

Dear Consumer,

As per practice direction issued by MERC on 21.05.2020, for revision of contract demand in billing cycle, following facilities are made available to all HT Consumers. These facilities will be available till 31.07.2020.

HT consumers can apply for change in contract demand up to 3 occurrences in a billing cycle, with auto approval subject to

- Requested reduced demand is more than minimum value of 20% of original Contract demand and 187 KVA.
- For consumer having Roof Top installation, the minimum limit of the CD after reduction shall be restricted up to max capacity of solar rooftop installed (KWp).
- For HT consumers availing partially open access facility, the reduction in CD will be allowed up to 20% of original Total CD (Total CD including MSEDCL CD & Open Access CD, before 22.03.2020), subject to the reduced total CD shall not be less than Open Access quantum or less than 1 MVA.
- If requested reduced demand is less than 188 KVA, such demand will be restored to 188 KVA immediately after withdrawal of lockdown.
- Consumer has to pay charges for CT compensation error, if levied in billing for the period till the replacement of existing CTs by MSEDCL with appropriate one or maximum 2 billing cycles whichever is earlier.
- Consumer has to pay the wheeling charges pertaining to the connected voltage level irrespective of the load reduction and as per SoP irrespective of original contract demand.
- Processing charges applicable as per schedule of charges will be debited in subsequent bill.
- After availing an auto-load reduction facility, the application for reinstatement of original demand will be auto approved, subject to enhanced CD is less than or equal to the original CD as available before lockdown i.e. CD before 22.03.2020.
- Maximum 3 no. of CD change applications can be submitted online by a consumer during a billing cycle.
- Manual application submitted offline or through mail will not be accepted.
- Once application is submitted and approved through online system, modification of the application will not be done.
- Registered mobile number and registered e-mail ID shall be ensured before submission of application. Application is verified through OTP sent on registered mobile number / E-mail ID. After acceptance and approval of CD change application, SMS is sent on registered mobile number.
- Consumer can view the status of submitted application at consumer portal link at <https://grouppaybill.mahadiscom.in/PayNCCharges/UI/LOADCHANGE/LoadChange.aspx>

- All applications for CD change should be submitted online at least 3 days in advance. E.g. For applications submitted on 25.05.2020 consumer can get CD change effective from 29.05.2020 (00.00Hrs) or any later date within the Billing Cycle as selected by consumer.
- For online application of CD change, no documents are required to be uploaded.
- The agreement will be accepted through online system and it will be part of CD change application, as per practice direction MERC has allowed to provide option of online acceptance of terms and conditions of agreement by consumers.
- For CD enhancement beyond the original CD (CD before 22.03.2020), such application will not be auto approved by system. Such application will be approved by concerned SE(O&M) of a circle, after confirmation of technical feasibility.

To avail above facilities, it is requested to submit your request through web self-service portal of MSEDCL using following link

<https://wss.mahadiscom.in/wss/wss>

Maharashtra State Electricity Distribution Co.Ltd.