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The month wise CPL from April 2016 to March 2019 is enclosed herewith & consumer is being billed on Normal status for the entire period from June 2016 till March 2019 except for the period April 2017 to June 2017, when the energy meter of the consumer is replaced vide application ID No. 10254550 dtd. 31/05/2017 & hence resulted into the average bill. The consumer is billed on Normal Status for Month of March 2017 for 401 units (4766-4365=401 units) & adjustment unit of 1249 as per the final Reading of 6015 units for the old meter bearing Sr. no. 14792306 of HPL make were generated when the meter is replaced. As the meter is replaced on 31/05/2017 the average bill on DL status for the 161 units was generated for M/O April 2017 & the consumer was billed for 1316 units on average basis for month of May 2017 (The adjustment units of 1249 of old meter and monthly average of 67 units amounts to 1316 units for billing in month of May 2017). Then in July 2017 the consumers was billed for 157 units (157-0=157 units) as per the consumption of new meter bearing Sr. No. 40391411 of HPL make which was replaced on 31/05/2017. The bill period for March 17, April 17, May 17 & June 17 is 22/02/2017 to 22/03/2017, 22/03/2017 to 17/04/2017, 17/04/2017 to 17/05/2017 & 17/05/2017 to 23/06/2017 respectively.

As the consumer billed on average status for period April 17 to June 17 & as NO LCR Inits and NO LCR amount is reflected in electricity bill for 229 units and Rs. 6856 respectively, the same credit unit of 229 units and credit amount of Rs. 6856 is being awarded to the consumer vide BR ID no. 6591687 dtd. 31/07/2017 and reflected these credit adjustments of Rs. 6856.03 in billing of August 2017. As per the CPL the consumption of the consumer for meter no. 14792306 of HPL make for March 2017 was recorded as 401 units for period 22/02/2017 to 22/03/2017 and the same meter has recorded the consumption of 1249 units for period 22/03/17 to 31/05/2017 when the meter was replaced. So the meter has recorded the average consumption of 16.5 units/day and 495 units/month for SUMMER period of March 2017 to May 2017 (22/02/17 to 31/05/2017) which anticipates with the regular consumption of the consumer for NON-SUMMER period. The old meter bearing Sr.No. 14792306 of HPL make was tested vide ref. under sr. no. 4 & the meter found OK & all parameters and errors are in permissible limit.

Considering these hard fact the consumer being billed on normal status over long period & the Bill adjustment of Rs. 6856.03 was applied for average bill period of reflected in the bill for the month of August 2017 & since then the consumer being billed on normal status & also the old meter was replaced as per the oral request of the consumer though it was found OK in meter testing activity. So as such there is no grievance pending with the company and the bill amount outstanding with the consumer (Rs. 23410/-) is quite correct and legitimated.

Hence it is out humble request to submersibly reject the application of the consumer as per the prevailing rules, regulation of MSEDCL and of MERC as mention above & the judgment regarding payment of outstanding electricity bill may please be ordered by the Hon'ble Forum.

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CPO Member Opinion

1. The Complainant is Residential Elect. Consumer and was paying regular Electricity bill upto Feb. 2017. The bills are not as per photo meter reading and was for average consumption. Hence consumer used to complaint for photo meter reading. However consumer got very high consumption bill in July 2017 for 1316 units for Rs. 18,456.29 and against monthly consumption of 150 units. Sometimes this consumption is 64 units also. The consumer made various complaints to various offices of MSEDCL, but the complaint of is to be redressed within one month as per MERC SOP rules 2014 sr. No. 6 (2) as per section 57 of Indian Electricity Act 2003 which is not observed by MSEDCL officers and the complaint is unsolved after 24 months and after various complaints and this laps of concerned manager attracts SOP compensation Rs. 400/- per month.
2. As per consumer's demand MSEDCL should take S.V. Report in presence of consumer and revised bill should issued on the basis of consumer's meter.
3. The bills issued on Average basis or wrong reading basis from July2017 till actual meter reading with S.V. Report are hereby squashed & revised bills for the above period on actual meter reading should be issued by MSEDCL.
4. MSEDCL should give SOP compensation to consumer in ensuring bill.

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