that occur continuously over time;
- j. **“Customer Average Interruption Duration Index (CAIDI)”** means the average interruption duration of the sustained interruptions for those who experienced interruptions during the reporting period determined by dividing the sum of all sustained Consumer interruption duration in minutes by the total number of interrupted Consumers for the reporting period;
- k. **“Commission”** means the Maharashtra Electricity Regulatory Commission;
- l. **“Consumer”** refers to any person as defined in Section 2 (15) of the Act. Further, a Consumer may be classified as:
  - i. ‘Low Tension Consumer (LT Consumer)’ if it is connected or taking supply from network of Licensee at Low Voltage;
  - ii. ‘High Tension Consumer (HT Consumer)’ if it is connected or taking supply from network of Licensee at High Voltage; or
  - iii. ‘Extra High Tension Consumer (EHT Consumer)’ if it is connected or taking supply from network of Licensee at Extra High Voltage;
- m. **“Contract Demand”** means demand in kilowatt (kW) / kilovolt ampere (kVA)/ Horse Power (HP), mutually agreed between Distribution Licensee and the Consumer as entered into in an agreement in which the Distribution

Licensee makes a commitment to supply in accordance with the terms and conditions contained therein; or equal to the Sanctioned Load, where the Contract Demand has not been provided in such agreement;

- n. **“Days”** means clear working days
- o. **“Declared Supply Voltage (Uc)”** means the voltage at the Consumers supply terminals declared by the supplier of electrical energy. Declared supply voltage is usually equal to the nominal voltage;
- p. **“Dedicated Distribution Facilities (DDF)”** means such facilities, not including a service- line, forming part of the distribution system of the Distribution Licensee which are clearly and solely dedicated to the supply of electricity to a single Consumer or a group of Consumers on the same premises or contiguous premises :

Provided that tapping of HT lines is allowed for single or group of Agriculture Consumers situated in same or contiguous or distinct premises, seeking Dedicated Distribution Facility through High Voltage Distribution System;

- q. **“Designated Consumers”** means the Consumers using or engaged in any of the following process i.e. Arc Furnace, Induction Furnace, Iron & Steel, Aluminium, Textile, Paper & Pulp, Chlor-Alkali, Petro-Chemical, Cement, Pharmaceuticals IT/ITES, Airports, Malls, Hotels, Banking, Railways/Metros or as may be specified by the Commission from time to time and connected at a supply voltage of 11 kV & above;
- r. **“Express Feeder”** is a feeder emanating from the Licensees substation to connect to a single point of supply, which also includes dedicated distribution facility (DDF);
- s. **“Extra High Voltage (EHV)”** or **“Extra High Tension (EHT)”** means all voltages above 33,000 Volts;
- t. **“Flicker”** means the impression of unsteadiness of visual sensation induced by a light stimulus whose luminance or spectral distribution fluctuates with time;
- u. **Flicker Severity’** means intensity of flicker annoyance evaluated by the following quantities:
  - i. Short term severity (P<sub>st</sub>) measured over a period of 10 min;
  - ii. Long term severity (P<sub>lt</sub>) calculated from a sequence of twelve P<sub>st</sub>-values over a 2-hour time interval;

- v. **“Forum”** shall have the same meaning ascribed to it under Regulation 2.1(f) of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 including any amendment thereto in force from time to time;
- w. **“Fuse-off call”** refers to a complaint handling procedure with regard to an individual Consumer and involving restoration of supply by replacement of a fuse at such Consumer’s premises, not simultaneous with any other failure;
- x. **“Grievance”** shall have the same meaning ascribed to it under Regulation 2.1(e) of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 including any amendment thereto in force from time to time;
- y. **“Grievance Redressal Regulations”** means Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 as amended from time to time;
- z. **“Harmonics”** means the sinusoidal component of a periodic wave, either Voltage or Current waveform, having a frequency that is an integer multiple of the fundamental frequency of 50 Hz;
- aa. **“High Voltage (HV)” or “High Tension (HT)”** means all voltages above and including 650 Volt and up to and including 33,000 Volts;
- bb. **“Indian Standards (IS)”** means standards specified by Bureau of Indian Standards;
- cc. **“IEC Standard”** means a standard approved by the International Electrotechnical Commission;
- dd. **“Licensed Electrical Contractor”** means an electrical contractor licensed by the State Government for the purpose of carrying out the designated or permitted electrical works;
- ee. **“Load Factor”** means the ratio of the total number of units consumed during a given period to the total number of units which may have been consumed had the Contract Demand or Sanctioned Load been maintained throughout the same period and shall usually be expressed as a percentage;
- ff. **“Low Voltage (LV)” or “Low Tension (LT)”** means all voltages below 650 Volt;
- gg. **“Maximum Demand”** in kilowatts or kilo-volt-amperes, in relation to any period shall, unless otherwise provided in any general or special order of the

Commission, mean four times the largest number of kilowatt-hours or kilovolt-ampere-hours supplied and taken during any consecutive Fifteen (15) minutes blocks in that period:

Provided that Licensee shall continue to compute Maximum Demand in Thirty (30) minute blocks till the meters are replaced/re-programmed for Fifteen (15) minute blocks, as per the plan approved by the Commission;

hh. **“Maximum demand load current”** means the current value at the Point of Supply calculated as the sum of the currents corresponding to the maximum 15/30-minute demand during each of the twelve previous months divided by 12;

ii. **“Meter”** means a set of integrating instruments used to measure and/or record and store the information regarding amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which includes whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories including for communication and also includes pre-payment meters, Special Energy Meters, Net Meters, etc.:

Provided that in case of energy being correctly measured and /or recorded in Meter but communication accessories have failed, then such Meter shall not be treated as faulty for the purpose of billing under this Regulations;

jj. **“Metropolitan Area”** means an area having a population of 10 Lakh or 1 Million or more, comprised in one or more districts and consisting of two or more Municipalities or Panchayats or other contiguous areas, specified by the Governor by public notification to be a Metropolitan area;

kk. **“Month”**, in relation to billing of charges, means the English Calendar month or any period of Thirty (30) days;

ll. **“Occupier”** means the person in occupation of the premises where energy is used or is proposed to be used;

mm. **“Point of Supply”** means the point at the outgoing terminals of the Distribution Licensee’s cutouts/switchgear fixed in the premises of the Consumer:

Provided that, in case of HT and EHT Consumers, the Point of Supply means the point at the outgoing terminals of the Distribution Licensee’s metering cubicle placed before such HT and EHT Consumer’s apparatus:

Provided further that, in the absence of any metering cubicle or, where the

metering is on the LT side of the HT or EHT installation, the Point of Supply shall be the incoming terminals of such HT and EHT Consumer's main switchgear;

- nn. **“Power Quality Meter (PQ Meter)”** means a device suitable for monitoring and recording of power quality. It shall be capable of accurate measurement, monitoring and recording of harmonics, sags, swells, flickers and other power quality parameters;
- oo. **“Residual Voltage (Ures)”** Minimum value of Urms ( $\frac{1}{2}$ ) recorded during a voltage dip or interruption.
- pp. **“Rural Area”** means area not covered under ‘Urban Area’;
- qq. **“r.m.s. (root-mean-square) value”** means square root of the arithmetic mean of the squares of the instantaneous values of a quantity taken over a specified time interval and a specified bandwidth;
- rr. **“Sanctioned Load”** means load in kilowatt (kW) / kilovolt ampere (kVA) / Horse Power (HP) which the Distribution Licensee has agreed to supply from time to time subject to governing terms and conditions;
- ss. **“Smart Meter”** shall have the same meaning as ascribed to it under Regulation 2 (1) (ta) of the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 including any amendment thereto in force from time to time;
- tt. **“Supply Voltage Interruption”** is a condition in which the voltage at the supply terminals is completely lost or lower than 5% of the nominal voltage condition. It can be classified as:
  - i. **Sustained or long interruption** means supply interruption is longer than 3 min;
  - ii. **Short interruption** means supply interruption is from 10 ms to 3 min;

For poly-phase systems, a supply interruption occurs when the voltage falls below 5% of the nominal voltage on all phases (otherwise, it is considered to be a dip)

- uu. **“Supply voltage dip”** means a temporary reduction of the r.m.s. supply voltage at a given point in the electrical supply system of 10 to 90% of the declared voltage for a duration from 10 ms up to and including 1 min;
- vv. **“Supply voltage dip duration”** means time between the instant at which the r.m.s. voltage falls below the start threshold and the instant at which it

rises to the end threshold;

- ww. **“Supply voltage dip end threshold”** means r.m.s. value of the supply voltage specified for the purpose of defining the end of a supply voltage dip;
- xx. **“Supply voltage dip start threshold”** means r.m.s. value of the supply voltage specified for the purpose of defining the start of a supply voltage dip;
- yy. **“Supply voltage dip Residual Voltage”** means minimum value of r.m.s. voltage recorded during a voltage dip;
- zz. **“Supply voltage swells (temporary Power Frequency Overvoltage)”** means temporary increase in the r.m.s. supply voltage at a given point in the electrical supply system above 110% of the declared voltage for a duration from 10 ms up to and including 1 min;
- aaa. **“Supply voltage swell duration”** means time between the instant at which the r.m.s. voltage exceed the start threshold and the instant at which it falls below the end threshold;
- bbb. **“Supply voltage swell end threshold”** means r.m.s. value of the supply voltage specified for the purpose of defining the end of a supply voltage swell;
- ccc. **“Supply voltage swell start threshold”** means r.m.s. value of the supply voltage specified for the purpose of defining the start of a supply voltage swell;
- ddd. **“System Average Interruption Duration Index” (SAIDI)** means the average duration of sustained interruptions per Consumer occurring during the reporting period, determined by dividing the sum of all sustained Consumer interruptions durations, in minutes, by the total number of Consumers;
- eee. **“System Average Interruption Frequency Index” (SAIFI)** means the average frequency of sustained interruptions per Consumer occurring during the reporting period, determined by dividing the total number of all sustained Consumer interruption durations by the total number of Consumers;
- fff. **“Temporary Supply”** means supply of electricity for a temporary period, not exceeding one (1) year, as may be agreed between the Distribution Licensee and the Applicant.
- ggg. **“Total Demand Distortion (TDD)”** means the ratio of the root mean square of the harmonic content, considering harmonic components up to the 50<sup>th</sup> order, expressed as a percent of the maximum demand current;

- hhh. **“Total Harmonic Distortion’ or ‘THD”** means the ratio of the root mean square of the current harmonic content, considering harmonic components up to the 50<sup>th</sup> order, expressed as a percent of the fundamental;
- iii. **“Urban Area”** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estate, SEZ’s and Townships including those specified by the Government of Maharashtra;
- jjj. **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth;
- kkk. **“Voltage Events”** means sudden and significant deviations from normal or desired wave shape. Voltage events typically occur due to unpredictable events (e.g. faults) or due to external causes (e.g. weather conditions);
- lll. **“Voltage Fluctuation’ or ‘Voltage Variations”** means series of voltage changes or a cyclic variation of the voltage envelope, the magnitude of which does not normally exceed the specified voltage ranges;
- mmm. **“Voltage unbalance”** means a condition in a poly-phase system in which the r.m.s. values of the line-to-line voltages (fundamental component), or the phase angles between consecutive line voltages, are not all equal;

2.3. Words or expressions used herein and not defined shall have the meanings assigned to them in the Act or the Rules or Regulations made there under.

### **3. System of Supply and Classification of Consumers**

- 3.1. Except where otherwise previously approved by the Authority, the Distribution Licensee shall give supply of energy on the following systems, namely—
- a. Low voltage – Alternating current single phase or Alternating current three phase-Four Wire, 50 cycles.
  - b. High voltage – Alternating current three phases, 50 cycles.
  - c. Extra High voltage – Alternating current three phases, 50 cycles.
- 3.2. Except where otherwise previously approved by the Authority, the classification of installations shall be as follows: -

a. Two wires, single phase, 230 / 240 volts- General supply not exceeding 40 amperes.

b. Four / Three wires, three phase, 230 / 240 volts between phase wire and neutral or 400 / 415 volts between the phases / lines and Sanctioned Load/Contract Demand not exceeding-160 kW/ 200 kVA:

Provided that in case of multiple Consumers in the same building / premises with cumulative Sanctioned Load/Contract Demand exceeding 160 kW / 200 kVA, such limit would be 480 kW / 600 kVA.

c. Three phase, 50 cycles, 11 kV – all installations with Contract Demand above the limit specified in the clause (b) and up to 3000 kVA:

Provided that in Metropolitan Area or in case of supply to an installation through an express feeder in other area, the Contract Demand limit would be 5000 kVA.

d. Three phase, 50 cycles, 22 kV – all installations with contract demand above the limit specified in the clause (b) or clause (c) and up to 7500 kVA:

Provided that in Metropolitan Area or in case of supply to an installation through an express feeder in other area, the Contract Demand limit would be 10,000 kVA.

e. Three phase, 50 cycles, 33 kV – all installations with Contract Demand above the limit specified in the clause (b) or clause (c) or (d) above and up to 10,000 kVA:

Provided that in Metropolitan Area or in case of supply to an installation through an express feeder in other area, the Contract Demand limit would be 20,000 kVA.

f. Three phase, 50 cycles, Extra High Voltage – all installations with Contract Demand above the limit specified in the clause (d) or clause (e).

Provided that in case the Consumer who is eligible for single phase connection wants to avail supply at three phase, or any Consumer who seeks supply at the voltage level higher than its eligible voltage, such Consumer can avail such supply, if it is technically feasible and by incurring required expense:

Provided further, the licensee may release electricity supply at the voltage higher or lower than specified above only under exceptional circumstances based on the technical feasibility and considering the system constraints:

Provided further that if the supply is released at lower voltage than specified above, voltage surcharge as determined by the Commission from time to time shall be charged to the Consumer:

Provided further the Distribution Licensee, having regard to the nature of supply and purpose for which supply is required, may adopt special system of supply including multiple source of supply for specific Consumers, if it is demanded by the Consumer and if the same is technically feasible. However, additional cost towards such special system of supply over and above the cost towards applicable system of supply shall be borne by the concerned Consumers:

Provided further that in case of technical constraints or Right of Way restrictions, the Distribution Licensee may release new supply connections using the existing feeder designated as standby source on following conditions:

- a. Quality of Supply of the original Consumer is not affected:
- b. An adequate technical infrastructure and protection system to be installed to avoid the interruption of the original Consumer for any fault occurring for the new Consumer:
- c. Distribution Licensee shall intimate the original Consumer regarding technical constraint and the proposal of using the existing feeder:
- d. The proportionate depreciated cost of common portion of feeder line payable by 2nd and or subsequent Consumer shall also be intimated and refunded to the concerned Consumer through adjustment in energy bill:

*Illustration:* Original Consumer paid for Rs 100 Lakh towards infrastructure cost of 10 MVA and the depreciated cost during the 3<sup>rd</sup> year is Rs 85 Lakh as per depreciation rate specified in Tariff Regulations. If the subsequent Consumer applies for 1 MVA load in the 3<sup>rd</sup> year, subsequent Consumer shall be liable to pay proportionate cost of 1 MVA load i.e. Rs 8.5 Lakh which is 10% of the depreciated value of cost incurred by the original Consumer.

Provided further that Consumer having multiple sources of supply may be subjected to additional fixed charges as determined by the Commission from time to time based on Distribution Licensee's proposal in Tariff Petition.

- 3.3. Tapping of HT Line is allowed for Agriculture Connections through High Voltage Distribution System (HVDS) or by conversion of Low Voltage Distribution System (LVDS) to HVDS under DDF:

Provided that infrastructure created from point of tapping on HT line to Consumer end under HVDS DDF shall be for exclusive use of such Agricultural Consumer/ group of Agricultural Consumers and shall not be shared with the other category of Consumers:

Provided further that aforesaid provisions are applicable only to the agriculture Consumer seeking DDF on HVDS and not applicable to other Consumers on LVDS.

#### **4. Recovery of Charges**

4.1. The Distribution Licensee is authorized to recover charges for the supply of electricity from any person requiring such supply in accordance with the provisions of the Act and these Regulations.

4.2. The charges that a Distribution Licensee is authorized to recover under these Regulations include-

- (a) recovery of such expenses as may be reasonably incurred by the Distribution Licensee in providing electric line or electrical plant used for the purpose of giving supply, in accordance with Regulation 4.3 below:

Provided that the cost of network for providing connection to a EHT Consumer shall be borne by the Transmission Licensee and the Consumer may be charged according to the Schedule of Charges as specified in Regulation 19:

Provided further that the Distribution Licensee shall collect the charges from the EHT Consumer and remit the same to the concerned Transmission Licensee within Seven (7) days of realisation of payment by the Consumer:

Provided further that in the event cost of network is incurred by the Consumer, the same shall be reimbursed by the Transmission Licensee to the Distribution Licensee within Seven (7) days of assets being handed over to Transmission Licensee after deducting applicable charges as per approved Schedule of Charges:

Provided further that Distribution Licensee shall reimburse the amount so received from Transmission Licensee to the Consumer by adjustment in the monthly energy bill:

Provided further that the cost incurred by the Consumer to be reimbursed proportionately in the ratio of actual billing demand recorded for the month and Sanctioned Load:

*Explanation: If Sanctioned Load is 20 MW and billing demand recorded for a month is 5 MVA, then Consumer to be reimbursed 25% of the total reimbursable amount.*

Provided further that the entire cost which is reimbursable to the Consumer shall be paid once billing demand reaches 70% of the Sanctioned Load:

Provided further that cost incurred by the Consumer will not be reimbursed if DDF is opted by the Consumer:

Provided further that it shall be responsibility of the Distribution Licensee to coordinate with State Transmission Utility/Transmission Licensee(s), wherever required, to ensure that the required supply at Extra High Tension is made available within the time frame specified under this Regulation.

- (b) charges for electricity supplied by the Distribution Licensee in accordance with Regulation 4.4 below.

### 4.3. **Recovery of expenses for giving supply**

- 4.3.1 The Distribution Licensee shall recover the expenses referred to in Regulation 4.2 (a) above, in accordance with the principles contained in this Regulation 4.3 and based on the rates contained in the Schedule of Charges approved by the Commission under Regulation 19:

Provided that the Distribution Licensee may, with the approval of the Commission, in case of any category of Consumers, recover such expenses on the basis of an average or normative rate for providing the electric line or electrical plant for the purpose of giving supply.

- 4.3.2 The Distribution Licensee shall be authorised to recover expenses reasonably incurred on providing supply to the Applicant based on the Schedule of Charges approved by the Commission under Regulation 19:

Provided further that the Distribution Licensee shall be entitled to use service-line setup for the Applicant to provide supply to any other Applicant, notwithstanding that all expenses reasonably incurred have been recovered in accordance with this Regulation 4.3, except if such supply is detrimental to the supply to the existing Consumer already connected therewith.

- 4.3.3 Where an Applicant opts for DDF for his premises, the Distribution Licensee shall be authorized to recover all expenses reasonably incurred on such works from the Applicant.
- 4.3.4 Where the Distribution Licensee has recovered the expenses referred to in Regulation 4.3.3 above, the Consumer shall be entitled to the depreciated value of such DDF, upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations if Distribution Licensee opts for taking over of such assets:

Provided that, on permanent discontinuance of supply in case of such Consumers who had opted for a DDF, the Distribution Licensee may choose to take over the assets created under DDF on payment of depreciated value:

Provided further that, where the Distribution Licensee does not intend to take over such assets created under DDF, such facilities shall be retained by the Consumer upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations:

Provided further that, where the discontinuance of supply is on account of the Consumer's failure to pay any sum under Section 56 of the Act, the Distribution Licensee, in addition to the rights available under that Section, shall be entitled to adjust such sums due from the depreciated value of facilities to which the Consumer is entitled under this Regulation 4.3.4 or to retain facilities of such depreciated value as to cover such sums due from such Consumer to the Distribution Licensee.

- 4.3.5 Where an Applicant requires temporary supply, the Distribution Licensee shall be authorized to recover expenses reasonably incurred for the purpose of giving such temporary supply and for the purpose of discontinuance of such temporary supply based on the Schedule of Charges approved by the Commission under Regulation 19:

Provided that in case of temporary power supply, Applicant shall adhere to Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time:

Provided such temporary power supply shall not be released prior to the clearance of the outstanding energy bills against the temporary/permanent power supply. Also, the incumbent shall submit an undertaking to Distribution Licensee or Supplier to clear such outstanding energy charges prior to release of such temporary power supply:

Provided further that such temporary power supply shall be released with pre-paid meter wherever technically feasible.

- 4.3.6 The Distribution Licensee shall maintain the works for the purpose of giving supply to the Consumer over the period of such supply.

- 4.3.7 Where the Distribution Licensee permits an Applicant to carry out works under the Regulation 4.3 through a Licensed Electrical Contractor, the Distribution Licensee shall not be entitled to recover expenses relating to such portion of works so carried out by the Applicant:

Provided however the Distribution Licensee shall be entitled to recover, from the

Applicant, charges for supervision undertaken by the Distribution Licensee, at such rate, as may be approved in the Schedule of Charges under Regulation 19 not exceeding Fifteen (15) per cent of the cost of labour that would have been employed by the Distribution Licensee in carrying out such works:

Provided further that such work shall be carried out as per the specifications prescribed by the Distribution Licensee.

#### **4.4. Charges for Electricity Supplied**

4.4.1 The Distribution Licensee is authorized to recover charges for electricity supplied in accordance with such tariffs as may be fixed from time to time by the Commission:

Provided that in case of distribution of electricity in the same area by two or more Distribution Licensees, the Commission may fix only the maximum ceiling of tariff for retail sale of electricity.

4.4.2 The Distribution Licensee is also authorized to recover such surcharge and charges for wheeling as may be specified under the provisions of sub-section (2) and sub-section (3) of Section 42 of the Act and such additional surcharge as may be specified under the provisions of sub-section (4) of Section 42 of the Act.

4.4.3 Unless otherwise specified, all EHT, HT and LT charges refer to one Point of Supply and each separate establishment shall be given separate Point of Supply.

4.4.4 The charges for electricity supplied under this Regulation 4.4 may include a fixed charge in addition to a charge for actual electricity supplied, in accordance with terms and conditions of tariff as may be specified.

4.4.5 In addition to the charges fixed by the Commission, Consumers shall be required to pay all taxes, duties and other statutory charges as may be required under any law for the time being in force.

#### **5. Application for Supply/additional load/shifting of services / extension of services / restoration of supply**

5.1 The Distribution Licensee shall provide facility to the Applicant to submit its application for supply / additional load / shifting of services/ extension of services / restoration of supply and all other purposes through hard copy or online web portal or mobile application:

Provided that all applications for new supply shall be submitted through online portal only for Urban Areas within Six (6) months of notification of this Regulations:

Provided further that the applications for new supply in Rural Areas can also be submitted through the online portal:

Provided further that such online module shall provide facility of online payment of application fees and other fees, deposit etc, if any and uploading the requisite documents along with application:

Provided further that such online facility shall be available in Marathi and English in addition to any other language which Distribution Licensee may choose to provide:

Provided also that the application form should be as per Annexure "I" for all the Distribution Licensees:

Provided that Distribution Licensee shall take prior approval of the Commission for any deviation in application form as per Annexure "I":

Provided further that the Distribution Licensee shall prominently display on its website and on the notice board in all its offices, the following:

- a. detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of Consumer category, enhancement of load, reduction of load' or change in name, transfer of ownership and shifting of premises etc:
- b. address and telephone numbers of offices where filled-up application forms can be submitted:
- c. address of website for online submission of application form:
- d. complete list of copies of the documents required to be attached with the application:
- e. all applicable charges to be deposited by the Applicant.

5.2 Post successful submission on online application, unique reference number shall be allotted through web-based application/mobile app/SMS/e-mail or any other digital mode. Applicant shall able to monitor progress of its application through online portal or through offline enquiry using unique reference number.

Provided that in case hard copy of the application form is submitted, the same shall be digitized by the Distribution Licensee as soon as it is received but not later than Twenty Four (24) hours and acknowledgement with the unique reference number

for that Applicant shall be generated and intimated to the Applicant.

- 5.3 If there is delay in providing the service, then Distribution Licensee shall automatically compute the compensation for the same as per Annexure 'II' and display such compensation to the Applicant through online module:

Provided such compensation shall reflect in the Consumers data base maintained by the Distribution Licensee and shall be credited in electricity bill of the Applicant within Ninety (90) days of the occurrence of event or immediately after generation of first energy bill resulting in payment of Compensation.

Provided further that the Commission may notify any change in the Annexures of this Regulations through Order or Practice Directions, as may be necessary from time to time.

- 5.4 The Applicant shall provide the following information / particulars / documents to the Distribution Licensee while making an application through hard copy (only for Rural Area) or on Web Portal or Mobile App for supply or for revision in load, shifting of service, extension of service or restoration of supply:

- i. Applicant's name and, whether or not the Applicant is the owner of the premises for which supply of electricity is being applied for;
- ii. address of premises with Pin Code for which supply of electricity is being applied for and billing address, if different from such premises for supply;
- iii. where Applicant is not the owner of the premises, name of owner of premises;
- iv. purpose of usage of electricity and load applied for each such usage;
- v. whether the application is for a new connection, shifting of service, additional load, extension of service, change of name or restoration (where the disconnection was for a period of less than Six (6) months);
- vi. name, address, licence number, contact telephone number, mobile number and e-mail ID (if available) of Licensed Electrical Contractor who will certify the wiring works pertaining to the premises;
- vii. additional details that may be provided by the Applicant, at his option, to facilitate the supply of electricity or Consumer service by the Distribution Licensee or for availing e-KYC;
- viii. all applicable charges, based on the Schedule of Charges approved by the

Commission under Regulation 19:

Provided that the Distribution Licensee may, at its discretion, give supply by scrutinizing alternative documents provided by the Applicant:

Provided further that for revision in load / shifting of services/ extension of services/name change/ restoration of supply:

- a. Consumer shall clear all its pending dues as on the date of Application unless payment of the same is not stayed by any Forum/Court:
- b. If there is any ongoing litigation against the Applicant under Section 126 of the Act, he should have preferred appeal and paid at least 50% of the disputed amount as mandated under Section 127 of the Act.

5.5 An application for single point supply of electricity for residential purposes can be made by:

- a. a registered Co-operative Group Housing Society (hereinafter referred to as "Housing Society"), for making electricity available to the members of such society residing in the same premises:

Provided that it shall not in any way affect the right of an owner or occupier of a housing unit in such a Housing Society, to demand electricity supply directly from the Distribution Licensee of the area; or

- b. a person for making electricity available to his employees residing in the same premises.

5.6 For application for new supply, Distribution Licensee shall seek only following documents and details along with application form:

- a. Proof of identity of the Applicant/ authorisation document (in case of Firm or Company)
- b. Proof of ownership / occupancy (in case of owned or leased premises)
- c. Mobile Number of the Applicant (owner as well as occupier, if both are different)
- d. E-mail of the Applicant, if available (owner as well as occupier, if both are different)

Provided that the Distribution Licensee may also provide the option of e-KYC to

the Applicant:

For all other statutory requirements, the Applicant shall provide declaration/undertaking for confirmation that the information provided in the application is true, the Applicant has complied with all requirements under all statute for the time being in force, the Applicant himself/herself shall be held legally responsible for any issue arising out of any such non-compliance and it indemnify the Distribution Licensee from any loss that may occur on account of such non-compliance.

5.7 It shall be the duty of the Distribution Licensee to ensure:

- a. that a system generated acknowledgement shall be issued forthwith and in case of any deficiency same shall be intimated to the Applicant within Two (2) days of the receipt of the application. The deficiency shall be communicated on registered mobile number through SMS/registered e-mail address, as the case may be:

Provided that if Applicant does not remove the defects within Fifteen (15) days, the Distribution Licensee shall reject such application as incomplete with intimation to the Applicant on registered mobile number through SMS or registered e-mail address, as the case may be and remit the fees paid (excluding application processing fees), if any, to the Applicant.

- b. The Licensee shall indicate all the deficiencies in the application form to the Applicant in one go only and shall not raise any new deficiency subsequently:

Provided that in case the Licensee fails to intimate the Applicant about any deficiencies in his application within the stipulated Two (2) days, the application shall be deemed to have been accepted by the Licensee on the date of online submission of the application.

- c. maintain a record containing the following:
  - i. Application particulars; and
  - ii. Current status of applications.
- d. display on the website for each category of applications, the date upto which the applications have been cleared;
- e. inform an Applicant, upon request, of the reasons, if any, for non-disposal

5.8 Unless the Act or the Rules and Regulations framed thereunder or any other law

for the time being in force requires otherwise, the Distribution Licensee shall release connections in each tariff category, as far as practicable, on a “first come, first served” basis:

Provided that the Distribution Licensee may follow any other basis for release of connections under any special scheme of the Distribution Licensee, subject to the Distribution Licensee’s duty to give supply within the time period under Section 43 of the Act and the Regulations specified thereunder:

Provided further that subject to the statutory provisions and permissions, the Distribution Licensee shall release new connections post submission of completed application in all respects within timelines as given below:

- a. Connection from existing network without any augmentation:
  - (1) Municipal Corporation within Metropolitan Area – Seven (7) Days
  - (2) Urban Area except Municipal Corporation in Metropolitan Area – Fifteen (15) Days
  - (3) Rural Area – Thirty (30) Days
- b. Connection requiring augmentation or extension of Distribution Mains – Three (3) Months:
- c. Connection requiring commissioning of new sub-station forming a part of the distribution system - One (1) Year.

## **6. Processing of Applications**

6.1 After a Distribution Licensee receives a duly completed application containing all necessary information / documents in accordance with Regulation 5.4 above, the Distribution Licensee shall send its Authorised Representative to-

- a. inspect the premises to which supply is to be given, with prior intimation to the Applicant; and
- b. study the technical requirements of giving supply.

6.2 In order to give supply to the premises concerned, the Authorised Representative shall, in consultation with the Applicant, fix the position of mains, cut-outs or circuit breakers and meters at the ground floor and sanction the load for the premises:

Provided that the service position shall normally be at an accessible location and the meter shall be fixed at a height so as to enable convenient reading of meter and to protect the meter from adverse weather conditions:

Provided further that in multi-storied/ high rise buildings, metering point shall be at ground floor as agreed by Distribution Licensee considering safety and accessibility of meters. In case that the Consumer requires metering points to be located at levels other than ground, he can do so with installation of Bus Riser arrangement at its own cost as per specifications approved by Distribution Licensee or pay actual expenses for undertaking such work by Distribution Licensee. Further, such Bus Rise shall be handed over to Distribution Licensee for operation and maintenance purpose:

Provided further that if there are any outstanding dues against the premises for which the requisition of supply has been made, new connection shall not be given until the time such dues are paid in accordance with the Regulation 12.5 of this Code.

- 6.3 No such inspection referred to in Regulation 6.1 above shall be carried out of any domestic premises to which supply is to be given between sunset and sunrise, except in the presence of an adult male member occupying such premises, or an adult male representative.
- 6.4 After an inspection referred to in Regulation 6.1 above is carried out, the Distribution Licensee shall intimate the Applicant of the details of any works that are required to be undertaken.
- 6.5 Where, in the opinion of the Distribution Licensee, the provision of supply requires installation of transformers, switch gear, meter and all other apparatus up to the Point of Supply within the Applicant's premises, the Applicant shall make a suitable piece of land or a suitable room within such premises available to the Distribution Licensee, by way of lease:

Provided that a suitable piece of land or a room shall be made available to the Distribution Licensee, by way of lease agreement at Rupee One (₹1) per annum:

Provided further that expenses, if any, towards registration of lease agreement shall be borne by concerned Applicant:

Provided further that any existing agreement, as on the date of notification of these Regulations, for use of such land or room may, upon expiry, be renewed on such terms and conditions as may be mutually agreed between the parties, to be consistent with this Regulation 6.5:

Provided also that where, at the date of notification of these Regulations, the Distribution Licensee is using any such land or room without an agreement for such use or under an agreement having no fixed expiry date, then such arrangement

or agreement, as the case may be, for use of such land or room is deemed to have expired at the end of Two (2) years from the date of notification of these Regulations, subsequent to which a fresh agreement may be entered into on such terms and conditions as may be mutually agreed between the parties, to be consistent with this Regulation 6.5.

6.6 Notwithstanding anything contained in Regulation 6.5, where the provision of land or room is required under the Development Control Rules of the local authority or by any appropriate authority of the State Government, the terms and conditions for use of such land or room by the Distribution Licensee shall be as determined under the said Rules or by the said authority.

6.7 Upon submission of duly completed application accompanied with the required charges and availability of suitable piece of land or room as required by the Distribution Licensee, the Distribution Licensee shall sanction and carry out or permit to be carried out the works to give supply to the Applicant.

6.8 Notwithstanding anything contained in these Regulations, an application shall be deemed to be received on the date of receipt of the duly completed application containing all the necessary information/ documents and payment of all approved charges of the Distribution Licensee in accordance with Regulation 5.4 above, availability of suitable piece of land or room in accordance with Regulation 6.5 and Regulation 6.6 above and all consents/ permissions as may be required by the Applicant and the Distribution Licensee under any law for the time being in force.

6.9 All connections released from the date of notification of these Regulations shall be metered. No agricultural/ motive power connections shall be released unless the Consumer installs capacitors of suitable rating having regard to the capacity of the pump sets:

Provided that Distribution Licensee having un-metered Consumers shall submit quarterly report in the format stipulated in Annexure VI providing details of metering status of newly released connections and progress of installation of meters to existing un-metered Consumers.

## **7. Agreement**

7.1 The application form submitted by the Applicant shall constitute an agreement between the Consumer and the Distribution Licensee:

Provided that Distribution Licensee may incorporate terms and conditions in the application form itself and such clause(s) shall not contravene the provisions of the Act and other Rules and Regulations in force.

7.2 A copy of the agreement shall be given to the Consumer on release of connection.

7.3 The agreement shall be deemed to be terminated upon permanent disconnection of the Consumer or where the Consumer remains disconnected for a period of more than Six (6) months:

Provided that the termination of agreement is without prejudice to the rights of the Distribution Licensee or of the Consumer under the Act for recovery of any amounts due under the agreement:

Provided further that Distribution Licensee shall continue to bill applicable fixed cost to the Consumer up to the date of permanent disconnection.

7.4 A Consumer may terminate the agreement after giving a notice of Thirty (30) days to the Distribution Licensee:

Provided that whenever an agreement is terminated by notice given by the Consumer, the Distribution Licensee shall give a written intimation to the Consumer within Fourteen (14) days after termination failing which it shall be construed that such intimation has been given to the Consumer:

Provided further that the Licensee on receipt of the termination notice shall arrange for a special meter reading and prepare a final bill:

Provided further that disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount with the Distribution Licensee. The remaining security deposit shall be refunded within Seven (7) days to the Consumer.

7.5 In case of vacation of premises, the Distribution Licensee shall arrange to take a special reading of the meter on receiving the Consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period, not exceeding Seven (7) days from receipt of the payment.

7.6 The Distribution Licensee shall revise (increase or decrease) the Contract Demand / Sanctioned Load of the Consumer upon receipt of an application for the same from the Consumer:

Provided that in case Consumer exceeds its Contract Demand on Three (3) occasions in any Financial Year, then Distribution Licensee shall intimate such Consumer to apply for regularising its Contract Demand. In case Consumer refuses or fails to do so, Distribution Licensee shall revise its Contract Demand to the highest recorded Maximum Demand in that Financial Year in the immediate next ensuing bill:

Provided further that where such revision (increase or decrease) in Contract Demand/Sanctioned Load entails any works, the Distribution Licensee may recover expenses relating thereto in accordance with the principles specified in Regulation 4, based on the rates contained in the Schedule of Charges approved by the Commission under Regulation 19:

Provided further that any dispute with regard to the need for and extent of any such works pursuant to an application for revision (increase or decrease) in Contract Demand / Sanctioned Load shall be determined in accordance with the procedure set out in the Grievance Redressal Regulations.

## **8. Maintaining the Property of the Distribution Licensee**

No person other than an Authorised Representative or any other person authorised under the Act and the rules and regulations made there under shall be authorised to operate, handle or remove any electrical plant, electric lines or meter or break, remove, erase or otherwise interfere with the seals, name plates and distinguishing numbers or marks affixed on such property of the Distribution Licensee placed in the Consumer's premises:

Provided that such Authorised Representative shall not perform any of the acts under this Regulation 8 except in the presence of the Consumer or his representative, if available at pre-intimated time of inspection:

Provided further that the Distribution Licensee shall provide prior intimation to the Consumer of the visit of the Authorised Representative to the Consumer's premises, except where the Distribution Licensee has reason to believe that any person is indulging in unauthorized use of electricity and / or is committing an offence of the nature provided for in Part XIV of the Act on such premises.

## **9. Access to Consumer Premises**

- 9.1 Subject to the provisions contained in Part XII, Part XIV and Section 163 of the Act, the Distribution Licensee shall not seek entry to the Consumer's premises beyond the Point of Supply.
- 9.2 No inspection of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises, or an adult male representative.
- 9.3 While seeking entry into the Consumers' premises, the Authorised Representative shall visibly display his name-tag and produce for scrutiny, proof of identity or authorization of the Distribution Licensee and shall inform the Consumer of his reason for entry into the premises. The Authorised Representative shall also carry

the job sheet or work order setting out the work required to be done at the premises and show the same to the Consumer before entering the premises.

- 9.4 Where there is a reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being committed on a Consumer's premises, the visit of the officer designated by the State Government under Section 126 of the Act or of the officer authorised by the State Government under Section 135 of the Act, as the case may be, shall be recorded in a logbook to be maintained with the Distribution Licensee along with the name of such officer and details of the visit to the Consumer's premises:

Provided further that, where possible, two independent witnesses shall be taken for the visit and an inspection report prepared by such officer, of the findings of the visit to the Consumer's premises, which shall be signed along with his remarks, if any, by the Consumer and / or his representative and by such witnesses:

Provided also that the refusal of the Consumer or his representative to sign on the inspection report shall also be recorded in the Consumer report:

Provided also that a copy of the inspection report shall be provided to the Consumer within Three (3) days of inspection of the premises:

Provided further that if a Consumer refuses to allow the Distribution Licensee or any person authorised as aforesaid to enter his premises or land, or refuses to allow such person to perform any act which he is authorised to do, the Distribution Licensee may, after the expiry of Twenty Four (24) hours from the service of a notice in writing or through digital mode (SMS, e-mail, Whatsapp etc) on the Consumer, cut off the supply to the Consumer for so long as such refusal or failure continues.

## **10. Theft and Unauthorised Use of Electricity**

### **10.1 Theft of Electricity**

- 10.1.1 The computation of fine to be paid by the Consumer on conviction shall be as specified in Section 135 of the Act. This shall be computed for the entire period for which the dishonest abstraction, consumption or use of electricity under that Section can be clearly established by the officer authorised by the State Government in this regard:

Provided that the Distribution Licensee shall specify and upload the methodology for computation of the fine on its website which shall not be inconsistent with the provisions of the Act/Regulations.

- 10.1.2 Without prejudice to the provisions of the Act, the Distribution Licensee or

supplier, as the case may be, may, upon detection of such an instance of theft of electricity, immediately disconnect the supply of electricity to the premises in contention. This disconnection may involve removal of meter, electric line, electric plant and other apparatus in case of theft:

Provided that only such officer of the licensee or supplier, as authorized for the purpose by the Commission or any other officer of the licensee or supplier, as the case may be, of the rank higher than the rank so authorized shall disconnect the supply line of electricity:

Provided further that pending adjudication by the appropriate court, the Distribution Licensee or supplier shall restore the supply line of electricity within Forty Eight (48) hours of payment of assessed amount without prejudice to the obligation to lodge the complaint. The assessment shall be made at a rate equal to twice the tariff applicable to the category of services and for the actual period of theft. Where the period for theft cannot be ascertained, it shall be presumed to be Twelve (12) months prior to the date of detection of such dishonest abstraction, consumption or use of electricity.

- 10.1.3 Where a case of theft of electricity is detected for metered connection, the units billed by the Distribution Licensee to the Consumer during the assessment period, shall be duly credited to the Consumer.

## **10.2 Unauthorised Use of Electricity**

- 10.2.1 Investigation and Enforcement regarding unauthorised use of Electricity shall be in accordance with Section 126 of the Act as amended from time to time.
- 10.2.2 On an inspection of any place or premises or after inspection of the equipment, gadgets, machines, devices found connected or used or after inspection of records maintained by any person, the assessing officer comes to the conclusion that such person is indulging in unauthorized use of electricity, he shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefited by such use.
- 10.2.3 The Assessing Officer shall generate a report specifying following details:
- a. basis for identifying the use of electricity as unauthorised;
  - b. the methodology used for carrying out assessment for unauthorised use of electricity;
  - c. detailed computation of the assessed amount clearly noting the assumptions made; and

- d. any other details deemed necessary in identification of unauthorised use and computation of assessment.
- 10.2.4 This report shall be handed over to the Consumer or his/ her representative on completion of provisional assessment under proper receipt.
- 10.2.5 The Consumer may file objections within Fifteen (15) days of receipt of provisional Assessment Order against the provisional assessment before the Assessing Officer.
- 10.2.6 The Licensee shall arrange the hearing within Five (5) days of receipt of objections from the Consumer.
- 10.2.7 The Assessing Officer shall pass a final order of assessment within Ten (10) days thereafter, but not later than Thirty (30) days from the date of service of order of provisional assessment, of the electricity charges payable by such person.
- 10.2.8 If the Consumer is found indulging in more than one act of unauthorised use of electricity, the charges payable by the Consumer in respect of each such unauthorised use shall be separately assessed and billed accordingly.
- 10.2.9 The assessment shall be done for the entire period during which such unauthorized use has taken place and if, however, the period during which such unauthorized use has taken place cannot be ascertained, such period shall be limited to a period of Twelve (12) months immediately preceding the date of inspection.

### **10.3 Appeal to Appellate Authority**

- 10.3.1 Any person aggrieved by the final order served by the Assessing Officer may make an appeal to the Appellate Authority as per the provision of Maharashtra Electricity Regulatory Commission (Procedure for filing appeal before the Appellate Authority) Regulations, 2004 as amended from time to time:

Provided that no appeal against an order of assessment shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by any other means permitted for payment of bills with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.

### **10.4 Measures to Prevent Diversion of Electricity, Theft or Unauthorised Use of Electricity or Tampering, Distress or Damage to Electrical Plant, Electric Lines or Meter**

- 10.4.1 The Distribution Licensee shall periodically inspect and also test meters as specified in the Central Electricity Authority (Installation and Operations of Meters) Regulations, 2006 and amendments, if any governing installation and

operation of meters in order to reduce and prevent the theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, and to initiate preventive measures.

10.4.2 The Distribution Licensee shall maintain a record of Consumers convicted for theft of electricity in their Consumer database accessed by the billing software in order to ensure that the Consumer can be identified as a repeat offender in case that such Consumer is found to have indulged in theft of electricity again and the terms applicable for repeat offenders may be applied on the Consumer.

10.4.3 It shall be a constant endeavor of the Distribution Licensee to take steps to increase the awareness among the Consumers regarding the diversion of electricity, theft or unauthorised use of electricity, tampering of equipment, distress or damage to electrical plant, etc. and its implications.

10.4.4 It shall also be a constant endeavor of the Distribution Licensee to adopt technological innovations to track and control diversion of electricity, theft and unauthorised use of electricity.

## **11. Wiring of Consumer's Premises**

The work of wiring at the premises of the Consumer beyond the Point of Supply shall be carried out by the Consumer and shall conform to the standards specified in the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 as amended from time to time:

Provided that if at any time Distribution Licensee finds any leakage of electricity in internal wiring of the Consumer which would be harmful to the Consumer or to the other Consumers or distribution system, Distribution Licensee may disconnect supply of such Consumer by providing reasons for the same.

## **12. Change of Name**

12.1 A connection may be transferred in the name of another person upon death of the Consumer or, in case of transfer of ownership or occupancy of the premises, upon application for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the Applicant to require shifting of the connection to a new premises.

12.2 The application for change of name shall only be submitted online for Urban Area accompanied by such charges as are required under the approved Schedule of Charges of the Distribution Licensee:

Provided that application for change of name in Rural Area may be submitted

online or in hard copy form.

- 12.3 The application under Regulation 12.2 shall be accompanied by:
- a. consent letter of the transferor for transfer of connection in the name of transferee;
  - b. in the absence of a consent letter, any one of the following documents in respect of the premises: (i) proof of ownership of premises/occupancy of premises; (ii) in case of partition, the partition deed; (iii) registered deed; or (iv) succession certificate;
  - c. photocopy of licence / permission with respect to the purpose for which electricity is being supplied to the premises, if required by statute.

- 12.4 The Distribution Licensee shall communicate the decision on change of name to the Consumer within the second billing cycle from the date of application for change of name:

Provided where the Distribution Licensee disallows or refuses to the change of name, it shall do so after affording the Consumer concerned a reasonable opportunity of being heard in the matter:

Provided further that the Distribution Licensee shall communicate the reasons of refusal in writing to the Consumer.

- 12.5 Any charge for electricity or any sum other than a charge for electricity due to the Distribution Licensee which remains unpaid by a deceased Consumer or the erstwhile owner / occupier of any premises, as a case may be, shall be a charge on the premises transmitted to the legal representatives / successors-in-law or transferred to the new owner / occupier of the premises, as the case may be, and the same shall be recoverable by the Distribution Licensee as due from such legal representatives or successors-in-law or new owner / occupier of the premises, as the case may be.

### **13. Security Deposit**

- 13.1 Subject to the provisions of sub-section (5) of Section 47 of the Act, the Distribution Licensee may require any person to whom supply of electricity has been sanctioned to deposit a security in accordance with the provisions of clause of sub-section (1) of Section 47 of the Act.
- 13.2 The amount of the security referred to in Regulation 13.1 above shall be twice the average billing of the billing cycle period. For the purpose of determining the

average billing under this Regulation 13.2, the average of the billing to the Consumer for the last Twelve (12) months, or in cases where supply has been provided for a shorter period, the average of the billing of such shorter period, shall be considered:

Provided that for Consumers having quarterly billing cycle, amount of the security shall be 1.5 times the average billing of the billing cycle period:

Provided further that in the case of seasonal Consumers, the billing for the season for which supply is provided shall be used to calculate the average billing for the purpose of this Regulation 13.2:

Provided further that in case of installation of pre-paid meters, the security deposit shall not be collected by the Distribution Licensee and that the Consumer shall be eligible for a rebate/incentive as approved by the Commission for making the pre-payment.

**Explanation** – *for the purpose of this Regulation 13.2, the term “seasonal Consumers” means Consumers who normally operate for a part, not exceeding nine (9) months, of the year, including cotton ginning factories, cotton seed oil mills, cotton pressing factories, salt manufacturers, khandsari / jaggery manufacturing units and such other Consumers who may opt for seasonal pattern of consumption in accordance with the applicable tariff Order of the Commission.*

- 13.3 Where the Distribution Licensee requires security from a Consumer at the time of commencement of service, the amount of such security shall be estimated by the Distribution Licensee based on the tariff category and Contract Demand / Sanctioned Load, load factor, diversity factor and number of working shifts of the Consumer:

Provided that the Distribution Licensee shall formulate the methodology for calculation of the Security Deposit for different categories and the same shall be available on the Website.

- 13.4 The Distribution Licensee shall re-calculate the amount of security based on the actual billing of the Consumer once in each financial year, which shall be refundable to the Consumer in accordance with Regulation 13.5 and payable by the Consumer in accordance with Regulation 13.6:

Provided that for a Consumer whose electricity connection is less than Three (3) months old, the security deposit shall not be revised at the beginning of the Financial Year:

Provided further that subsequent to the notification of these Regulations, the

Distribution Licensee shall recalculate the amount of security for its existing Consumers and raise the demand for additional security on its existing Consumers, to be recovered in Six (6) equal monthly instalments:

Provided further that the Distribution Licensee shall also mention the total amount of the additional security deposit and the Consumer has an option to pay the total additional security amount in less than Six (6) equal monthly instalments.

13.5 Where the amount of security deposit maintained by the Consumer is higher than the security required to be maintained under this Regulation 13, the Distribution Licensee shall refund the excess amount of such security deposit by way of adjustment in the next bill.

13.6 Where the amount of security re-calculated pursuant to Regulation 13.4 above, is higher than the security deposit of the Consumer, the Distribution Licensee shall be entitled to raise a demand for additional security on the Consumer:

Provided that the Consumer shall be given a time period of not less than Thirty (30) days to deposit the additional security pursuant to such demand.

13.7 Where a Consumer who has deposited security subsequently opts to receive supply through a pre-payment meter, the amount of such security deposit shall, after deduction of all monies owing from such Consumer, be either refunded to such Consumer or treated as a part of the value of the prepayment credit to the account of such Consumer, from which the value of his future consumption is to be deducted.

13.8 The Distribution Licensee may adjust any security so deposited, towards satisfaction of any amount which is due or owing from the Consumer.

13.9 Upon termination of supply, the Distribution Licensee shall, after recovery of all amounts due, refund the remainder amount held by the Distribution Licensee to the person who deposited the security, with an intimation to the Consumer, if different from such person within Seven (7) days:

Provided that original receipt of payment of Security Deposit need not to be submitted while claiming such refund if the KYC/e-KYC bank details are available with the Distribution Licensee.

13.10 A Consumer -

a. with a consumption of electricity of not less than one lac (1,00,000) kilo-watt hours per month; and

- b. with no undisputed sums payable to the Distribution Licensee under Section 56 of the Act

may, at the option of such Consumer, deposit security under this Regulation 13, by way of cash, irrevocable letter of credit or unconditional bank guarantee issued by a scheduled commercial bank.

- 13.11 The Distribution Licensee shall pay interest on the amount of security deposited in cash (including payments made through NEFT/RTGS, cheque and demand draft) by the Consumer at a rate equivalent to the Bank Rate of the Reserve Bank of India:

Provided that such interest shall be paid where the amount of security deposited in cash under this Regulation 13 is equal to or more than Rupees Fifty.

- 13.12 Interest on cash security deposit shall be payable from the date of deposit by the Consumer till the date of dispatch of the refund by the Distribution Licensee.

#### **14. Classification and Reclassification of Consumers into Tariff Categories**

The Distribution Licensee may classify or reclassify a Consumer into various Commission's approved tariff categories based on the purpose of usage of supply by such Consumer:

Provided that the Distribution Licensee shall not create any tariff category other than those approved by the Commission.

#### **15. Meters**

##### **15.1 Requirement of Meters**

- 15.1.1. All connections shall be released with an appropriate meter. All meters shall conform to requirements as laid down by various Regulations issued by Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and as amended from time to time. The Distribution Licensee shall also comply with these Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter:

Provided that all the new connections shall be released with the Smart Meter or Meter having at least the facility of remote reading:

Provided further that all the existing meters whenever replaced shall be replaced only by Smart Meter or Meter having at least the facility of remote reading.

- 15.1.2. Wherever required, suitable switchgear of the appropriate rating and specification shall be installed in addition to the meter by the Distribution Licensee:

At the time of releasing a new connection, the Distribution Licensee shall not recover any cost towards meter and allied equipment. The Consumer may also opt to purchase the meter and allied equipment himself, provided the same are of a specification approved by the Distribution Licensee from time to time:

Provided that where the Consumer elects to purchase the meter and allied equipment from a supplier other than the Distribution Licensee, the same shall be purchased from the approved list of suppliers which shall be uploaded by the Distribution Licensee on its Website:

Provided further that that in case the consumer elects to purchase the meter from the approved sources, the Distribution Licensee shall be entitled to test the correctness of the meter prior to the installation:

Provided further that Distribution Licensee shall complete the process of testing and installation of meter purchased by Consumer within Seven (7) days of meter being handed over to the Licensee by the Consumer.

## 15.2. **Supply and Installation of Meters and suitable Switchgear**

- 15.2.1. Installation or replacement of the meter shall be done by the Distribution Licensee's engineer or its authorized representative in the presence of the Consumer or his authorised representative, after giving a notice by hand delivery or post or courier or any digital means of communication at least Two (2) days prior to the installation of meter. If Consumer or his authorised representative are not present then the Distribution Licensee shall proceed with Installation or replacement of the meter.
- 15.2.2. The Distribution Licensee shall record the details of the existing meter and replaced meter including the initial reading of the new meter being connected and the final reading of the old meter being removed. The Distribution Licensee shall convey these details to the Consumer through written communication by hand delivery or post or courier or any digital means of communication.
- 15.2.3. The seal, name plates and distinguishing numbers or marks affixed on the meter and allied equipment or apparatus shall not in any way be broken, erased or altered by the Consumer. Treatment of meter seals shall be in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 as amended from time to time.
- 15.2.4. The Consumer shall be responsible for safe custody of meter(s) and accessories if the same are installed within the Consumer's premises. The Consumer shall

promptly notify the Distribution Licensee about any fault, accident or problem noticed with the meter.

- 15.2.5. Distribution Licensee or a Consumer may install a check meter conforming to the technical specifications as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time. This check meter shall be installed at the cost of the entity proposing such an installation. This check meter may be calibrated by the Distribution Licensee upon payment of prescribed fee as per the relevant Schedule of Charges as determined by the Commission from time to time. In both the cases, the Distribution Licensee shall be responsible for application of seals to the meters and monitoring the same:

Provided that check meter readings shall not be used for billing purpose by the Distribution Licensee except when the main meter is found and proven to be erroneous.

- 15.2.6. In case of previous unmetered agricultural Consumers, group metering may be adopted till the time individual metering is not completed. Consumers can be charged on a pro-rata basis based on their pump sets ratings.

### 15.3. **Lost / Burnt Meters**

- 15.3.1. Any complaint to the Distribution Licensee regarding a lost meter shall be accompanied by a copy of the First Information Report (FIR) lodged with the appropriate police station.

- 15.3.2. Supply in these cases, if cut-off, shall be restored after installation of a new meter and payment by the Consumer of the price of the meter, the cost of other apparatus, and any other applicable deposits and charges based on the approved Schedule of Charges under Regulation 19:

Provided that the Distribution Licensee may recover the price of the new meter from the Consumer in case of lost meter where the Consumer is responsible for its safe custody.

- 15.3.3. Provided further that the estimated electricity charges for the period for which meter was not available due to loss of meter may be billed to the Consumer in the ensuing bill after supply is restored. Where, upon a complaint by the Consumer or inspection by the Authorised Representative, the meter is found to be burnt, it shall be replaced and supply restored to the Consumer.

Provided that the Distribution Licensee may recover the price of the new meter from the Consumer wherever the cause of burnt meter is attributable to Consumer:

Provided further that the estimated electricity charges for the period for which

meter was not available due to burning of meter may be billed to the Consumer in the ensuing bill after supply is restored.

- 15.3.4. Except in the case of a burnt meter or a lost meter, the Distribution Licensee shall not be authorized to recover the price of the meter from the Consumer.

#### 15.4. **Reading of Meter**

- 15.4.1. The meter shall be read once in every three months in case of agricultural Consumers, and every month in the case of all other Consumers. Consumer shall extend all facilities to the licensee or his authorised representatives to read the meter:

Provided that the meters should be placed in easily accessible common area of the premise or any other place easily accessible.

- 15.4.2. The meter shall be read by an authorised representative of the Distribution Licensee manually or by using appropriate meter reading instrument, if required or through AMR. The Distribution Licensee shall issue proper photo identity cards to all meter readers and meter readers shall visibly display the photo identity card during the course of meter reading.

- 15.4.3. In case the Distribution Licensee does not take the meter reading of Low Voltage installations during any month/s, the Consumer shall have the option to provide the Meter reading to the Distribution Licensee through Mobile App (registered mobile number) or through e-mail for such month/s and the Distribution Licensee shall consider such reading and provide Electricity bill to the Consumer accordingly. In case of such self-reading of meters by the Consumer, the Distribution Licensee shall reconcile the difference, if any, and adjust the bill accordingly based on the actual reading:

Provided that when the progressive meter reading is sent by the Consumer, the Distribution Licensee shall not send any notice/provisional bill to the Consumer.

*Explanation:*

- a. If the previous meter reading was 24580 and current meter reading sent by Consumer is 24685 (which is progressive i.e. higher than previous reading), the Distribution licensee will raise the bill for 105 units.
- b. If the previous meter reading was 24580 and current meter reading sent by Consumer is 24525 (which is not progressive i.e. lower than previous reading), the Distribution licensee will raise the provisional bill as per applicable Regulation of the Code.

#### 15.5. **Periodic Testing of Meters**

- 15.5.1. The Distribution Licensee shall be responsible for the periodic testing and maintenance of all Consumer meters. It shall be the Distribution Licensee's

responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the Distribution Licensee may test meters for this purpose. The Distribution Licensee shall be responsible for the periodic testing and maintenance of all Consumer meters in accordance with the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time.

15.5.2. The Distribution Licensee shall maintain the test results corresponding to the periodic testing of meters.

#### 15.6. **Testing of Defective Meter**

15.6.1. The Distribution Licensee shall have the right to test any meter and related apparatus at any time if there is a reasonable doubt about accuracy of the meter.

15.6.2. The Consumer may, upon payment of such testing charges as may be approved by the Commission under Schedule of Charges can request the Distribution Licensee to test the accuracy of the meter by applying to the Distribution Licensee:

Provided that the Distribution Licensee may get the meter tested at its own laboratory or any other facility as may be approved by the Commission:

Provided further that if a Consumer disputes the results of testing carried out by the Distribution Licensee, the meter shall be tested at a National Accreditation Board for Testing and Calibration Laboratory (NABL) accredited laboratory chosen by the Consumer at the cost of the Consumer:

Provided further that in case of testing on the Consumer's request, if the meter is found to be beyond the limits of accuracy prescribed in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time, the Distribution Licensee shall refund the test fee along with interest for the period the fees has been held by the Distribution Licensee, at a rate equivalent to the Bank Rate of the Reserve Bank of India to the Consumer by adjustment in the subsequent bill:

Provided further that the bills of the consumers shall be reconciled based on the meter testing results for a maximum period of Six (6) months or from the date of last testing, whichever is shorter, on the basis of the test report.

15.6.3. In case of testing on the Consumer's request, the Distribution Licensee shall provide a complaint number to the Consumer and acknowledge the date on which the complaint is received.

15.6.4. Before testing a Consumer's meter, the Distribution Licensee shall give advance notice through written communication by hand delivery or post or courier or any

digital means of communication of atleast Two (2) working days, intimating the date, time and place of testing so that the Consumer or his authorised representative may be present at the testing:

Provided that the Consumer's supply shall be continued through a temporary meter which shall be used for billing the Consumer during the period in which the meter is being tested in the laboratory:

Provided that if the Consumer or his authorised representative are not present on appointed date, time and place, the Distribution Licensee may complete the testing of the Consumer meter.

15.6.5. The Distribution Licensee shall dispatch the test report to the Consumer, to be received under acknowledgment, within a period of Fifteen (15) days of conducting the test.

15.6.6. Any grievance of the Consumer regarding the results of the testing may be addressed in accordance with the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 as amended from time to time.

## **16. Billing**

### **16.1 Intervals for Billing and Presentation of Bill**

16.1.1. Except where the Consumer receives supply through a pre-payment meter, the Distribution Licensee shall issue bills to the Consumer at intervals of at least once in every Three (3) months ( $\pm 7$  days) in case of agricultural Consumers and once every month ( $\pm 3$  days) for all other Consumers, unless otherwise specifically approved by the Commission for any Consumer or class of Consumers:

Provided that the period of billing shall be factored in on monthly basis so as to arrive at the proper consumption slab.

16.1.2. The Distribution Licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the Consumer by hand or post or courier within Five (5) days of date of Bill unless the Consumer has opted for digital mode of communication only:

Provided that the bill shall be sent through email or any other digital mode of communication on the same day of bill generation:

Provided further that if any bill is served with a delay of a period of Sixty (60) days or more, the Consumers shall be given a rebate of Two (2) percent or as may be decided by the Commission from time to time.

16.1.3. In case of pre-payment metering, the Distribution Licensee shall issue bill, to the Consumer, on his or her request.

16.1.4. The Distribution Licensee shall intimate the Consumer about despatch of bill through SMS and/or email immediately and the intimation shall consist of the details of bill amount, the due date for payment and the date for availing prompt payment discount, if any.

16.1.5. The Distribution Licensee shall also upload the bill on its website on the day of bill generation:

Provided that the billing details of last one year for all Consumers shall also be made available on the Distribution Licensee's website.

16.1.6. The Distribution Licensee shall issue the first bill within Two (2) billing cycles of energising a new connection:

Provided that in case the Consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he may complain, in writing, to the Distribution Licensee and the Distribution Licensee shall issue the bill within the next Seven (7) days.

## 16.2. **Bill Details**

16.2.1. The bill to the Consumer shall include all charges, deposits, taxes and duties due and payable by the Consumer to the Distribution Licensee for the period billed, in accordance with the provisions of the Act, these Regulations and the Schedule of Charges as approved by the Commission under Regulation 19.

16.2.2. The Distribution Licensee shall, upon request by the Consumer, explain the detailed basis of computation of the Consumer's bill.

16.2.3. Unless otherwise agreed between the Distribution Licensee and the Consumer, the bill shall be in Marathi or in English.

16.2.4. The bill shall include, inter alia, the information in legible form as under:

- a. Consumer No., name and address, mobile number, email id and date of connection;
- b. Name, address, email id and telephone number of office of Distribution Licensee having jurisdiction over the supply;
- c. (i) Type of supply (i.e. single phase, three-phase LT or HT or EHT);

- (ii) Contract demand / Sanctioned Load;
- d. Category of Consumer (i.e. domestic, commercial etc.);
  - e. Meter No. and identification details of meter (in case the meter was replaced during the billing period, the bill must indicate the meter numbers of new as well as old meter, date of replacement, final reading of old meter and initial reading of new meter at the time of replacement of meter);
  - f. Pole Number and Distribution Transformer Number from which connection is served/ Name of sub-division or centre, wherever possible;
  - g. Status of meter (OK/ defective/ not available);
  - h. Billing Status (Regular/ Assessed/ Provisional Bill with reason);
  - i. Previous meter reading of the billing period / cycle with date;
  - j. Present meter reading of the billing period / cycle with date;
  - k. Multiplying Factor of the meter;
  - l. Number of units (e.g. kWh, RkVAh / kVArh, kVAh, etc.) consumed during the billing period and, where relevant for determination of charges, during different time slots in the billing period;
  - m. Maximum demands during the billing period;
  - n. Average power factor during the billing period, if applicable;
  - o. Last Twelve (12) months energy consumption;
  - p. Date of the bill and due Date of Payment and date for availing Prompt Payment Discount;
  - q. Billing details - The details for the current month demand and arrears shall be furnished in the bills;
  - r. Security deposit details;
  - s. Details of subsidy, if any, under Section 65 of the Act;
  - t. Table showing the various components of applicable tariff;
  - u. In case of cheques and bank drafts, the receiving authority in whose favour

the amount should be drawn;

- v. Mode of payment and collection facilities;

Provided that wherever the bill contains Consumer's mobile number and email id, the digits / letters shall be partly masked to protect privacy of Consumers.

16.2.5. The following information shall be provided on the bill or stamped on the bill or be sent in an annexure accompanying the bill:

- a. address(es) of collection centre(s) and working hours for collection of bill payments, including the date and time of presence of the mobile van, if any, at different venues for collection of bill payments;
- b. designation and address of the authority with whom grievance/ complaints pertaining to bills can be lodged;
- c. complete address(es) with telephone number(s) of the complaint centres, if any;
- d. addresses and telephone numbers of the Consumer Grievance Redressal Forum as well as the Ombudsman constituted under sub-section 6 of Section 42 of the Act; and
- e. Tariff Schedule applicable to the Consumer.

16.2.6. The bill may contain additional information or advertisements, as desired by the Distribution Licensee.

### 16.3. **Billing in the Absence of Meter Reading**

16.3.1. In case for any reason the meter is not accessible, and hence is not read during any billing period, the Distribution Licensee shall send an estimated bill to the Consumer:

Provided that if the Consumer has provided progressive meter reading as per Regulation 15.4.3, the Distribution Licensee shall consider such meter reading for sending the bill:

Provided further that the amount so paid will be adjusted after the readings are taken during the subsequent billing period(s).

16.3.2. If the meter remains inaccessible after two consecutive efforts to effect a meter reading, then in addition to any remedy available to the Distribution Licensee under Section 163 of the Act, the Consumer shall be served not less than Seven (7) clear

working days' notice to keep open the premises for taking the meter reading on the days stated in the notice:

Provided that the notice shall also indicate the times at which the Authorised Representative shall remain present to read the meter.

- 16.3.3. Where the Consumer fails to keep the meter accessible on the days and at the times stated in the notice in Regulation 16.3.2 above, the same shall be deemed to be a refusal of entry under the provisions of sub-section (3) of Section 163 of the Act and the consequences thereunder shall apply.
- 16.3.4. Without prejudice to the provisions of the Act, nothing in Regulation 16.3.3 shall apply where the Consumer has provided prior intimation to the Distribution Licensee, with cogent reasons, of any temporary inaccessibility to the meter and has sought a facility for advance payment in accordance with Regulation 16.6.
- 16.3.5. For the purpose of this Regulation 16.3, the estimated bill shall be computed based on the consumption during the corresponding period in the previous year when readings were taken or the average consumption of the previous Three (3) billing cycles for which the meter has been read by the Distribution Licensee, whichever is higher.
- 16.3.6. However, the Distribution Licensee shall ensure that such estimated billing does not extend to more than Two (2) billing cycles at a stretch, and there are not more than Two (2) estimated bills generated for a Consumer during One (1) financial year:

Provided that if the provisional billing continues for more than Two (2) billing cycles except under extraordinary situation due to force majeure, the Consumer may pay the last bill issued by the Distribution Licensee based on actual meter reading:

Provided further that the amount so paid will be adjusted during the subsequent billing period(s) based on actual meter reading.

#### 16.4. **Billing in the Event of Defective/ stuck/stopped/burnt Meters**

- 16.4.1. Subject to the provisions of Part XII and Part XIV of the Act, in case of a defective meter, the amount of the Consumer's bill shall be adjusted, for a maximum period of three months prior to the month in which the dispute has arisen, in accordance with the results of the test taken subject to furnishing the test report of the meter along with the assessed bill:

Provided that, in case of broken or damaged meter seal, the meter shall be tested for defectiveness or tampering. In case of defective meter, the assessment shall be

carried out as per clause 16.4.1 above and, in case of tampering as per Section 126 or Section 135 of the Act, depending on the circumstances of each case:

Provided further that, in case the meter is stuck, burnt, lost or has stopped recording, the Consumer will be billed for the period for which the meter is stuck or has stopped recording or for the period for which meter was not available due to burning or loss of meter, up to a maximum period of Three (3) months, based on the consumption during the corresponding period in the previous year when readings were taken or the average consumption of the previous Three (3) billing cycles for which the meter has been read by the Distribution Licensee, whichever is higher:

Provided further that if it is established in the licensee's enquiry that the loss of meter was due to act of the Consumer and/or with his connivance, the Consumer shall be billed as per Regulation 10.

- 16.4.2. In case, the Maximum Demand Indicator (MDI) of the meter at the Consumer's installation is found to be faulty or not recording at all (unless tampered), the Maximum Demand for the month shall be considered as Maximum Demand recorded during the corresponding month/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded Maximum Demand of corresponding month/billing cycle of past year is also not available, the maximum demand corresponding to the preceding/succeeding month/billing cycle of previous year, whichever is higher shall be considered:

Provided further that Maximum Demand shall be billed as per methodology prescribed in the Tariff Order from time to time.

## 16.5. **Payment of Bills**

- 16.5.1. The due date for the payment of a bill shall be mentioned on the bill and such due date shall be not less than Twenty-one (21) days from the bill date in the case of Low Tension Consumers, and not less than Fifteen (15) days in the case of other Consumers.
- 16.5.2. Where the due date indicated for payment on the bill falls on a Sunday or a public holiday, the payment shall be due on the next day and no delayed payment charges shall be levied on payment made against the bill till that day.
- 16.5.3. In case the Consumer does not receive the bill or, having received the bill, has lost the bill, he shall, before the receipt of the next bill, report the same to the officer designated by the Distribution Licensee to address such cases.
- 16.5.4. Where the Consumer or his representative visits the office of the designated officer in person to report the non-receipt or loss of bill, the designated officer shall, after

verifying the identity of the Consumer, communicate to the Consumer, on the spot, the amount of the bill and due date for payment, and arrange to issue a duplicate bill on the same day without levying any charge for issue of new bill:

Provided that where the Consumer reports the non-receipt or loss of bill over the telephone, the designated officer may also communicate the amount of the bill over the telephone, after completion of suitable identity verification procedure:

Provided further that the non-receipt of bill or loss of bill does not entitle the Consumer from discharging his obligation to make payment within the due date for payment of electricity charges:

Provided further that in case of non-receipt of original bill, the Consumer shall be entitled to get a duplicate copy of the bill and shall also have the option to deposit self-assessed bill as per the previous bill issued by the licensee and any excess or deficit payment, as the case may be in case of self-assessment, shall be adjusted in the next bill or bills, as the case may be.

16.5.5. The payment may be made:

- a. in person at the designated collection offices of the Distribution Licensee during specified times;
- b. by post or courier;
- c. by deposit in the drop-boxes maintained by the Distribution Licensee at designated locations;
- d. by bank transfer through the internet/ any other mode of digital payment; or
- e. by any other scheme notified by the Distribution Licensee for acceptance of bill payment.

16.5.6. Consumer may pay the bill by Cash, Cheque, Demand Draft, Money Order or through electronic modes. The date of realisation of cheque or Three (3) days from the submission of cheque shall be deemed to be the date of receipt of the payment provided that the cheque is not dishonoured:

Provided that if cheque of a Consumer dishonoured for Two (2) occasions in any Financial Year, then such Consumer shall not have facility of paying electricity bill through cheque for balance period of Financial Year:

Provided further that cash payment limit for each monthly bill shall not exceed Rs 5,000/- or as may be decided by the Commission from time to time in the tariff order.

- 16.5.7. The Distribution Licensee shall endeavour to provide various other modes of payment of bills / dues to its Consumers including but not limited to various electronic modes which may be available at the call centre or on a digital platform from time to time for the convenience of payment.
- 16.5.8. In addition to the mode of payments specified in Regulation 16.5.6 of this Code, the Distribution Licensee may notify schemes for acceptance of bill payment in a specified area and/or for a specified category of Consumers, after due notice is given to the Consumers.
- 16.5.9. The Distribution Licensee shall establish sufficient number of collection centres at suitable locations with necessary facilities where Consumer can deposit the bill amount with ease and without undue congestion.
- 16.5.10. The Consumer who neglects to pay his bill is liable for levy of delayed payment charges and interest on arrears in accordance with relevant orders of the Commission and/or appropriation of security deposit. A notice of disconnection to a Consumer under Section 56 of the Act shall be served in the manner provided for in Section 171 of the Act:

Provided that Distribution Licensee can serve notice under Section 56 of the Act through Digital Mode such as Whatsapp message, e-mail, SMS etc:

Provided further that it shall be responsibility of Distribution Licensee to ensure the delivery of notice through Digital Mode and that communication is complete:

Provided that such notice may be served only where the Consumer neglects to pay any sum or any charge under Section 56 of the Act:

Provided further that such notice shall be served separately and shall not form part of the bill but the said separate notice can be attached/sent with the bill.

- 16.5.11. The Distribution Licensee may offer incentives to Consumers for making prompt or early payment of their bills, in accordance with the relevant orders of the Commission.
- 16.5.12. In case of pre-paid metering, the Licensee shall pay a rebate/incentive to the Consumer in accordance with the relevant orders of the Commission.

## 16.6. **Advance Payment**

- 16.6.1. The Distribution Licensee shall provide Consumers the facility to make advance payment of charges for electricity supplied.

- 16.6.2. On payment of the advance amount in accordance with Regulation 16.6.1 above, the Distribution Licensee shall issue a receipt to the Consumer for the amount held as advance.
- 16.6.3. Bills of the Consumers opting for this arrangement shall show the amount deposited by the Consumer, amount adjusted against the electricity dues after each billing cycle and the balance left.
- 16.6.4. When a domestic Consumer gives prior information in writing about his continued absence from residence, the Distribution Licensee shall not send any notice/provisional bill to the Consumer provided that the Consumer pays the fixed charges for such period in advance and his supply line shall remain connected.
- 16.6.5. The Distribution Licensee shall pay interest on the amount deposited by a Consumer at a rate equivalent to the bank rate of the Reserve Bank of India.

**16.7. Utilization of the Amount Received**

- 16.7.1. All payments made by the Consumer will be adjusted in the following order of priority:
- a. electricity duty / other taxes and arrears of electricity duty/ tax;
  - b. delayed payment charges;
  - c. arrears of electricity charges;
  - d. current electricity charges; and
  - e. miscellaneous charges, if any.

**16.8. Delayed Payment Charges**

- 16.8.1. Charges for delayed payment shall be levied in accordance with the relevant orders of the Commission.

**16.9. Settlement of Arrears in Bill Payments**

- 16.9.1. The Distribution Licensee may, at its discretion, allow Consumers the facility of payment of arrears by way of instalments:

Provided that the facility of payment of arrears by way of instalments shall not affect the liability of the Consumers to pay interest and additional charges for delayed payment as per the relevant orders of the Commission from time to time, until all arrears have been cleared.

- 16.9.2. No sum due from any Consumer shall be recoverable after the period of Two (2) years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied as per Section 56 (2) of the Act except for permanently disconnected Consumer.
- 16.9.3. In case of premises which are permanently disconnected or demolished for reconstruction, the liability of the arrears, if any, shall be passed on to the owners / occupiers.

## **17. Restoration of Supply of Electricity**

- 17.1. Except where the supply of electricity is disconnected on account of failure of the Consumer to comply with his obligations under the Act or these Regulations, the Distribution Licensee shall bear the costs for restoration of supply to the Consumer.
- 17.2. Where, upon settlement of any grievance or dispute in this regard, the Consumer is required to bear the costs of restoration, the Distribution Licensee shall restore supply to the Consumer upon payment by the Consumer of such charges, as approved by the Commission under Regulation 19:
- Provided that the Distribution Licensee may require such charges to be paid by the Consumer by way of cash or demand draft or any other digital mode of payment.
- 17.3. Pre-payment meters will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply shall be resumed whenever the meter is recharged.

## **18. Failure of Supply**

- 18.1. The Distribution Licensee shall take all reasonable measures to ensure continuity, quality and reliability of supply of power to the Consumer, except where he is prevented from doing so by cyclone, floods, storms or other occurrences beyond his control.
- 18.2. The Distribution Licensee shall be entitled, for reasons of testing or maintenance or any other sufficient cause for its efficient working, to temporarily discontinue the supply for such periods, as may be necessary, subject to providing advance public notice in this behalf.
- 18.3. The details of scheduled power outages shall be informed to the Consumers One (1) week in advance. In case of unplanned outage/fault, immediate intimation shall be given to the Consumers through SMS/ any other electronic media along with estimated time for restoration. This information shall also be available in the call centre of the Distribution Licensee:

Provided that the Consumer whose mobile number or email has been registered shall be informed electronically about tentative time within which the supply will be restored.

- 18.4. The Distribution Licensee shall not be liable for any claims against it attributable to direct, indirect, consequential, incidental, punitive, or exemplary damages, loss of profits or opportunity, whether arising in contract, tort, warranty, strict liability or any legal principle which may become available, as a result of any curtailment of supply under the circumstances or conditions mentioned in this Regulation 18.

## **19. Schedule of Charges**

- 19.1 Every Distribution Licensee shall file the Schedule of Charges for matters contained in these Regulations and for such other matters required by Distribution Licensee to fulfil its obligation to supply electricity to Consumers, along with every application for determination of tariff under Section 64 of the Act together with such particulars as the Commission may require:

Provided that the Distribution Licensee can file a Petition for Schedule of Charges under exceptional circumstances independently. However in such case, the reasons for the urgency needs to be specified.

- 19.2. The Commission shall after examining the Schedule of Charges filed before it by a Distribution Licensee under Regulation 19.1:
- a. issue an order granting its approval thereon, with such modifications or such conditions as may be specified in that order; or
  - b. reject the Schedule of Charges filed before it for reasons to be recorded in writing if it is not in accordance with the provisions of the Act and / or these Regulations:

Provided that the Commission shall to the extent possible reasonably consider the views of all interested parties before the Schedule of Charges of a Distribution Licensee is approved, modified or rejected by the Commission under this Regulation 19.2:

Provided further that the Commission may approve the Schedule of Charges for each Distribution Licensee or may fix a Schedule of Charges applicable to a class of Distribution Licensees or to all Distribution Licensees in the State:

Provided also that the Schedule of Charges approved by the Commission shall, unless otherwise amended or revoked, continue to be in force for such period as may be specified in the order of the Commission granting such approval.

- 19.3. Any deviation from the approved Schedule of Charges shall be only with the prior approval of the Commission.

- 19.4. The existing Schedule of Charges of the Distribution Licensee shall continue to be in force until such time as the Schedule of Charges submitted by the Distribution Licensee under Regulation 19.1 is approved by the Commission.

## **20. Terms and Conditions of Supply**

- 20.1. Any terms or conditions of the Distribution Licensee, whether contained in the terms and conditions of supply and / or in any circular, order, notification or any other document or communication, which are inconsistent with the provisions of the Act or these Regulations shall be deemed to be invalid from the date on which these Regulations come into force.

- 20.2. Every Distribution Licensee shall, within a period of Three (3) months from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, internal orders and any other document or communication relating to the supply of electricity to Consumers to make them consistent with these Regulations:

Provided further that any existing circulars, orders and any other document or communication relating to the supply of electricity to Consumers not modified or updated in accordance with this Regulation 20.2 shall be deemed to be invalid at the end of Three (3) months from the date of notification of these Regulations.

- 20.3. The Commission may, upon a review of the terms and conditions of supply of the Distribution Licensee, direct the Distribution Licensee to amend or modify any clause contained therein which is, in the opinion of the Commission, inconsistent with the provisions of the Act or these Regulations.

## **21. Provision of Supply Code and Schedule of Charges**

It shall be the duty of a Distribution Licensee to provide a copy of these Regulations, the terms and conditions of supply of the Distribution Licensee and the approved Schedule of Charges, for the time being in force:

- a. to each Applicant for new connection upon acceptance of his application;
- b. to Consumers of the Distribution Licensee, upon request.
- c. by making it available in downloadable format through its internet website

## **22. Quality of Supply**

- 22.1. The Distribution licensee shall be responsible to their Consumers for supplying electricity with adequate power quality levels as defined in this Regulation.
- 22.2. The characteristics of power quality of electrical supply considered in this Regulations to be controlled by Distribution Licensee are:

- i. Supply voltage variations
  - ii. Supply voltage flicker
  - iii. Supply voltage unbalance
  - iv. Supply voltage dips and swells
  - v. Supply voltage individual harmonics and voltage THD
  - vi. Supply Interruptions
- 22.3. The Designated Consumer(s) shall be responsible to control the harmonic injection into the distribution system within the limits specified in this Regulation
- 22.4. The characteristic of power quality of electrical supply considered in these Regulations to be controlled by Designated Consumer(s) is:
- i. Current individual harmonics and current TDD
- 22.5. The Distribution Licensee shall not permit the voltage at the Point of Supply to vary from the declared voltage as under:

**Table 1: Supply Voltage Variation Limits for Low Voltage and High Voltage**

Supply Voltage Characteristic	Reference Time Frame	Limits
Mean r.m.s. value of the supply voltage over 10 min	100% of time	$U_n +10 \% / -15 \%$

**Table 2: Supply Voltage Variation Limits for Extra-high Voltage**

Supply Voltage Characteristic	Reference Time Frame	Limits
Mean r.m.s. value of the supply voltage over 10 Min	100% of time	As specified by Central Electricity Authority/CERC

For statistical evaluation, voltage variations shall be assessed for the period not less than 7 continuous days.

- 22.6. The Supply voltage flicker severity shall comply with Table 3 and is specified with reference to long term flicker severity  $P_{lt}$

**Table 3: Supply Voltage Flicker Severity Limits**

Supply Voltage Characteristic	Reference Time Frame	Limits
Long Term flicker severity $P_{lt}$ caused by voltage fluctuation	95% of each period of one week	$\leq 1$

- 22.7. The supply voltage unbalance in respect of three phase supply shall be assessed from the ratio of r.m.s value of negative phase sequence component (fundamental) to the r.m.s value of positive phase sequence component (fundamental) of the supply voltage

**Table 4: Supply Voltage Unbalance Limits**

Supply Voltage Characteristic	Reference Time Frame	Limits
Ratio of r.m.s value of negative phase sequence component (fundamental) to the r.m.s value of positive phase sequence component (fundamental) of the supply voltage	95% of each period of one week	$\leq 2$ percent

- 22.8. The Supply voltage dips shall comply with Table 5 given below and are specified with reference to:
- i. Number of events per year
  - ii. Event duration (t)
  - iii. Residual Voltage (u)
  - iv. Declared voltage ( $U_c$ )

**Table 5: Supply Voltage Dip Limits for LV and HV Networks in Terms of Number of Events per Year**

Residual Voltage (%)	Duration t (ms)				
	$10 \leq t \leq 200$	$200 < t \leq 500$	$500 < t \leq 1000$	$1000 < t \leq 5000$	$5000 < t \leq 60000$
$90 > u \geq 80$	30	40	10	5	5
$80 > u \geq 70$	30	40	5	5	5
$70 > u \geq 40$	10	40	5	5	5
$40 > u \geq 5$	5	20	5	5	5

- 22.9. The Supply voltage swell limits shall be specified by the Commission separately as and when the same are specified by IS 17036.
- 22.10. The Short voltage interruptions shall comply with Table given below and are specified with reference to:
- i. Number of events per year
  - ii. Event duration (t)
  - iii. Declared voltage (Uc)

**Table 6: Short Voltage Interruptions Limits (number of events per year) for LV and HV Networks**

Residual Voltage (%)	Duration t (ms)				
	$10 \leq t \leq 200$	$200 < t \leq 500$	$500 < t \leq 1000$	$1000 < t \leq 5000$	$5000 < t \leq 180000$
$5 > u$	5	20	30	10	10

- 22.11. The limits of each individual Supply voltage harmonics and voltage THD by the Distribution Licensee shall be in accordance with IS 17036, as modified from time to time.

**22.12. Reliability Indices**

- 22.12.1. The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions in a reporting period, using the following Indices:-

- a. System Average Interruption Frequency Index (SAIFI);
- b. System Average Interruption Duration Index (SAIDI); and
- c. Customer Average Interruption Duration Index (CAIDI).

Provided that while calculating the above indices, the following types of interruptions shall not be taken into account:-

- a. Scheduled outages;
- b. Momentary outages of a duration not more than Five (5) minutes;
- c. Outages due to the failure of the grid;
- d. Outages due to the reasons described in Regulation 26.1 below.

- 22.12.2. The Distribution Licensee shall maintain data on the reliability indices specified in Regulation 22.12.1 above for each zone/circle/division/sub-division on a monthly basis as well as for Urban and Rural area separately.

22.12.3. The Distribution Licensee shall put up, at the end of each month, such monthly information on reliability indices, on internet website of the Distribution Licensee and shall submit such report quarterly to the Commission as per Annexure VII.

22.12.4. The Distribution Licensee shall make concentrated efforts to achieve the standards of reliability fixed by the Commission from time to time.

22.12.5. Method of computing Reliability Indices—

a. SAIDI = It is average duration of sustained interruptions per Consumer.

$$SAIDI = \sum r_i \times N_i / N_t$$

b. SAIFI = It is average frequency of sustained interruptions per Consumer.

$$SAIFI = \sum N_i / N_t$$

Where,

$i$  = an interruption event;

$r_i$  = restoration time for each interruption event;

$N_i$  = number of Consumers who have experienced a sustained interruption during the reporting period; and

$N_t$  = total number of Consumers of Distribution Licensee

c. CAIDI = It is average interruption duration of sustained interruptions for those Consumers who had experienced interruptions.

$$CAIDI = SAIDI/SAIFI.$$

Provided that CAIDI should also be computed separately only for HT Consumers based on the metering data of such Consumers.

22.12.6. The Distribution Licensee shall capture data directly from the feeder monitoring system and there should not be any manual intervention:

Provided that such automation system shall be put in place within One (1) year of notification of this Regulations.

22.12.7. The Distribution Licensee shall validate the feeder interruption data considered for computation of Reliability Indices with meters installed at each Distribution Transformer (DT) and Consumers:

Provided that Distribution Licensee shall submit the plan for installation of meters for each DT including provision of AMR for all the DT meters and Consumer

meters for approval of the Commission within Three (3) months from the date of notification of these Regulations.

- 22.13. The limits of current harmonics injected by the Designated Consumer(s) shall be in accordance with IEEE 519-2014, as modified from time to time.
- 22.14. The Distribution Licensee shall install Power Quality Meter on the secondary (LV) side of the Power Transformer in a phased manner within three years covering at least 33% of the 33kV substations in the first year and 33% each in subsequent two years.
- 22.15. The Designated Consumer(s) shall install Power Quality Meter at Point of Supply and share the recorded data thereof with the Distribution Licensee as per communication architecture specified by the Distribution Licensee:

Provided that the Consumer shall share the recorded data thereof with the Distribution Licensee every month till the time online communication is established:

Provided further that the existing Designated Consumers shall comply with this provision within Twelve (12) months from the date of notification of this Regulations:

Provided further that Distribution Licensee shall specify the Power Quality Meter specifications and communication architecture for sending the data online to the central data base of the Distribution Licensee and publish the same on the website within Three (3) months of notification of this Regulations.

- 22.16. The measurements undertaken to determine compliance shall be carried out in accordance with the requirements as specified in IEC 61000-4-7 and IEC 61000-4-30. There shall be continuous metering of harmonics with permanent Power Quality meters complying with the IEC 61000-4-30 Class-A meters:

Provided that where existing CTs/PTs are of lower accuracy class than mandated by IEC 61000-4-30 Class-A meters, the Class B meters complying with the IEC 61000-4-30 Class-B may be installed.

- 22.17. The Distribution Licensee shall develop communication architecture in a manner that all the data from the Power Quality Meters is available in central data base to be maintained by the Distribution Licensee.
- 22.18. The Distribution Licensee shall design web-based single graphical user interface (irrespective of meter make) and provide online access from the central data base by taking adequate security precautions of specific data relevant to the Consumer:

Provided that Distribution Licensee shall also share the data of Power Quality Meters installed by it on the Website:

Provided also that Distribution Licensee shall provide online access of data as specified by the Commission from time to time.

- 22.19. The distribution companies shall ensure the data security and the data should only be used for identified purpose and should not be transferred to any other person without the consent of the specific Consumer.
- 22.20. It shall be obligatory for the Consumer to maintain the average power factor of its load at levels in accordance with the relevant orders of the Commission:

Provided that the Distribution Licensee may charge penalty or provide incentives for low / high power factor, in accordance with relevant Orders of the Commission.

### **23. Complaint Registration and Complaint Handling**

- 23.1. The Distribution Licensee shall establish Call centre facility(s) for redressal of complaints of its Consumers. Access to such Call centre facility(s) shall be established to its Consumers round the clock during all days of the week
- 23.2. Every Distribution Licensee shall employ or engage sufficient number of persons at its Call centre(s) and also earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient communication lines or connections to be called as the “toll free number” or “Consumer care number” or “help line number” as the case may be, at Call centre(s).
- 23.3. The call charges or short message service charges shall not be levied upon, or made payable by the Consumers, for calls made, or, short messages sent, to the “toll free number” or “Consumer care number” or “help line number”, as the case may be.
- 23.4. Every Distribution Licensee shall, immediately upon establishment of Call centre(s), inform through a public notice in newspapers in circulation in the Area of Supply, by uploading on internet website of the Distribution Licensee and should also ensure proper circulation of information to the Consumers in case of any changes in the contact numbers.
- 23.5. The Distribution Licensee should ensure the availability of electronic data base to record the complaints.
- 23.6. The Distribution Licensee shall provide online module for enabling Consumers to submit their complaint online. Additionally, Distribution Licensee shall convey information of the name of office (s), address (es) and telephone numbers wherein the Consumer can lodge complaints, in the form of additional information along with or printed on the electricity bills and shall also display it at the sub-division

offices or equivalent distribution unit and on the internet website of that Distribution Licensee.

- 23.7. The Distribution Licensee shall register each and every complaint made by a Consumer (either verbally or in writing) or in electronic format to be maintained for this purpose. The complaint register may be maintained category wise which will help in finalization of compensation and reporting of the performance to the Commission. The Distribution Licensee shall allot a unique number to each complaint (all complaints received digitally) which shall be duly communicated to the Consumer except in the case of complaints received through post. However, in case of postal complaints, the number shall be communicated to the complainant in case subsequent to the delivery of postal complaint, the complainant makes an enquiry with regard to the complaint number / status thereof telephonically or in person.
- 23.8. The Distribution Licensee shall devise its own processes at complaint handling centers / call centre(s) / customer care centre(s) / service centre(s) or any other customer interface channels to handle Consumer complaints.

Provided that all the complaints shall be dealt electronically (through software) in a structured matrix format (push down for resolution of complaint and push up for closure). The software shall also have a built-in time dependent escalation matrix.

- 23.9. Every Authorized Representative of the Distribution Licensee shall visibly display his name-tag and, if so required by such Consumer produce for scrutiny, proof of identity and authorization of the Distribution Licensee for the purpose of any interaction with a Consumer.
- 23.10. The Distribution Licensee shall ensure that Consumer Rights Statement as specified under the Maharashtra Electricity Regulatory Commission (General Conditions of Distribution License) Regulations, 2006 as amended from time to time, is available, in hardcopy to any Consumer on demand, and shall also be uploaded in downloadable format through its internet website.

#### **24. Standards of Performance of Distribution Licensees**

- 24.1. The Standards specified in Annexure 'II' in these Regulations shall be the minimum standards of service that a Distribution Licensee shall achieve and maintain. The standard of performance may be different across the area of a Distribution licensee and across the Distribution Licensees based on the concentration of population, local environment and conditions. The categorization shall be applicable to Urban and Rural Areas:

Provided that any time limits set out in these Regulations shall refer to the maximum time permitted for performing the activities to which they relate to:

Provided further that the Commission may separately set service standards based on

geographical conditions such as remote, hilly, forest and desert areas:

Provided further that the Distribution Licensee shall not be held responsible for the delay, if any, in giving supply on account of problems relating to statutory clearances, right of way, acquisition of land or the delay in Consumer's obligation which is beyond the reasonable control of the Distribution Licensee or due to force majeure events.

- 24.2. Any failure by the Distribution Licensee to achieve and maintain the standards of performance specified in these Regulations shall render the Distribution Licensee liable to payment of compensation under the Act, as specified in Annexure 'II', to an affected person.

## **25. Determination of Compensation**

- 25.1. The compensation to be paid by the Distribution Licensee to the affected person is specified in Annexure 'II' of these Regulations.
- 25.2. The Distribution Licensee shall be liable to pay to the affected person, such compensation as provided in Annexure 'II' to these Regulations:

Provided that in the event of failure of Distribution Licensee to meet the standards of performance, the compensation shall be payable automatically by the Distribution Licensee for the parameters as per Annexure 'II' to all the affected person/Consumers, without requiring a claim to be filed by the affected person/Consumer:

Provided further that the automatic compensation mechanism shall be implemented within Six (6) months of the date of notification of this Regulations:

Provided further that any person who is affected by the failure of the Distribution Licensee to meet the Standards of Performance specified under these Regulations for the parameters not entitled for automatic compensation as per Annexure 'II' and who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance :

Provided further that the compensation shall be payable as per Annexure 'II' to only those affected person/Consumers who have paid all their bills to the Distribution Licensee within the due dates of each bill without any delay in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due:

Provided further that the affected person/Consumer who have paid the bills, though

not within due date but with delayed payment charges, in last One (1) year or in cases where supply has been provided for a shorter period, such shorter period shall be considered and there is no outstanding amount to be paid to the licensee except for current bill which is not due, such affected person/Consumer who seeks to claim compensation shall file his claim with such a Distribution Licensee within a maximum period of Sixty (60) days from the time such a person is affected by such failure of the Distribution Licensee to meet the Standards of Performance and such affected person/Consumer shall only be entitled for Compensation of half the amount specified in Annexure 'II'.

Provided further that the Distribution Licensee shall compensate the affected person(s) within a maximum period of Ninety (90) days from the date of filing his claim from the previous months billing cycle and the payment of such compensation shall be paid or adjusted in the Consumer's future bills:

Provided further that a confirmation message shall also be sent to the Consumer informing about the Compensation paid by the Distribution Licensee.

- 25.3. If the affected person is aggrieved by non-payment of automatic compensation by the Distribution Licensee for failure to meet standards of performance as specified under these Regulations or wants to file the claim for compensation, such a person can register its complaint electronically/digitally through SMS, online registration, web-chat facility and mobile application (in person or through toll free telephone numbers) before the concerned Distribution Licensee within a maximum period of Sixty (60) days from the time automatic compensation was payable by the Distribution Licensee. :

*Explanation:* If Distribution Licensee fails to meet the standard of performance in April, automatic compensation is payable within Ninety (90) days i.e. up to July. If automatic compensation is not paid until July, affected person shall file the claim for manual compensation within Sixty (60) days thereafter i.e. up to September.

Provided that the Distribution Licensee shall resolve the grievance of the affected person and compensate the affected person(s) within a maximum period of Thirty (30) days from the date of filing his claim:

Provided further that in the event of compensation is liable to be paid by the Distribution Licensee on/after representation by the Consumer, the compensation amount shall be 1.5 times the amount specified in Annexure 'II' and subject to conditions specified in Regulation 25.2.

*Explanation:* If the compensation payable as per Annexure 'II' is Rs. 400, then 1.5 times the amount payable is Rs. 600 to affected Consumer even if such amount exceeds the maximum cap specified in Annexure 'II'.

- 25.4. In case the Distribution Licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he/she may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum in accordance with the provisions of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulation, 2020 including any amendment thereto as in force from time to time:

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in Annexure 'II' to these Regulations will be implemented by the Forum or by the Ombudsman, in case of an appeal filed against order of the Forum before him and is to be paid by the concerned Distribution Licensee:

Provided further that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum or Ombudsman, the compensation amount shall be Two (2) times the amount specified in Annexure 'II' and subject to conditions specified in Regulation 25.2:

*Explanation:* If the compensation payable as per Annexure 'II' is Rs. 400, then Two (2) times the amount payable is Rs. 800 to affected Consumer even if such amount exceeds the maximum cap specified in Annexure 'II'.

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of Section 57 of the Act and the payment of such compensation shall be paid or adjusted in the Consumer's future bills (issued subsequent to the award of compensation) within Ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

- 25.5. The compensation paid by the Licensee shall not be allowed to be recovered in the Annual Revenue Requirement (ARR) of the Licensee.

## **26. Exemptions**

- 26.1. Nothing contained in these Regulations shall apply where, in the opinion of the Commission, the Distribution Licensee is prevented from meeting his obligations under these Regulations by—
- a. force majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, precautionary disconnection of supply, fire affecting licensee's installations and activities;
  - b. outages due to generation failure or transmission network failure;

- c. outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/ State Load Despatch Centre during the occurrence of failure of their facilities;
  - d. or other occurrences beyond the control of the Distribution Licensee: Provided that the Distribution Licensee shall not be excused from failure to maintain the standards of performance under these Regulations, where such failure can be attributed to negligence or deficiency or lack of preventive maintenance of the distribution system or failure to take reasonable precaution on the part of the Distribution Licensee.
- 26.2. The Commission may, by general or special order, exempt the Distribution Licensee from any or all of the standards specified in these Regulations for such period as may be specified in the said Order.

## **27. Information regarding Level of Performance**

- 27.1. The Distribution Licensees shall submit information on the matters covered under clause (a) and (b) of sub-section (1) of Section 59 of the Act to the Commission on an annual basis, within a period of Thirty (30) days from the end of the financial year:

Provided that the information shall be with respect to the total number of cases of failure to meet each of the standards specified in these Regulations:

Provided further that the Distribution Licensee shall separately state the total number of cases where compensation has been paid by it without dispute and the total number of cases where compensation has been paid in compliance with an order or direction of the Forum or Ombudsman, along with the total amount of compensation in each category:

Provided further that the Distribution Licensee shall submit the information to the Commission on the matters covered under clauses (a) and (b) of sub-section (1) of Section 59 of the Act on quarterly basis, within a period of Thirty (30) days from the end of the quarter in the forms shown in Annexure III to Annexure VII and put up such information on the internet website of the Distribution Licensee, within a period of Thirty (30) days from the end of the quarter.

- 27.2. The Commission may authorize its Staff Officers or any independent agency(s) to conduct annual checks, in order to monitor the compliance of the standards of performance by the Distribution Licensee(s) and submit a report to the Commission.

## **28. General Provisions**

- 28.1. While other modes like paper application, email, mobile, website, etc to provide services may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.
- 28.2. The CRM shall have facilities for sms/email alerts, notifications to Consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level if services are not provided within predefined time periods.
- 28.3. The Distribution Licensee shall provide all services such as application submission, payment of bills etc. to senior citizens at their door-steps:  
  
Provided that such service will be provided only to those senior citizens having connection in their own name and such Consumers who have submitted the proof of their age to the Distribution Licensee.
- 28.4. The Distribution Licensee shall implement reasonable security standards that it determines are necessary, but no less than industry standards to protect the Consumer database, operating systems and software applications.
- 28.5. The Distribution Licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the monthly bills on rotational basis during the year as per the availability of space in the bill
- 28.6. The Distribution Licensee shall arrange to give due publicity through social media, electronic media, website and by displaying boards at Consumer service-related offices to bring awareness of Consumer rights, Standards of Performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the Distribution Licensee.
- 28.7. The Distribution Licensee shall take adequate measures to create general Consumer awareness through print/electronic/social media regarding the advantages of replacing the existing meters by any new technology meters.
- 28.8. The Distribution Licensee shall arrange to display feeder wise outage data, efforts made for minimizing outages, prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

## **29. Issue of Orders and Practice Directions**

Subject to the provisions of the Act, the Commission may from time to time issue

orders and practice directions in regard to the implementation of these Regulations.

**30. Power to Relax**

The Commission may, by general or special order, for reasons to be recorded in writing and after giving an opportunity of hearing to the parties likely to be affected, relax or waive any of the provisions of these Regulations on its own motion or on an application made to it by any interested person.

**31. Power to Amend**

The Commission may, at any time, vary, alter, modify or amend any provisions of these Regulations.

**32. Power to Remove Difficulties**

If any difficulty arises in giving effect to the provisions of these Regulations, the Commission may, by general or specific order, make such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

**Sd/-**  
**(Abhijit Deshpande)**  
**Secretary,**  
**Maharashtra Electricity Regulatory Commission.**

Place: Mumbai

Date: 24 February 2021

## Annexure – I

### Application form (Low Tension Service)

**Application for** (Please tick the appropriate field)

- |   |  |
|---|--|
| <input type="checkbox"/> <b>New Connection,</b>   | <input type="checkbox"/> <b>Load Enhancement,</b>            |
| <input type="checkbox"/> <b>Conversion of Services,</b>   | <input type="checkbox"/> <b>Change of Consumer Category,</b> |
| <input type="checkbox"/> <b>Shifting of Premises</b>  |  |
| <input type="checkbox"/> <b>(TPC/AEML/BEST - Option for Changeover &amp; Switchover, as applicable to be added)</b> |  |

If Existing Consumer, provide **Connection Number** : \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

1	Name of the Applicant/Organization:	
2	Name of father/husband/Director/Partner/Trustee:	
3	Whether Applicant is Owner or Occupier	
4	Address:	
(a)	For communication	House/Plot/Premise no.
		Street
		Area/Colony/City
		District
		Telephone No.:
		Email ID:
		Mobile No:
(b)	For the premises where the new connection is	House/Plot/Premise no.

	applied / existing connection is required to be shifted	
		Street
		Area/Colony/City
		District
	<i>(Indicate landmarks to identify the location)</i>	
(c)	Plot size: .....sq. feet	Covered area: .....sq. feet
5	Category of Supply: (list of categories attached)	
6	Purpose of Supply:	
7	Total Load applied for (in kW):	
8	Option for e-bill (Yes/No)	
9	Type of Supply (Permanent / Temporary):	
9(a)	If Temporary supply, specify period of requirement:	From (date): To (date):
10	Please indicate whether you want to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned (Yes/No)	
11	Please indicate whether you want to purchase and install own meter and allied equipments from a supplier other than the Distribution Licensee (Yes/No)	
12	Any electricity dues outstanding in Distribution Licensee's area of operation in consumer's name: Yes/ No If Yes: Provide Details	
13	Any electricity dues outstanding on the premises for which connection applied for: Yes/ No If Yes: Provide Details	

I/ We hereby declare that

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standard of Performance of Distribution Licensees including Power Quality) Regulations, 2021 and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.
- (e) I/We have complied with all requirements under all statute for the time being in force and shall be held legally responsible for any issue arising out of any such non-compliance. The Distribution Licensee is indemnified from any loss that may occur on account of such non-compliance

## Application form (High Tension / Extra High Tension Service)

**Application for** (Please tick the appropriate field)

- |   |   |
|---|---|
| <input type="checkbox"/> <b>New Connection,</b><br><input type="checkbox"/> <b>Conversion of Services,</b><br><input type="checkbox"/> <b>Shifting of Premises</b><br><input type="checkbox"/> <b>TPC/AEML/BEST - Option for Changeover &amp; Switchover, as applicable to be added</b> | <input type="checkbox"/> <b>Load Enhancement,</b><br><input type="checkbox"/> <b>Change of Consumer Category,</b> |
|---|---|

If Existing Consumer, provide **Connection Number:** \_\_\_\_\_

Name of Supplier: \_\_\_\_\_

1	Name of the Applicant/Organization:							
2	Name of father/husband/Director/Partner/Trustee:							
3	Address for communication							
	Contact Number:							
	E-mail ID:							
	Mobile No:							
4	Address of the premises for which the new connection is applied / existing connection is required to be shifted							
	<i>(Indicate landmarks to identify the location)</i>							
5	Voltage at which supply is required (kV) <i>(Please tick the category applicable)</i>	11 kV	22kV	33 kV	66 kV	110 kV	132 kV	220 kV
6	Type of Supply (Permanent / Temporary):							
6(a)	If Temporary supply, specify period of requirement:	From (date):						
		To (date):						
7	Total Contract Demand applied for (in kW / kVA):							
8	Basis for projection of Contract Demand - Diversity Factor assumed:							
9	Phasing of Contract Demand required (Yes/No):							
	If Yes, then provide the following details in the given format:							
	<i>CD required (kVA) along with remarks, if any</i>							<i>Tentative Date from which required</i>
	<i>(a)</i>							
	<i>(b)</i>							
	<i>(c);</i>							
10	Purpose of Installation:							
11	Category of Tariff as per purpose:							
12	Category of Industry: <i>(Tick the applicable one)</i>	Small Scale Industry	Medium Scale Industry					Large Scale Industry
	Type of unit: <i>(viz. Ownership/Partnership/Private Ltd./Public Ltd./Society/ Govt. Dept./Govt. undertaking)</i>							
13	Name of Institution developing Industrial Premises:							
14	Whether supply is needed through an independent feeder							
15	Whether the above unit ever operated at some other place or applied for connection? <i>(If Yes, please provide details)</i>	(a) Sanctioned Load:						
		(b) Service Connection No.:						
		(c) Arrears of payment (if any):						
16	If electricity connection for the premises was requested in the past? <i>(If Yes, please provide details)</i>	(a) Name of unit:						
		(b) Service Connection No.:						

	(c) Arrears of payment (if any):
17	Any electricity dues outstanding in Distribution Licensee's area of operation in consumer's name: Yes/ No If Yes: Provide Details
18	Any electricity dues outstanding on the premises for which connection applied for: Yes/ No If Yes: Provide Details

I/ We hereby declare that:

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standard of Performance including Power Quality) Regulations, 2021 and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.
- (e) I/We have complied with all requirements under all statute for the time being in force and shall be held legally responsible for any issue arising out of any such non-compliance. The Distribution Licensee is indemnified from any loss that may occur on account of such non-compliance

**Annexure - II: Level of Compensation Payable to Consumer for failure to meet Standards Of Performance**

Supply Activity/Event	Standard	Compensation Payable	Automatic/Manual	
<b>1. Provision of Supply (Including Temporary connection)</b>				
(i)	Time period for intimation of charges to be borne by Applicant in case Applicant seeks dedicated distribution facility from the date of submission of application	Seven (7) working days (Urban Areas) Ten (10) working days (Rural Areas) Fifteen (15) working days – Agriculture Connection	Rs 25 per week or part thereof of delay subject to maximum of twice the service connection charges applicable for the Consumer category	Automatic
(ii)	Time period for provision of supply from the date of receipt of completed application and payment of charges:		Rs 50 per week or part thereof of delay subject to maximum of twice the service connection charges applicable for the Consumer category	
	-in case connection is to be from existing network without any augmentation	(1) Municipal Corporation within Metropolitan Area – Seven (7) Days (2) Urban Areas except Municipal Corporation in Metropolitan Area– Fifteen (15) Days (3) Rural Areas – Thirty (30) Days		Automatic

Supply Activity/Event		Standard	Compensation Payable	Automatic/Manual
	-where extension or augmentation of distributing main is required	Three (3) months		Automatic
	- where commissioning of new sub-station forming a part of the distribution system is required	One (1) year		Automatic
<b>2. Restoration of Supply</b>				
(i)	Fuse off call	Three (3) hours (Urban Areas)	Rs 50 per hour or part thereof of delay subject of maximum of Rs 500 for LT Consumer and Rs 100 per hour or part thereof of delay subject of maximum of Rs 1000 for HT Consumer.	Manual
		Eighteen (18) hours (Rural Areas)		Manual
(ii)	33kV/ 22kV/ 11kV/400 V Overhead line breakdown	Four (4) hours (Urban Areas)	Provided that if cumulative interruption during the month exceeds 36 hours for Urban Areas and 96 hours for Rural Areas, the compensation cap will not be applicable thereafter for that month and the licensee will pay Rs 50 per hour or part thereof of delay for LT Consumer and Rs 100 per hour or part thereof of delay for HT Consumer.	Manual
		Twenty-four (24) hours (Rural Areas)		Manual
(iii)	Underground cable fault / Bus Riser fault	Eight (8) hours (Urban Areas)		Manual
		Forty-eight (48) hours (Rural Areas)		Manual
(iv)	Distribution transformer and associated Switchgear failure	Eighteen (18) hours (Urban Areas)		Manual
		Forty-eight (48) hours (Rural Areas)		Manual
(v)	Burnt Meter	Eighteen (18) hours (Urban Areas)		Manual

Supply Activity/Event		Standard	Compensation Payable	Automatic/Manual
		Forty-eight (48) hours (Rural Areas)		Manual
<p>1. Automatic Compensation is payable for Restoration of Supply wherever Smart Meter or Meter having at least the facility of remote meter reading are installed.</p> <p>2. Total Compensation payable in the month for Restoration of Supply shall not exceed twice the Fixed Charges for LT Residential Consumer and for all other Consumers, such amount shall not exceed Fixed Charges payable for the month:</p> <p>Provided that for Consumers having tariff based on Rs/HP/Month, Compensation amount shall not exceed 25% of the total Fixed Charges payable for the month.</p>				
<b>3. Meters (excluding accessories related to Communication)</b>				
(i)	Meter inspection in case of customer complaint regarding meters	Four (4) days (Urban Areas)	Rs. 50 per week or part thereof of delay subject to maximum of Rs 250.	Automatic
		Twelve (12) days (Rural Areas)		
(ii)	Replacement of meter if found faulty	Within subsequent billing cycle	Rs. 50 per week or part thereof of delay subject to maximum of Rs 250.	Automatic
<b>4. Reconnection</b>				

Supply Activity/Event		Standard	Compensation Payable	Automatic/Manual
	Reconnection of a Consumer who has been disconnected for less than six (6) months, from the time of payment of either all amounts to the satisfaction of the Distribution Licensee or, in case of a dispute, such amount under protest in accordance with the proviso to sub-section (1) of Section 56 of the Act	Eight (8) hours (Urban Areas)	Rs 50 per hour or part thereof of delay subject to maximum of Rs 250.	Automatic
		Twenty Four (24) hours (Rural Areas)		Automatic
<b>5. Complaints on Consumer's Bills</b>				
(i)	Acknowledgment of receipt of Consumer complaint	Immediately if complaint is filed/lodged in person or telephonically.	Rs 100 per week or part thereof subject to maximum of Rs 250.	Automatic
		Seven (7) days if made by post		Automatic
(ii)	Resolution of billing complaints i)About electricity bills regarding non receipt of bill or inadequate time for payment	Within 24 hours of receipt	Rs 100 per week or part thereof subject to maximum of Rs 250.	Automatic
	ii)In case of other complaints	During subsequent billing cycle	Rs 100 per week or part thereof subject to maximum of Rs 250.	
<b>6. Consumer charter / service</b>				

Supply Activity/Event		Standard	Compensation Payable	Automatic/Manual
(i)	Visible display of name tag by authorized representative of Distribution Licensee and he should produce / show proof of identity and authorization if Consumer asks.	All interaction with Consumer.	Rs. 50 in each case of default.	Manual
<b>7. Other Services</b>				
(i)	Reading of Consumer's meter	Once in every three months (agricultural) Once every month (all other Consumers) subject to concession as per Regulation 16.1.1 and 16.3.6	Rs 100 for first month or part thereof of delay; Rs 150 per month or part thereof beyond the first month of delay subject to maximum of Rs 500.	Automatic

Supply Activity/Event		Standard	Compensation Payable	Automatic/Manual
(ii)	Time period for other services from the date of application:		Rs 100 per week or part thereof of delay subject to maximum of Rs 500	Automatic
	- change of name	Second billing cycle		Automatic
	- change of tariff Category	Second billing cycle		Automatic
	- reduction in Contract Demand / Sanctioned Load	Second billing cycle		Automatic
	-Closure of account- Time period for payment of final dues to Consumer from the date of permanent disconnection.	Seven (7) days		Automatic

### 8. Quality of Supply

(i)	Voltage Variation	Table 1 and Table 2 (Regulation 22.5)	Rs 25 per week or part thereof for which voltage variation was beyond the specified limits	Manual
(ii)	Voltage Unbalance	Table 4 (Regulation 22.7)	Rs 100 per week or part thereof for which voltage unbalance was beyond the specified limits	Manual
(iii)	Voltage Dips/Swells	Table 5 (Regulation 22.8)	Rs 50 per event for which voltage dips or swell was beyond the specified limit	Manual
(iv)	Short Voltage Interruptions	Table 6 (Regulation 22.10)	Rs 50 per event beyond the specified limit	Manual

<b>Supply Activity/Event</b>		<b>Standard</b>	<b>Compensation Payable</b>	<b>Automatic/Manual</b>
(v)	Voltage Harmonics	As per IS 17036	Rs 100 per week or part thereof for which voltage harmonics was beyond the specified limits	Manual
(vi)	Current Harmonics	As per IEEE 519:2014	50 paise per unit for the duration for which current harmonics was beyond the specified limits  (Payable by Designated Consumer to Distribution Licensee)	Manual
<b>The Commission shall separately notify the date of applicability of the Compensation payable in respect of Quality of Supply</b>				

**Annexure III- Standards of Performance Level by the Distribution Licensee**

**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

Sr. No.	Parameters	Area	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.
						Within Standards of performance	More than stipulated time	Total complaints redressed	
	A	b	c	d	e=c+d	f	g	h=f+g	i= e-h
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban							
		Rural							
2	New connection / add. load where supply from existing line.								
3	New connection / add. Load where supply after extension / augmentation.								
4	New connection / add. Load where supply after commissioning of sub-station.								
5	Shifting of Meter / service Line	Urban							
		Rural							

**Annexure III- Standards of Performance Level by the Distribution Licensee**

**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

Sr. No.	Parameters	Area	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.
						Within Standards of performance	More than stipulated time	Total complaints redressed	
	A	b	c	d	e=c+d	f	g	h=f+g	i= e-h
6	Reconnection of supply after payment of dues.	Urban							
		Rural							
7	Change of Name								
8	Change of category								
9	Fuse off call	Urban							
		Rural							
10	Break down of Over head Line	Urban							
		Rural							
11	Underground Cable fault /Bus Riser Fault	Urban							
		Rural							
12	Transformer and Associated Switchgear Failure	Urban							
		Rural							
13	Meter Reading								
14	Replacement of Faulty Meter	Urban							
		Rural							



**Annexure-IV-Report of individual Complaints where Compensation has been paid**

**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

<b>Sr. No.</b>	<b>Complaint No</b>	<b>Date of Filing Complaint/Automatic Compensation</b>	<b>Consumer No</b>	<b>Name and address of Consumer</b>	<b>Nature of Complaint</b>	<b>Reference Standard of Performance</b>	<b>Amount of Compensation (Rs)</b>	<b>Date of payment of Compensation (DD/MM/YYYY)</b>
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1								
2								
3								
4								
5								
6								
7								
8								
9								

**NOTE - The report shall be prepared as per category of item for which the compensation is paid for non- observance of Standards of Performance.**

**Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).**

**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter. (Nos.)	Faulty Meters added during Quarter. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Quarter. (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1							
2							
3							
4							
5							



**Annexure-VII- Performance Report regarding Reliability Indices.**

**Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee**

**1) System Average Interruption Duration Index (SAIDI)**

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> feeder.	Ri= Restoration time for each interruption event on i <sup>th</sup> feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders )	SAIDI=(6)/(5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Total					

**2) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> feeder.	Sum of Consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of Consumers of the distribution Licensees area.	SAIFI=(4)/(5)
(1)	(2)	(3)	(4)	(5)	(6)
	Total				

**3) Customer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1)	(2)	(3)	(4)	(5)
	Total			

**4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers**

<b>Sr. No.</b>	<b>Month</b>	<b>Ni = Number of HT Consumers who experienced a sustained interruption</b>	<b>Ri= Restoration time for each interruption event of HT Consumers</b>	<b>Sum. (Ri*Ni) for all HT Consumers</b>	<b>CAIDI=(5)/(3)</b>
(1)	(2)	(3)	(4)	(5)	(6)
	Total				