

MAHARASHTRA ELECTRICITY REGULATORY COMMISSION
DRAFT
Maharashtra Electricity Regulatory Commission
(Electricity Supply Code and Other Conditions of Supply) Regulations, 2015

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MAHARASHTRA ELECTRICITY REGULATORY COMMISSION, MUMBAI.

Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations (Draft), 2015

ELECTRICITY ACT, 2003

No. MERC/Legal/129/2015/--- In exercise of the powers conferred by clause (a) of subsection (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 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. INTRODUCTION

Short Title, Scope Extent and Commencement

- 1.1 These Regulations may be called the “**Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2015**” (hereinafter referred to as ‘the Code’).
- 1.2 This Code details the obligations of the distribution licensee and consumers vis-à-vis each other and specifies the set of practices that shall be adopted by the licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It specifically details the following:
- (1) the procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category, etc.);
 - (2) practices relating to consumer metering, billing, intervals for billing of electricity charges and payment of bills; and
 - (3) recovery of electricity charges, measures for preventing tampering, distress or damage to electrical plant, or electrical line or meter, entry of distribution licensee or any person acting on his behalf for disconnecting supply and removing the meter; entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.
- 1.3 All the forms and formats annexed to the Code sets out the minimum requirements required to be maintained by the licensees in their forms and formats. The licensee may make suitable amendments in the forms/formats maintaining the minimum information and may include anything over and above the minimum after seeking prior approval of the Commission. Such amended forms/ formats would be posted on the website of the respective licensees for use by consumers.
- 1.4 This Code shall be applicable for:
- (1) all distribution licensees including Deemed licensees and all consumers in the State of Maharashtra;
 - (2) all other persons who are exempted under Section 13 of the Act; and
 - (3) unauthorised supply, unauthorised use, diversion and other means of unauthorised use/ abstraction of electricity.
- 1.5 These Regulations shall come into force from the date of their publication in the Official Gazette.

Electricity Supply Code Review Panel

1.6 The Commission shall set up an Electricity Supply Code Review Panel (ESCRP). The “ESCRP” or “Panel” shall perform the following functions and shall meet at least once in a year:

- (1) to consider views from licensees, consumers and other interested parties about the implementation of the Code;
- (2) to assess compliance by licensees with conditions of supply, protection of consumer interests, overall performance of utilities and recommend changes in the Code wherever needed; and
- (3) to review the Code due to any operational problems faced by them in implementation of the Code.

1.7 ESCRP shall consist of following members:

- (1) the Chairman / Member of the Commission shall be Ex-officio Chairman of ESCRP;
- (2) one representative of the rank not below Executive Engineer from each distribution licensees (having 10000 or more consumers) of the State to be nominated by the licensee;
- (3) one representative of the rank not below Executive Engineer from STU and each transmission licensees (optional);
- (4) representative of the rank not below Executive Engineer from SLDC (optional);
- (5) representatives of the consumers to be nominated by the Commission. Of these, three representatives shall be from LT consumers, two from HT /EHT consumers and one each from registered consumer rural and urban bodies. At least two representatives from the above shall be from the category of the domestic consumers;
- (6) the Secretary of the ESCRP shall be an officer of the Commission nominated by the Chairman of the ESCRP;
- (7) and any other member as nominated by the Chairman:

Provided that the maximum number of members in the ESCRP will be 17;

Provided also that the quorum will constitute minimum nine members of the Panel.

Manner of reviewing the Code

- 1.8 Any licensee, consumer or other interested persons desiring any change in this Code shall send the proposal in writing to the Secretary of the Panel in one soft copy, accompanied with 4 hard copies specifying the reasons for such change and setting out the attendant circumstances.
- 1.9 The Secretary of the Panel shall prepare comments and place before the members prior to the date of meeting.
- 1.10 The Secretary shall consider the comments of the members during the meeting, and if necessary, may invite and hear the person who had submitted suggestions requiring changes.
- 1.11 The Panel may, in considering the suggestion and the comments of the members thereon, set up sub committees to study the related issues.
- 1.12 The Panel shall, after finalizing its views on the modifications to the Code submit the same to the Commission.
- 1.13 The Commission may approve the changes with or without modification as it may deem fit and follow the procedure as per Regulations 1.14 and 1.15 for amendment of this Code.

Amendment in the Code

- 1.14 The Commission may amend the Code suo moto or on the recommendations of ESCRP. However, before any amendment is made in the Code, comments on the proposed changes shall be obtained from all the supply licensees and public.
- 1.15 Any change in the Code shall be placed on the website of the licensees and MERC web site, and the extracts of the changes shall be published by the licensees in at least two Marathi and two English newspapers having wide circulation in their area of supply apart from keeping the copies of changes in all local offices.

2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act. Expressions used herein but not specifically defined in the Act but defined under any other law passed by a competent legislature and applicable to the electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above, expressions used herein but not specifically defined in these Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.
- 2.2 In the interpretation of this Code, unless the context otherwise requires:
- (1) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
 - (2) references to any statutes, Regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, Regulations or guidelines, as the case may be, referred to; and
 - (3) terms "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import.
- 2.3 In this Code, unless it is repugnant to the context:
- (1) “**Act**” means the Electricity Act, 2003 (36 of 2003) as amended from time to time;
 - (2) “**agreement**” means an agreement entered into by the distribution licensee and the consumer;
 - (3) “**Appellate Authority**” means the authority prescribed under sub-section (1) of Section 127 of the Act;
 - (4) “**applicant**” means a person, who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of category, change of name, disconnection or restoration of supply or termination of agreement, as the case may be, including a person opting for Open Access, in accordance with the provisions of the Act and the Rules and Regulations made there under;
 - (5) “**application**” means an application form complete in all respects in the appropriate format, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances;

- (6) “**application form**” means an application form complete in all respects in the appropriate format, as required by the distribution licensee, before any payment of applicable charges;
- (7) “**area of supply**” means the area within which a distribution licensee is authorised by his licence to supply electricity;
- (8) “**Assessing Officer**” means an officer of the State Government or licensee as designated by the State Government under provisions of Section 126 of the Act;
- (9) “**Authorised Officer**” means an officer of the licensee or supplier as designated by the Commission or the State Government as the case may be, under provisions of Section 135 of the Act;
- (10) “**authorised representative**” refers to all officers, staff or representatives of the licensee, discharging functions under the general or specific authority of the licensee;
- (11) “**Average Power Factor**” means-
- (i) the ratio of kilowatt hours consumed in the month to root of sum of squares of kilowatt hours consumed in the month & reactive kilo-volt ampere hours consumed in the month; or
 - (ii) the ratio of kilowatt hours consumed in the month to kilo-volt ampere hours consumed in the month;
- as may be recorded by the consumer’s meter and shall be rounded off to two decimal places;
- (12) “**billing cycle or billing period**” means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee;
- (13) “**calendar year**” means the period from the first day in the month of January of a year to the thirty first day in the month of December, of the same year;
- (14) “**Call Centre**” means the office set up (may be at back end or customer interfacing front end) with adequate technology and systems for registering complaints round the clock;
- (15) “**check meter**” means a meter connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected;

- (16) “**Class-I cities**” means the cities with population of 10,00,000 or above as per census of India 2011 or as may be defined by the Commission from time to time;
- (17) “the **Commission**” means the Maharashtra Electricity Regulatory Commission;
- (18) “**conductor**” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system;
- (19) “**connected load**” expressed in kW, kVA or BHP, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the distribution licensee’s service line on the consumer’s premises which can be simultaneously used and shall be determined as per the procedure laid down in this Code;
- (20) “**connection point**” means a point at which the consumer’s installation and/or apparatus are connected to distribution licensee’s distribution system;
- (21) “**consumer**” means any person who is supplied with electricity for his/her own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be. A consumer is specified as a:
- (i) ‘Low Tension Consumer (LT Consumer)’ if he obtains supply from the licensee at low or medium voltage;
 - (ii) ‘High Tension Consumer (HT Consumer)’ if he obtains supply from the licensee at High Voltage;
 - (iii) ‘Extra High Tension Consumer (EHT Consumer)’ if he obtains supply from the licensee at Extra High Voltage;
- (22) “**consumer installation**” or “**consumer’s installation**” means any composite portable or stationary electrical unit including electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer at the consumer’s premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but is for the time being not connected;
- (23) “**contract demand**” means demand in kilowatt (kW) / kilovolt ampere (kVA)/ Horse Power (HP) as mutually agreed between Distribution Licensee and the consumer and as entered into in the agreement for which Distribution Licensee makes specific commitment to supply from time to time in accordance with the governing terms and conditions contained therein;

Or

equal to the sanctioned load, where the contract demand has not been provided through /in the agreement;

- (24) “**cut-out**” means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;
- (25) “**date of commencement of supply**” is the date when the licensee energizes the consumer installation by connecting to the distribution mains;
- (26) “**days**” means clear working days;
- (27) “**dedicated distribution facilities**” 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;
- (28) “**demand charge**” for a billing period refers to a charge levied on the consumer based on the contracted/sanctioned load or maximum demand (reference to sub clause 2.3(51) of this Code), whichever is higher, and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
- (29) “**disconnection**” means the physical separation of user or consumer from the system;
- (30) “**distribution mains**” means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (31) “**distribution system**” means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

Explanation: Any system consisting mainly of overhead lines, underground cables, service lines, electrical plant, control switchgear and meters having design voltage of 33 kV and below and shall also include any other system of higher voltage as the Commission may specifically recognise. The distribution system shall not include any part of the transmission system except the terminal equipment (metering system, CT and PT) connected at consumer end and used for the supply of electricity to extra high voltage (Voltage exceeding 33000 Volts) consumers;

- (32) “**earthed**” means connected with the general mass of earth in such manner as to ensure at all times an immediate discharge of energy without danger;

- (33) “**electric line**” means any line which is used for carrying electricity for any purpose and includes:
- (i) any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or may be, supported, carried or suspended; and
 - (ii) any apparatus connected to any such line for the purpose of carrying electricity;
- (34) “**emergency rostering**” means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
- (35) “**energy charge**” refers to a charge levied on the consumer based on the quantity of electricity (units in kWh or kVAh as per the tariff schedule specified/approved by the Commission from time to time) consumed;
- (36) “**Extra High Voltage (EHV)**” or “**Extra High Tension (EHT)**” means a voltage exceeding 33000 Volts;
- (37) “**financial year**” means the period beginning from first in the month of April in an English calendar year and ending with the thirty first day in the month of the March of the subsequent calendar year;
- (38) “**feeder**” means a LT, HT or EHT distributor, emanating from a sub-station, to which a distribution sub-station or LT, HT or EHT consumers are connected;
- (39) “**fixed charges**” means the amount chargeable for the billing cycle/billing period based upon sanctioned load. as per the provisions of the prevailing Tariff Order issued for the licensee by the Commission;
- (40) “**Grievance Redressal Regulations**” means Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 including any amendment thereto in force from time to time;
- (41) “**harmonics**” means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act;
- (42) “**High Voltage (HV)**” or “**High Tension (HT)**” means a voltage that exceeds 650 volts but does not exceed 33,000 volts;

- (43) “**independent feeder**” means a feeder constructed at the cost of a consumer or a group of consumers and supplying electricity to only that consumer or group of consumers;
- (44) “**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);
- (45) “**interconnection**” shall have the same meaning as “connection point” as defined in sub clause 2.3(20);
- (46) “**licence**” means a licence granted under Section 14 of the Act;
- (47) “**Licensed Electrical Contractor (LEC)**” means a contractor licensed under Regulation 29 of the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010;
- (48) “**licensee**” or “**distribution licensee**” means any person licensed under Part IV of the Act to distribute the Electricity;
- (49) “**load factor**” is 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/sanctioned load been maintained throughout the same period and shall usually be expressed as the following percentage:
- $$\text{Load factor in percentage} = \frac{\text{Actual units consumed in a given period} \times 100}{(\text{Contract demand/Sanctioned load in kW} \times \text{No. of hours in the period})}$$
- (50) “**Low Voltage (LV)**” or “**Low Tension (LT)**” means a voltage that does not exceed 250 volts;
- (51) “**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 twice the largest number of kilowatt-hours or kilo-volt-ampere-hours supplied and taken during any consecutive thirty minute blocks in that period;
- (52) “**Medium Voltage**” means a voltage that exceeds 250 volts but does not exceed 650 volts;
- (53) “**meter**” means a set of integrating instruments used to measure and / or record and store the 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, modems used for Automatic Meter Reading (AMR) and also includes pre-payment meters;

- (54) “**occupier**” means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (55) “**overhead line**” means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
- (56) “**phased contract demand**” means contract demand agreed to be availed in a phased manner;
- (57) “**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 Consumers, the point of supply means the point at the outgoing terminals of the distribution licensee’s metering cubicle placed before such HT 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 installation, the point of supply shall be the incoming terminals of such HT consumer’s main switchgear;

- (58) “**premises**” means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee for supply of electricity;
- (59) “**Rural areas**” means any areas other than Class I cities and Urban areas as defined in this Regulations;
- (60) “**Sanctioned load**” means load in kilowatt (kW) / kilovolt ampere (kVA) / Horse Power (HP) for which the Distribution Licensee had agreed to supply from time to time subject to governing terms and conditions. Also a Sanctioned load is equal to or more than the contract demand;
- (61) “**service line**” means any electric supply line through which electricity is, or is intended to be, supplied:
- (i) to a single consumer either from a distributing main or immediately from the distribution licensee’s premises; or
 - (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (62) “**supplier**” means any entity authorised to supply electricity to consumer under the provisions of the Act;

- (63) “**tariff order**” in respect of a licensee means the most recent order issued by the Commission for that licensee indicating the rates to be charged by the licensee from various categories of consumers for supply of electrical energy and services;
- (64) “**tariff schedule**” means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the tariff order issued by the Commission from time to time for that licensee;
- (65) “**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;
- (66) “**theft**” shall mean theft of electricity as defined in Section 135 of the Act;
- (67) “**transmission licensee**” means a person who has been granted a licence under Section 14 of the Act, authorising him to establish or operate transmission lines;
- (68) “**transmission system**” means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by a transmission licensee for the purposes of the transmission of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection equipment up-to the interconnection with the distribution system and includes the plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of any licensee’s distribution system;
- (69) “**Urban areas**” means the areas other than Class I cities covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estate and Townships including those specified by the Government of Maharashtra;
- (70) “**user**” means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable;
- Explanation:* Any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing Open Access in transmission or distribution system are also included in this term;
- (71) “**Unauthorised use of electricity**” shall mean unauthorised use of electricity as defined in section 126 of the Act.

3. SYSTEM OF SUPPLY AND CLASSIFICATION OF CONSUMERS

System of Supply

- 3.1 The licensee shall supply power within the frequency band specified in the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010 as amended from time to time. At the point of commencement of supply, except with the written consent of the consumer or with the previous sanction of the Commission, a supplier shall not permit the voltage to vary from the declared voltage more than the limit specified in the Central Electricity Authority (Grid Standards) Regulations, 2010.

Classification of Supply

- 3.2 Except where otherwise previously approved by the Authority, the licensee shall give supply of energy on the following systems, namely—
- a) Low voltage – Direct current two wires or Alternating current single phase, 50 cycles;
 - b) Medium voltage – Direct current Three wire or Alternating current three phase - Four wire, 50 cycles;
 - c) High voltage – Alternating current three phases, 50 cycles
- 3.3 Except where otherwise previously approved by the Authority, the classification of installations shall be as follows:
- (1) AC system
 - (i) Two wires, single phase, 230 / 240 volts- General supply not exceeding 40 amperes;
 - (ii) Four / Three wires, three phase, 230 / 240 volts between phase wire and neutral or 400 / 415 volts between the phases / lines and contract demand not exceeding 80 kW/ 100 kVA in all areas, except in Municipal Corporation areas where such limit would be 150 kW/ 187kVA:

Provided that in case of multiple consumers with contract demand more than 150 kW / 187 kVA, in the same building / premises as a single point supply in the Municipal Corporation areas where such limit would be 480 kW / 600 kVA;
 - (iii) Three phase, 50 cycles, 11 kV – all installations with contract demand above the limit specified in the clause (ii) and up to 3000kVA:

Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express feeder in other area, the contract demand limit would be 5000 kVA;

- (iv) Three phase, 50 cycles, 22 kV – all installations with contract demand above the limit specified in the clause (ii) or clause (iii) and up to 7500 kVA:

Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express feeder in other area, the contract demand limit would be 10,000 kVA;

- (v) Three phase, 50 cycles, 33 kV – all installations with contract demand above the limit specified in the clause (ii) or clause (iii) or (iv) above and up to 10,000 kVA:

Provided that in Mumbai Metropolitan Region or in case of supply to an installation through an express feeder in other area, the contract demand limit would be 20,000 kVA;

- (vi) Three phase, 50 cycles, Extra High Voltage – all installations with contract demand above the limit specified in the clause (iv) or clause (v).

(2) D.C. system

- (i) Two-wire 130 volts

- a) General supply not exceeding 10 amperes;

- b) Motive power installations up to 1 BHP in aggregate;

- (ii) Three wire, 460 volts between outers – Motive power installations of over 1 BHP:

Provided that in case the consumer who is eligible for single phase connection wants to avail supply at three phases, or any consumer who seeks supply at the voltage level higher than its eligible voltage, such consumer can avail such supply by incurring required expense;

Provided further, the licensee may release electricity supply at the voltage lower than the specified above only under exceptional circumstances by charging voltage surcharge determined by the Commission from time to time. The distribution licensee shall ensure that the supply is provided at the specified voltage within a period of one year.

- 3.4 Load for energy intensive consumers such as arc/induction furnaces, rolling mills, re-rolling mills and mini steel plants shall be released only through an independent feeder wherever feasible and all necessary charges shall be paid by the consumer. Supply may be given at independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges.
- 3.5 Consumers availing supply at lower voltage than above classification will be required to pay Low Voltage Supply Surcharge as prescribed by the Commission from time to time. Similarly consumers availing supply at voltage higher than above classification will get High Voltage Supply Rebate as prescribed by the Commission from time to time.

Load Balancing

- 3.6 All 3-phase HT and EHT consumers taking three-phase supply shall balance their load in such a way that the difference in loading between each phase does not exceed 5% of the average loading between the phases.

Classification of Consumers

- 3.7 The licensee may classify and reclassify consumers into various tariff categories from time to time as may be approved by the Commission and announce the different tariffs for different classes of consumers with the Commission's approval. No additional category other than those approved by the Commission shall be created by the licensee.

4. RECOVERY OF CHARGES

- 4.1 The distribution licensee is authorised to recover charges for the supply of electricity from any person requiring such supply in accordance with the provisions of the Act and Regulation 4 of this Code.
- 4.2 The charges that a distribution licensee is authorised to recover under Regulation 4 of this Code include:
- (1) 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 Regulations 4.3 to 4.9 below;
 - (2) charges for electricity supplied by the distribution licensee in accordance with Regulations 4.10 to 4.14 below.

Recovery of Expenses for giving Supply

- 4.3 The distribution licensee shall recover the expenses referred to in Regulation 4.2(1) above, in accordance with the principles contained in Regulations 4.3 to 4.9 and based on the rates contained in the schedule of charges approved from time to time by the Commission under Regulations 10.11 to 10.14:
- 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.
- 4.4 Where the provision of supply to an applicant entails works of laying of service line from the distributing main to the applicant's premises, the distribution licensee shall be authorised to recover all expenses reasonably incurred on such works from the applicant, based on the schedule of charges approved by the Commission under Regulations 10.11 to 10.14:
- Provided that the distribution licensee shall be entitled to use such service-line to supply electricity to any other applicant, except if such supply is detrimental to the supply to the consumer already connected therewith.
- 4.5 Where an applicant seeks dedicated distribution facilities to his premises, the distribution licensee shall be authorised to recover all expenses reasonably incurred on such works from the applicant, based on the schedule of charges approved by the Commission under Regulations 10.11 to 10.14.

- 4.6 Where the distribution licensee has recovered the expenses referred to in Regulation 4.5 above at any time after the notification of these Regulations, the consumer shall be entitled to the depreciated value of such dedicated distribution facilities, upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations:

Provided that the distribution licensee shall be entitled to recover the expenses incurred towards permanent disconnection of the dedicated distribution facility of the consumer from its system in accordance with the schedule of charges as approved by the Commission under Regulations 10.11 to 10.14:

Provided that where such facilities have been provided by the consumer, then such facilities may be retained by the consumer upon termination of the agreement or permanent discontinuance of supply in accordance with these Regulations:

Provided however 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 4.6 or to retain facilities of such depreciated value as to cover such sums due from such consumer to the distribution licensee.

- 4.7 Where an applicant requires temporary supply then, notwithstanding anything contained to the contrary in these Regulations 4.3 to 4.9, the distribution licensee shall be authorised to recover all expenses reasonably incurred for the purpose of giving such temporary supply and for the purpose of discontinuance of such temporary supply:

Provided that where the works relating to such temporary supply are carried out by the distribution licensee and paid for by the person requiring such temporary supply, then such person shall receive credit for the depreciated value of such -assets at the time of discontinuance of such temporary supply and return of facilities to the distribution licensee:

Provided however that where the works relating to such temporary supply are carried out by the person requiring such temporary supply, then such person shall be entitled to retain such assets at the time of discontinuance of such temporary supply.

- 4.8 The distribution licensee shall maintain the works for the purpose of giving supply to the consumer over the period of such supply.

- 4.9 Where an applicant has represented to the distribution licensee that he desires to carry out works under these Regulations 4.3 to 4.9 through a Licensed Electrical Contractor and the distribution licensee permits the applicant to do so, 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 Regulations 10.11 to 10.14, not exceeding 15 % of the cost of labour that would have been employed by the distribution licensee in carrying out such works.

Charges for Electricity Supplied

- 4.10 The distribution licensee is authorised 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.

- 4.11 The charges for electricity supplied under these Regulations 4.10 to 4.14 may include a fixed charge or demand charges, as applicable and any other charges in addition to a charge for actual electricity supplied, in accordance with terms and conditions of tariff as may be specified from time to time by the Commission.
- 4.12 The distribution licensee is also authorised to recover such surcharge and charges for wheeling as may be specified under the provisions of sub-section (2) and subsection (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.
- 4.13 Unless otherwise specified, all HT and LT charges refer to one point of supply and each separate establishment shall be given separate point of supply.
- 4.14 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. PROCEDURE FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION

Licensee's obligation to Supply

5.1 The licensee shall, on an application made by post or by hand or by online submission by the owner or occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this Code, provided that:

- (1) the supply of power is technically feasible;
- (2) the applicant has followed the procedure specified in this Code; and
- (3) the applicant agrees to bear the cost of supply and services as specified in the Code.

5.2 The system of supply and voltage shall depend on the category of the consumer and the load as per details given in Regulations 3.1 and 3.2 of this Code.

Licensee's obligation to extend the Distribution System and Consumer's share in the Cost

5.3 The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

5.4 The licensee shall meet the cost for strengthening / up-gradation of the system to meet the demand of existing consumers through its annual revenues or funds arranged by the licensee and this cost shall be recovered from consumers through tariff.

5.5 The cost of extension and up-gradation of the system for meeting demand of new consumers may be recovered from the new consumers as per Regulations 4.3 to 4.9 of this Code.

Conditions for Grant of Connection

5.6 The licensee shall prominently display on its website and in each office of the licensee where applications for new supply are accepted, the updated status of applications for new connections in that area/circle, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Security amount and cost of service line to be deposited by applicant in accordance with Annexure [11.17](#) to this Code shall also be prominently displayed.

5.7 Connection to unauthorised colonies/areas shall not be granted in case of a restraining/prohibition order by the government or competent authority.

Purchase of existing Property

- 5.8 Where the applicant has purchased an existing property whose electricity connection has been disconnected, it shall be the applicant's duty to verify that the previous owner has paid all dues to the licensee and obtained a "no-dues certificate" from him. In case such "no-dues certificate" has not been obtained by the previous owner before change in ownership of property, the new owner may approach the licensee for such a certificate. The licensee shall acknowledge receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, or issue a fresh "no-dues certificate" within seven (7) days from date of receipt of such application. The outstanding dues, if any, are required to be paid prior to release of new connection in that premises.
- 5.9 In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, the applicant shall again approach to the licensee for the same. However, if the licensee fails to intimate the outstanding dues or issue a "no-dues certificate" in next three (3) days, new connection to the premises shall not be denied on grounds of outstanding dues of the previous consumer. In such an event, the licensee shall have to recover his dues from previous consumer as per provisions of law.

Sub-divided Property

- 5.10 Where a property has been legitimately sub-divided, outstanding dues for consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A licensee shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the licensee demand record of last paid bills of other portion(s) from such applicant.

Reconstruction of existing Property

- 5.11 In case of demolition and reconstruction of the entire premises or building, the existing consumer installation shall be surrendered, meter and service line shall be removed and the agreement shall be terminated. The security deposit of the consumer shall be duly returned by the licensee in accordance with Regulation 5.136 **Error! Reference source not found.** of this Code. A new connection shall be taken for the reconstructed building after clearing all dues on the old premises. Temporary power supply from existing connection shall not be allowed for construction purpose in such cases.

Procedure for providing New Electricity Service Connection

Application Form

- 5.12 The applicant shall apply for release of new connection in the format as given in the Annexure to this Code which are mentioned as below:
- (1) application form for release of new connection (Low Tension) – Annexure [11.1](#)

- (2) application form for release of new connection (High Tension/ Extra High Tension) – Annexure [11.2](#)
- (3) format for declaration/undertaking to be signed at the time of receiving electricity supply – Annexure [11.3](#)

5.13 Application forms in Marathi and English shall be made available free of cost at each office of the licensee where such applications are accepted:

Provided that the distribution licensee shall also make available an electronic media version of such application form on the internet website of the licensee for free download:

Provided that legible photocopies of a blank form may be made by the consumer which shall be accepted by the licensee.

5.14 The application form shall be accepted at the concerned office of the distribution licensee.

5.15 The licensee shall clearly display on its website and at its local offices the address and telephone numbers of offices where filled-up application forms can be submitted. Any assistance or information required by the applicant while filling up the application form shall be provided at the nearest local office of the licensee under the jurisdiction of which the applicant is located.

5.16 The licensee may also provide new avenues for applying for new connection or modification in existing connection through internet, call centres, etc. which minimise the applicant's interface with the utility during the process:

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

5.17 Registration-cum-processing fees may be charged for new connection in line with the schedule of charges approved by the Commission from time to time. These charges shall be adjusted by the licensee while issuing the demand note.

5.18 The applicant shall provide the information required in application form such as but not limited to his/her name, residential address, billing address, purpose of supply, total electrical load applied for, contact telephone number and e-mail ID, etc.:

Provided that 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 and the applicant himself/herself shall be held legally responsible for any issue arising out of any such non-compliance.

5.19 The applicant shall also provide the name, address, licence number, contact telephone number and e-mail ID (if available) of Licensed Electrical Contractor who will certify the wiring works pertaining to the premises.

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

- (a) a registered Co-operative Group Housing Society (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 prejudicially affect the right of a person residing in the housing unit, sold or leased by such housing society, to demand electricity supply directly from the distribution licensee of the area;

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

5.21 The terms and conditions for a single point supply under Regulation 5.20 above shall be as under:

- (1) the housing society/employer shall apply to the distribution licensee for the entire connected load / contract demand of the colony and its additions from time to time;
- (2) the land/ accommodation reasonably required for installation of metering at the point of supply shall be provided by the housing society / employer free of cost to the distribution licensee:

Provided that if any dispute arises with reference to the requirement of the land /accommodation including the area which has been requisitioned by the distribution licensee, for safe, and secure operations, such dispute shall be referred under the Consumer Grievance Redressal Regulations to the concerned forum;

- (3) the quality and system of supply shall be as per Regulation 5 of the Maharashtra Electricity Regulatory Commission (Standards of Performance of distribution licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2013, as in force from time to time;

- (4) the system of wires and associated facilities from the single point of connection to the installation for making electricity available to the members of such society residing in the same premises of the housing society/employer along with the electrical installations of individuals shall conform to the safety requirements of the Act, and all Rules and Regulations made there under. The electrical installation shall be wired as provided in the Rules/Regulations and shall be tested before releasing connection through single point supply;

- (5) all individual connections shall be metered;

- (6) the infrastructure after the point of supply shall be laid by the applicant housing society / employer and the housing society / employer shall retain the ownership of all such assets;
- (7) the housing society/ employer shall be fully responsible for the maintenance of complete infrastructure network beyond the point of supply;
- (8) the housing society / employer shall be fully responsible for various commercial and technical activities for distribution of electricity to the members of such society residing in the same premises;
- (9) the housing society/employer shall not charge more than the slab-wise electricity tariff determined by the Commission for residential consumers located in the area of supply of the distribution licensee, where such housing society/premises is located;
- (10) electricity supply by the distribution licensee to the housing society /employer shall be governed by these Regulations and the terms and conditions for supply of electricity of the distribution licensee for its consumers;
- (11) electrical energy supply to the housing society / employer shall not be utilized by the housing society / employer in any manner pre-judicial to the distribution licensee and all usage shall be in accordance with the provisions of the contract entered into in this regard and the statutory provisions applicable thereto. The housing society /employer shall not extend the supply beyond its premises other than that for which it was sanctioned by the distribution licensee.

Processing Application Forms

- 5.22 For all application forms pertaining to release of supply to new connections, the licensee shall verify the application form along with enclosed documents and if found incomplete, shall issue a written note on the spot specifying shortcomings in the application form. If the application form is complete, then the licensee shall acknowledge the submission of application form in writing on the spot to the consumer.
- 5.23 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Unless the Act or the Rules and Regulations framed there under or any other law for the time being in force requires otherwise, the licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form.

- 5.24 An application form referred in Regulation 5.22 shall be deemed to be received on the date of receipt of consumer's requisition of supply in the prescribed format of the application form, complete in all respects.
- 5.25 The licensee shall, at the time of receipt of application form, stipulate a date for inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The licensee shall send its Authorised Representative to:
- (1) study the technical requirements for giving supply; and
 - (2) inspect the premises to which supply is to be given.
- 5.26 The licensee shall complete the inspection of the premises related to an application for supply of electricity not later than seven (7) days from the date of submission of such application for supply in Class I cities and Urban Areas and within ten (10) days from date of submission of such application for supply of electricity in Rural Areas, regardless of whether such application is deemed to be complete under Regulation 5.24.
- 5.27 The licensee shall inspect and test the applicant's consumer installation as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time, in the presence of the applicant and his Licensed Electrical Contractor or his authorised representative. The licensee shall maintain a record of test results in the format given in Annexure 11.9 as required of him under Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time. If on inspection, the licensee finds any defect (e.g. consumer's installation not completed, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), he shall intimate the same to the applicant on the spot under proper receipt in the format given in Annexure 11.9.
- 5.28 During the inspection, the licensee shall:
- (1) verify that there is no outstanding due in the applicant's name or for the premise for which the new connection is being applied for;
 - (2) fix the point of supply and the place where the meter and the MCB, etc. shall be installed, in consultation with the consumer:

Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the premises in such a manner that it is protected from elements like rain, etc. and is easily accessible without getting the premises unlocked or opened for this purpose;
 - (3) record the correct full address of the premises, if not provided in the application form, note down landmarks near the property and the pole number from where

service connection is proposed to be given and consumer number of the neighbours or nearest consumer;

- (4) verify the load/ demand, purpose of usage of electricity and consumer category as indicated in the application form; and
 - (5) verify all other particulars mentioned in the application form, as required.
- 5.29 No such inspection referred to in Regulation 5.25 above shall be carried out for 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.
- 5.30 If there are any outstanding dues in the applicant's name or against the premises for which the requisition of supply has been made, new connection shall not be given till the time such dues are paid in keeping with the proviso of Regulation 9.17 of this Code.
- 5.31 If on inspection the licensee finds any defect (e.g. consumer's installation not complete, bare ends of conductor/joints not properly covered with insulating tape, wiring of such nature that it is dangerous to life/property, etc.), the licensee shall intimate the defects to the applicant on the spot under proper receipt in the format given at Annexure [11.9](#).
- 5.32 The applicant shall get all defects removed within ten (10) days from receipt of intimation of defects as specified in Regulation 5.31 of this Code and inform the licensee in writing under acknowledgement. In case the applicant fails to remove such defects or fails to inform the licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee shall grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within ten (10) days from receipt of intimation of defects.
- 5.33 On receipt of information from the applicant about removal of defects, the licensee shall on the spot stipulate a date for re-inspection of applicant's premises in mutual consultation with the applicant, under written acknowledgment. The licensee shall complete the re-inspection of the premises related to an application for supply of electricity not later than seven (7) days in Class-I cities and Urban areas and within ten (10) days in Rural areas from the date of receipt of application.
- 5.34 If on re-inspection the defects pointed out earlier are found to persist, the licensee shall again record the same in the format given in Annexure [11.9](#) to this Code and hand over a copy of the same to the applicant or his authorised representative available on site. The application form shall then stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement:

Provided that if the applicant feels aggrieved by the licensee's action or omission, the applicant may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance:

Provided further that in case the licensee does not carry out site inspection/re-inspection within seven (7) days in Class-I cities and Urban areas and ten (10) days in Rural areas from the date of receipt of application form or information about removal of site defects, the load applied for shall be deemed to have been sanctioned and the licensee shall not deny grant/modification of connection on these grounds.

5.35 If during inspection no defects are found, or during re-inspection the defects noticed earlier are found to be removed, the licensee shall sanction the load/demand determined at the time of inspection (Format for domestic connection is attached as Annexure [11.8](#) to this Code) or the load/demand applied for, whichever is higher. The licensee shall also determine the tariff category applicable as on date with reference to the latest Tariff Order issued by the Commission from time to time and issue a demand note in writing, under acknowledgment, within the following time limit:

- (1) where the supply to an applicant is to be given from an existing network of the licensee, the licensee shall intimate the charges to be borne by the applicant not later than fifteen (15) days in Class-I cities and Urban areas and within twenty (20) days in Rural areas from the date of receipt of application for supply; regardless of whether such application is deemed to be complete under Regulation 5.24;
- (2) where the supply to an applicant requires extension or augmentation of distributing main or commissioning of a new sub-station, the licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of receipt of application for supply; regardless of whether such application is deemed to be complete under Regulation 5.24;
- (3) where an applicant seeks dedicated distribution facilities to his premises, the licensee shall intimate the charges to be borne by such applicant within thirty (30) days from the date of receipt of application for supply; regardless of whether such application is deemed to be complete under Regulation 5.24

Provided that the time taken by the applicant in removing any defects/deficiencies found at the applicant's premises shall not be included in the timeline specified above:

Provided further that wherever the transmission licensee's involvement is required in the process for time and cost estimation, the time taken by the transmission licensee shall not be included in the timeline specified above

5.36 Where, in the opinion of the licensee, the provision of supply requires installation of a distribution transformer within the applicant's premises, the applicant shall make available to the licensee, by way of lease, for the period for which supply is given to the premises, a suitable piece of land or a suitable room within such premises for the distribution transformer:

Provided that the terms and conditions for such lease of land or room shall be mutually agreed between the licensee and the applicant having regard to prevailing market rates:

Provided further that consideration of the prevailing market rate as mentioned in first proviso to the Regulation 5.36 shall be applicable only in case where there is a loss of FSI to the developer in earmarking land for substation for giving supply to the applicant's premises:

Provided further that the area of the land required for installation of substation within the applicants premises shall be provided by applicant to the distribution licensee as per the guidelines given in the Development Control Rules of the respective area:

Provided further that any existing agreement, as at 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 5.36:

Provided also that where, at the date of notification of these Regulations, the 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 6 months 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 5.36.

- 5.37 Notwithstanding anything contained in Regulation 5.36, 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 licensee shall be as determined under the said Rules or by the said authority.
- 5.38 Upon receipt of a duly complete application accompanied with the required charges and availability of suitable piece of land or room as required by the licensee, the licensee shall sanction and carry out or permit to be carried out the works to give supply to the applicant.
- 5.39 All connections released shall be metered and no agricultural pump set connections shall be released unless such pump sets are provided with capacitors of suitable ratings having regard to the capacity of the pump sets.
- 5.40 Save as may be otherwise directed by the Commission under its general or case specific orders, or the provisions of the Act or rules, Regulations, policies and notifications issued there under from time to time, while determining the tariff category, the distribution licensee shall take into account the purpose of usage as indicated in the application itself and that is to be considered for the purposes of determining the tariff category of the applicant.

5.41 The demand note as specified in Regulation 5.35 of this Regulation shall contain details of the following:

- (1) details of the works (including service line) to be undertaken for providing electricity supply;
- (2) charges for the abovementioned works to be paid by the applicant in accordance with the schedule of charges approved by the Commission from time to time:

Provided that, if the applicant wishes to carry out the works himself, he shall be permitted to do so under supervision by the licensee's official. Adhering to the estimate and layout approved by the licensee, the applicant can get the work of drawing of service line from the licensee's distribution mains up to his premises through a 'C' or higher-class Licensed Electrical Contractor (LEC), and the work of extension of HT/EHT line, distribution or HT substation and LT line only through an 'A' class Licensed Electrical Contractor. In such case the consumer himself shall procure the materials. The material should conform to relevant BIS specifications or its equivalent and should bear the ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used:

Provided further that if the applicant chooses to get the extension work (extension of distributing mains which may include the extension of HT and/or LT lines and/or new distribution transformer) done on his/her own, he shall bear only supervision charges as per the schedule of charges approved by the Commission under Regulations 10.11 to 10.14:

Provided further that if the applicant chooses to get the extension work done on his own, he shall get the work done within the timeframe specified in Regulation 5.44 of this Code, failing which the licensee may, on giving fifteen (15) days' notice, treat the application form for supply as cancelled.

- (3) amount of security deposit to be deposited by the applicant as specified in Annexure [11.17](#) to this Code.

5.42 The applicant shall make the payment within fifteen (15) days from the receipt of demand note, failing which the application form shall stand lapsed and the applicant shall be informed accordingly in writing under acknowledgement. The licensee's obligation to energize the connection shall arise only after receipt of full payment. The licensee may grant additional time to the applicant for payment of charges in case the applicant submits a written request for the same, within the fifteen (15) days payment period.

5.43 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

5.44 The overall timeline for releasing new electricity connection, shall be as follows:

- (1) the distribution licensee shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one (1) month after receipt of the completed application and payment of charges for requiring such supply if the supply to an applicant is to be given from an existing network of the licensee;
 - (2) where the supply of electricity to a premise requires extension or augmentation of distributing mains, the licensee shall give supply to such premises within three (3) months from the date of receipt of application and payment of charges. The extension or augmentation of distributing mains includes the extension of HT, LT lines and new or augmentation of distribution substation.;
 - (3) where the supply of electricity to a premise requires commissioning of a new sub-station forming part of the distribution system, the licensee shall give supply to such premises within one (1) year from the date of receipt of application and payment of charges. The commissioning of new sub-station forming part of distribution system will include substation having transformation from EHV to HT or HT to LT or switching station from where HT distribution lines originate.
- 5.45 The licensee may approach the Commission for extension of time specified above, in specific cases where the extension of distribution mains requires more time, along with the details. In such cases, licensee shall inform the consumer about the likely time of release of connection.
- 5.46 The licensee shall not be held responsible for the delay, if any, 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 licensee.
- 5.47 In case the applicant had opted to get the extension work done himself, after receiving written information from the applicant regarding completion of works, the licensee shall on the spot acknowledge the information and stipulate a date for testing the consumer installation through mutual consultation, under written acknowledgment. The date of testing must be scheduled within five (5) days in Class-I cities and Urban areas and seven (7) days in Rural areas from the date of receipt of such information:
- Provided that if the electric installation exceeds 650 Volts, it will require to be inspected by the Electrical Inspector before commencement of supply.
- 5.48 The applicant or his authorised representative shall remain present during the testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the consumer installation is found to be satisfactory the licensee shall arrange to install the meter & accessories and seal the meter, meter box, and accessories in the presence of the applicant or his authorised representative and provide electricity supply within two (2) days of the date of testing.

- 5.49 If the licensee is not satisfied, the applicant shall be intimated on the spot in writing, under acknowledgment, of the faults/shortcoming in the consumer installation. The applicant shall get all defects removed within ten (10) days from receipt of intimation of defects. After rectification of the defects, the applicant will intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in Regulations 5.47 and 5.48 of this Code. In case the applicant fails to remove such defects within ten (10) days or fails to inform the licensee about removal of defects, the application form shall stand lapsed and the applicant will have to apply afresh. The licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 10 working days from receipt of intimation of defects.
- 5.50 After re-testing of the consumer installation and on receiving of the prescribed fee (no fee shall be charged by the licensee for the first test but subsequent tests due to faults/shortcomings found in the initial test shall be charged), if the consumer installation is found satisfactory by the licensee, the licensee shall provide electricity supply after fixing the meter & accessories and sealing the same in the presence of the applicant within two (2) days of such re-testing.

Procedure for Providing Temporary Supply

- 5.51 Temporary connection shall be granted for a period of up to 3 months at a time, which can be further extended depending upon the requirements. For extension of the period of temporary supply, the procedure detailed in Regulation 5.60 of this Code shall be applicable.
- 5.52 For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.
- 5.53 The applicant shall apply for temporary supply in the format prescribed in Annexure [11.1](#) or [11.2](#) (as applicable) to this Code along with the documents prescribed in this Regulations:

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:

Provided further that if the competent authority has objection after energization of connection, then the supply shall be disconnected forthwith and shall be reconnected only after the competent authority withdraws its objection.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

- 5.54 The licensee shall process the application form as per the procedure given in Regulations 5.22 to 5.35 of this Code.
- 5.55 During the inspection, the licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within seven (7) days for LT and fifteen (15) days for HT/EHT connections after receipt of application form, specifying reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.
- 5.56 If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in accordance with Regulation 5.41 of this Code and within the timeline specified in Regulation 5.35 of this Code. Both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.42 to 5.50 this Code.
- 5.57 After deposit of estimated cost and advance charges for temporary electricity connection by the applicant, and satisfactory testing of the consumer installation, the temporary connection shall be released by the date of requirement as indicated in the application form, or as per the timelines specified below:
- (1) up to 10 kVA, within five (5) days;
 - (2) up to 25 kVA, within ten (10) days;
 - (3) up to 50 kVA, within twenty (20) days;
 - (4) over and above 50 kVA, within thirty (30) days.
- 5.58 If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.
- 5.59 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill on the basis of actual consumption. Consumption security, after adjusting unpaid dues, shall be refunded by the licensee. Material security shall also be refunded after deducting any damage to material (meter, transformer, isolator etc.) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within fifteen (15) days from the date of disconnection, failing which the licensee shall be liable to pay interest at a rate equivalent to the late payment surcharge as per the prevailing Tariff Order issued by the Commission.
- 5.60 For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least seven (7) days before the date of expiry of temporary supply. The licensee may grant extension and send to the consumer a demand note of advance electricity charges for the period of extension within seven (7) days of receiving the written request.

- 5.61 The applicant may get the date of availing temporary supply amended to a date not later than ninety (90) days from the date of original sanction, by applying to the licensee at least four (4) days before the originally sanctioned date of commencement of supply in Class-I cities and Urban areas, and at least eight (8) days in advance in Rural areas.
- 5.62 Grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and relevant Regulations.

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- 5.63 The licensee shall give temporary supply at a notice of 24 hours, if it is technically feasible, on payment of an additional fee in accordance with the schedule of charges approved by the Commission from time to time.

Procedure for Modification in Existing Connections

Application Form

- 5.64 The applicant shall apply for change in existing connection in the following format as given in the Annexure to this Code:
- (1) application format for change in name of registered consumer due to change in ownership/occupancy – Annexure [11.4](#);
 - (2) application format for transfer of ownership to legal heir – Annexure [11.5](#);
 - (3) application format for Conversion of Services / Change of Consumer Category / Shifting of Premises – Annexure [11.6](#);
 - (4) application format for load enhancement/reduction – Annexure [11.7](#).
- 5.65 Application forms in Marathi and English shall be made available at each office of the licensee where such applications are accepted:
- Provided that the distribution licensee shall also make available an electronic media version of such application form on the internet website of the licensee for free download:
- Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.
- 5.66 The application form shall be accepted at the concerned office of the distribution licensee:

- 5.67 The licensee shall clearly display on its website and at its local offices the address and telephone numbers of offices where filled-up application forms are accepted. Any assistance or information required by the applicant while filling up the application form shall be provided at the local office of the licensee.
- 5.68 All application forms for change in existing connection must be accompanied with an identity proof of the applicant, if the connection is registered in the name of the applicant; or a No Objection Certificate (NOC) from the person in whose name the connection is registered, if the connection is not registered in the name of the applicant.

Processing Application Forms

- 5.69 The licensee shall verify the application form along with enclosed documents and if found incomplete, shall issue a written note on the spot specifying shortcomings in the application form. If the application form is complete, the licensee shall acknowledge its receipt on the spot.
- 5.70 The licensee shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained by the licensee. The licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form.
- 5.71 Unless the Act or the Rules and Regulations framed there under or any other law for the time being in force requires otherwise, the licensee shall deal with application forms in each tariff category on the broad principle of “first come, first served” basis as per serial priority in the Application Register/Database.
- 5.72 An application form referred in Regulation 5.69 shall be deemed to be received on the date of receipt of consumer’s requisition of supply in the prescribed format of the application form, complete in all respects.
- 5.73 The application for modification in existing connection shall be accompanied by such charges as are required under the approved schedule of charges of the distribution licensee.
- 5.74 Where the distribution licensee disallows or refuses to carry out the modification in existing connection, it shall do so after providing the consumer concerned a reasonable opportunity of being heard in the matter:
- Provided further that the distribution licensee shall communicate the reasons for such refusal in writing to the consumer.
- 5.75 The licensee shall process application forms for change in existing connections as detailed below.

Transfer of Connection (Change of name)

5.76 The consumer shall not without prior consent in writing of the distribution licensee assign, transfer or part with the benefit of the Agreement executed with the distribution licensee nor shall part with or create any partial or separate interest there under in any manner.

5.77 Subject to Regulation 5.76, a connection may be transferred in the name of another person upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Annexure [11.4](#) or [11.5](#) (as applicable) 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 from the present location.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

5.78 The licensee shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(1) the applicant shall apply for change of consumer's name in the format prescribed in Annexure [11.4](#) to this Code, along with a copy of the latest bill duly paid. The request for transfer of connection shall not be accepted unless all dues recoverable against the concerned connection are settled. The application form shall be accepted on showing proof of ownership/occupancy of property. A No Objection Certificate from the registered consumer/ authorised person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code;

(2) in case the No Objection Certificate from the registered consumer/ authorised person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person;

(3) change of consumer's name shall be effected within two billing cycles after receipt of application and payment of necessary charges.

5.79 The licensee shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

- (1) the applicant shall apply for change of consumer's name in the format prescribed in Annexure [11.5](#) to this Code, along with a copy of the latest bill duly paid. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heirship. The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code;
- (2) change of consumer's name shall be effected within two billing cycles after receipt of application and payment of necessary charges;
- (3) any charge for electricity or any sum other than charge for electricity as due and payable to licensee which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee as due from such legal representative or successor-in-law or new owner/occupier of the premises as the case may be.

Conversion of Services

- 5.80 The applicant shall apply for conversion of the nature of his existing connection from single phase to three phase & vice-versa or from low voltage to high voltage & vice versa, in the format given in Annexure [11.6](#) to this Code:

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

- 5.81 The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure as laid down in Regulations 5.25-5.34 to 5.36-5.43 of this Code:

Provided that licensee shall examine the technical feasibility upon receipt of such application and inform the consumer the feasibility/charge within seven (7) days of receipt of application.

- 5.82 After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from single phase to three phase or vice-versa, within two billing cycles after receipt of application, payment of necessary charges and completion of work.
- 5.83 After payment of requisite charges by the applicant, the licensee shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, within three billing cycles after receipt of application, payment of necessary charges and completion of work.

- 5.84 The licensee shall, within the time limit specified for conversion in services, seek the Commission's approval for extension of time limit whenever the above schedule cannot be met.

Shifting of Meter / Existing Connection

- 5.85 The applicant shall apply for shifting the meter in existing premises or for shifting of existing service connection in the format prescribed in Annexure [11.6](#) to this Code. The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure as laid down in Regulations 5.25-5.34 to 5.36-5.43 of this Code.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

- 5.86 Wherever the consumer requests for shifting the meter in the existing premises or for shifting of the existing service connection, licensee shall inspect, examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer within seven (7) days in Class-I cities and Urban areas and fifteen (15) days in Rural areas after of receipt of application.

Provided if the consumer requests for deviation of the existing service lines in any case other than specified above, the concerned licensee shall inspect, examine the technical feasibility upon receipt of application and inform the estimated cost to the consumer within fifteen (15) days in Class-I Cities and Urban Areas and within thirty (30) days in Rural Areas after the receipt of an application.

- 5.87 The licensee shall complete the shifting of meter / service line in the existing premises within 7 days in Class-I Cities and Urban Areas and fifteen (15) days in Rural Areas after payment of necessary charges and receiving necessary clearances, if required :

Provided that the licensee shall complete the deviation of the existing service lines in any case other than specified above within One (1) month after payment of necessary charges and receiving necessary clearances, if required.

- 5.88 Any excess/deficient payment made by the consumer shall be adjusted in the subsequent two bills.

Reclassification of Consumer Category

- 5.89 If it is found that a consumer has been wrongly classified in a particular category, or the purpose of supply as mentioned in Agreement has changed, or the consumption of power has exceeded the limit of that category as per the Commission's order, the licensee may consider reclassifying the consumer under appropriate category:

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

5.90 The consumer shall be informed of the proposed reclassification through a notice and duly given a thirty (30) days notice period to file objections, if any. The licensee after due consideration of the consumer's reply, if any, may alter the classification. In case of any dispute, the matter shall be referred to the Consumer Grievance Redressal Forum.

5.91 If a consumer wishes to change his consumer category, he shall submit an application form to the licensee in the format given in Annexure [11.6](#) to this Code. The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in this Code. The licensee shall also note down the meter reading at the time of inspection.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

5.92 If on inspection the consumer's request for reclassification is found valid, change of category for use of supply in reference of Tariff schedule shall be effected within second billing cycle on receipt of application and payment of necessary charges.

5.93 If the licensee does not find the request for reclassification valid, it shall inform the applicant in writing, specifying reason(s) for the same, within ten (10) days from date of inspection.

5.94 For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorised use of electricity.

Load Enhancement

5.95 Applicants shall apply for load enhancement to the licensee in the format prescribed in Annexure [11.7](#) to this Code. The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.25 to 5.43 this Code.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

5.96 The licensee's written intimation sent along with the demand note to the consumer shall cover the following:

- (1) whether the additional power can be supplied at existing voltage or at a higher voltage;
 - (2) addition or alterations, if any, required to be made to the system and the cost to be borne by the consumer;
 - (3) amount of additional security deposit, cost of additional infrastructure and the system strengthening charges or capacity building charges, if any, to be deposited; and
 - (4) change in classification of the consumer and applicability of tariff, if required.
- 5.97 The application form for enhancement of load shall not be accepted if the consumer is in arrears of payment of the licensee's dues. However, the application form may be accepted if such payment of arrear has been stayed by a Court of law, or the Commission or an authority appointed by the Commission.
- 5.98 If supply of enhanced load is feasible, the consumer shall:
- (1) pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within fifteen (15) days of receipt of the demand note; and
 - (2) execute a revised Agreement.
- 5.99 Supply of enhanced load shall be provided in adherence to the timeline specified in Regulation 5.44 of this Code.
- 5.100 If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 5.101 If the application is not decided by the licensee within the timeline as specified in Regulation 5.44 of this Code, the applicant may, by a written notice to the licensee, draw its attention to the matter and yet if no decision is communicated to him within a further period of fifteen (15) days, the permission for enhancement of contract demand shall be deemed to have been granted.

Load Reduction

- 5.102 The applicant shall apply for load reduction to the licensee in the format prescribed in Annexure [11.7](#) to this Code, along with the following documents:
- (1) details of alteration/modification/removal of electrical installation with work completion certificate and test report from a Licensed Electrical Contractor where alteration of installation is involved;

- (2) any other reason(s) for reduction of contract demand.

Provided that the licensee shall within six months from the notification of this Regulation provide online facility for application and payment of fees/charges by the consumers in its area of supply.

- 5.103 The licensee shall process the application form in accordance with Regulations 5.69 to 5.75 of this Code. For site inspection, both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.25 to 5.34 of this Code.
- 5.104 The licensee shall consider the grounds stated in the application, verify the same during inspection and decide the application within a period of 10 days from inspection by a reasoned speaking order. If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.
- 5.105 The licensee shall issue a demand note to the consumer in writing, under acknowledgment, in accordance with the timeline specified in Regulation 5.35, and thereafter both the licensee and applicant shall follow the procedure and timelines as laid down in Regulations 5.36 - 5.43 of this Code.
- 5.106 If the application is not decided by the licensee within the above-mentioned period of 10 days from the date of receipt of request, the applicant may, by a written notice to the licensee, draw its attention to the matter. If no decision is communicated to the consumer within a further period of fifteen (15) days, permission for reduction of contract demand shall be deemed to have been granted.
- 5.107 Upon receipt of a request by a consumer for reduction of contract demand / sanctioned load of such consumer, the distribution licensee shall, unless otherwise agreed, so reduce the contract demand / sanctioned load of such consumer before the expiry of the second billing cycle after the receipt of such request:

Provided that licensee should execute fresh agreement for such revised load before second billing cycle.

- 5.108 Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent two bills of the consumer.

Annual Review of Contract Demand

- 5.109 In case of HT and EHT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more at least four times during the last financial year, the licensee shall issue a thirty (30) days notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand

shown by the consumer's MDI meter in the last financial year. In case of LT connections, similar review shall be carried out for connections equipped with an MDI meter.

- 5.110 The licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance of demand note for the estimated cost of works in accordance with Regulations 5.22 - 5.43 of this Code. Enhanced supply shall be released in accordance with Regulation 5.44 of this Code.
- 5.111 If the consumer feels aggrieved by the licensee's action or omission, the consumer may file his representation to the concerned Consumer Grievance Redressal Forum (CGRF) for redressal of his grievance.

Execution of Agreement

- 5.112 The licensee may require the applicant to execute an agreement for obtaining new connection, for change of name, and for enhancement or reduction of sanctioned load before commencement of supply:

Provided that for sanctioned load of less than fifty kilo-watts (67 HP / 63 kVA), the agreement provided for in this Regulation 5.112 shall not be required and the application form submitted and accepted shall constitute the agreement.

- 5.113 An electronic media version of the form of agreement shall be made available on the internet website of the licensee in downloadable format.
- 5.114 A copy of the agreement shall be given to the consumer upon execution of the same. If there is no separate written agreement between the distribution licensee and the consumer, the latter, after supply of electricity has commenced, shall be deemed to be bound by terms and conditions of this Code.
- 5.115 An agreement shall include the following:
- (1) name and address of the consumer/applicant;
 - (2) address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed;
 - (3) sanctioned load/ contract demand;
 - (4) purpose of usage of electricity;
 - (5) declaration by the applicant/consumer:
 - (i) to abide by provisions of Act and this Code;
 - (ii) to pay for the supply of electricity based on prevailing tariff rates;

- (iii) to pay for all other charges as become due in accordance with this Code and the approved schedule of charges of the licensee;
- (iv) to deposit such security as the licensee may be entitled to require from him under the Act and this Code.

5.116 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 6 months:

Provided that the termination of agreement is without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amounts due under the agreement.

5.117 A consumer may terminate the agreement after giving a notice of thirty (30) days to the distribution licensee.

5.118 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.

5.119 The licensee shall increase or reduce the contract demand/sanctioned load of the consumer upon receipt of an application for the same from the consumer:

Provided that where such increase/decrease in contract demand/sanctioned load entails any work, the licensee may recover expenses relating thereto in accordance with the principles specified in Regulations 4.1 to 4.14, based on the rates contained in the schedule of charges approved by the Commission:

Provided further that any dispute with regard to the need for and extent of any such works pursuant to an application for increase or reduction in contract demand/sanctioned load shall be determined in accordance with the procedure set out in the Grievance Redressal Regulations.

General Conditions of Supply

Connected Load

5.120 The method of determination of connected load is given in Annexure [11.8](#) to this Code.

Demand Note

5.121 The demand note shall be prepared as per the provisions of this Code and on the basis of schedule of charges approved by the Commission from time to time. The licensee shall submit a proposal to the Commission for approval of various charges to be charged by

the licensee in demand notes as per Regulation 10.11 of this Code. The demand note, once made for an applicant, shall be valid for the time period as mentioned in Regulation 5.42. Disputes regarding the demand note may be referred to the Consumer Grievance Redressal Forum (CGRF) for adjudication.

Point of Supply

- 5.122 Supply shall be given at a single point in the premises at the incoming terminals of switchgear installed by the consumer. The point of supply shall be determined by the licensee such that meters and other equipment are always accessible to the licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical. However, in special cases, the licensee may agree to give supply at more than one point in the consumer's installation on account of the physical layout of the installation and the requirements of the consumer.
- 5.123 At the point of commencement of supply, the consumer shall provide a main switch/circuit breaker. In addition, HT & EHT consumers shall also provide suitable protective devices as per the provisions of Regulation 35 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, in force from time to time. The system of protection shall have to be approved by the licensee before commencement of supply.
- 5.124 HT and EHT consumers shall install step-down transformers with a vector group with delta winding on the high voltage side and star winding on the low voltage side, with the neutral terminal brought out and solidly earthed.
- 5.125 The meter, meter boards, service mains, MCB/CB, load limiters etc., must on no account be handled or removed by anyone who is not an authorised employee/representative of the licensee. Seals which are fixed on the meters/metering equipments, load limiters and the licensee's apparatus, must on no account be tampered with, damaged or broken. It is the consumer's responsibility to keep in safe custody the licensee's equipments and seals on the meters/metering equipments within the consumer's premises.
- 5.126 In the event of any damage caused to the licensee's equipments within the consumer's premises by reason of any act, neglect or default of the consumer or his employees, the cost thereof as claimed by the licensee shall be payable by the consumer. If the consumer fails to do so after demand, it shall be treated as a contravention of the terms and conditions of supply agreement and the electricity supply is liable to be disconnected.

Security Deposit

- 5.127 A security deposit shall be made by the applicant for new connection to cover:
- (1) the estimated power consumption for the billing cycle period plus forty five (45) days; and

- (2) payment due to the licensee for any electric line or electrical plant or electric meter that is to be provided for supplying electricity to person.

- 5.128 The estimated security deposit amount for different categories while releasing new connections shall be calculated as per the methodology given in Annexure [11.17](#) to this Code. In case of enhancement of load, only additional security to cover the additional consumption shall need to be deposited, estimated as per the methodology given:

Provided that for consumers who have opted for availing phased contract demand revision of security deposit for the existing load shall be based on actual consumption of the previous financial year, while security deposit for additional load released during the year shall be estimated on the basis of the methodology given in Annexure [11.17](#) to this Code.

- 5.129 The security deposit shall be revised as per the procedure defined in Regulation 5.131 of this Code.

Interest on Security Deposit

- 5.130 The licensee shall pay interest to the consumer at the State Bank of India base rate prevailing on the 1st of April for the year, payable annually on the consumer's security deposit with effect from date of such deposit in case of new connections energized after the date of this notification, or in other cases, from the date of notification of this Code. The interest accrued during the year shall be adjusted in the consumer's bill for the first billing cycle of the ensuing financial year.

Review of Security Deposit

- 5.131 The consumer shall be required to pay an additional security deposit/ shall be refunded the amount if the estimated bill amount for period of one billing cycle plus 45 days, calculated based on average billed amount for the last 3 billing cycles exceeds/ is lower than the amount of the security deposit held by the licensee:

Provided that the licensee may revise the security deposit of the consumer on quarterly basis if the difference between the estimated bill amount for period of one billing cycle plus 45 days and the amount of the security deposit is more than 40% for industrial & commercial consumers and more than 60% for other consumers:

Provided that notwithstanding the above, the licensee shall revise the security deposit annually.

- 5.132 The security deposit available with the licensee in respect of each consumer shall be shown in the bill issued to the consumer. Any excess/deficient amount shall be adjusted within two subsequent bills of the consumer.

- 5.133 If the security deposit is reduced due to adjustment of outstanding dues, the same shall be adjusted within the subsequent two bills of the consumer.
- 5.134 Where a consumer who has deposited a security amount subsequently opts to receive supply through a prepayment 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.
- 5.135 The distribution licensee may apply any security so deposited, towards satisfaction of any amount which is due or owing from the consumer.
- 5.136 The security deposit, after recovery of all amounts due, shall be returned to consumer upon termination of Agreement within thirty (30) days of adjustment of all dues. For availing refund of security deposit, electricity bill having details of security deposit held by the consumer should suffice. In case of delay, interest equivalent to the State Bank of India base rate on the 1st of April of the year shall be payable to the consumer.

Mode of Payment of Charges

- 5.137 All payments shall be made by way of Cash Banker's Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located.

Resale of Energy

- 5.138 The consumer shall not supply any energy supplied to him by the licensee to another person or other premises unless he holds a suitable sanction or licence for distribution and sale of energy granted by the Commission/State Government or has been exempted from obtaining the licence or has been appointed as a franchisee.

Access to Consumer's Premises

- 5.139 Subject to the provisions contained in Part XII, Part XIV and Section 163 of the Act, the licensee shall not seek entry to the consumer's premises beyond the point of supply.
- 5.140 The licensee or any person duly authorised by licensee may enter any consumer premises to which electricity is, or has been, supplied by him, or any premises or land, under, over, along, across, in or upon which the electric supply-lines or other works have been lawfully placed by him for the purpose of:
- (1) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works and apparatus for the supply of electricity belonging to the distribution licensee;

- (2) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- (3) removing where a supply of electricity is no longer required, or where the distribution licensee is authorised to take away and cut off such supply, any electric supply-lines, meters, fittings, works or apparatus belonging to the licensee:

Provided that 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:

Provided further that 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 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.

5.141 A licensee or any person authorised as aforesaid may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than 24 hours' notice in writing to the occupier:

- (1) enter any premises or land referred to in paragraph 5.139 for any of the purposes mentioned therein;
- (2) enter any premises to which electricity is to be supplied by him, for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

5.142 Where a consumer refuses to allow the licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above Regulations, or when such licensee or any person has so entered, refuses to allow him to perform any act which he is authorised by those Regulations to perform, or fails to give reasonable facilities for such entry or performance, the licensee may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues.

Failure of Supply due to Fuse Failure

5.143 Should at any time the licensee's service fuse or fuses fail, notice thereof should be sent to the licensee's local office or call centre or if there are sub-stations, to the nearest sub-station. Only authorised representatives of the licensee are permitted to replace these fuses in the licensee's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to penalty if the licensee's seals placed to protect the

licensee's apparatus are broken. The licensee should not allow his employees to carry out any repair or replacement of fuses beyond the outgoing terminal of meter at the consumer's installation.

DRAFT FOR DISCUSSION

6. METERING

Requirement of Meters

- 6.1 All connections shall be released with a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and the Central Electricity Authority (Installation & Operation of Meters) Amendment Regulations, 2010 issued under Section 55 and Section 73 of the Act, in force from time to time. The licensee shall also comply with the abovementioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.
- 6.2 Miniature Circuit Breakers (for LT loads) and Circuit Breakers (for HT/ EHT loads) of appropriate rating and specifications shall be installed along with the meter.
- 6.3 At the time of seeking a new connection the consumer shall have the option to either:
- (1) purchase the meter, MCB/CB and associated equipment himself from the licensee or a vendor(s), provided the equipments are of a make and specification approved by the licensee from time-to-time; or
 - (2) require that the meter, MCB/CB and associated equipment be supplied by the licensee.
- 6.4 If the consumer elects to purchase a meter from the licensee, he shall purchase such meter at the price approved by the Commission in the relevant schedule of charges.
- 6.5 If the consumer elects to purchase the meter from a supplier other than the licensee, the consumer shall indicate this option in the application form and licensee shall supply him with the list of approved vendor(s) and make(s):

Provided that the licensee shall be entitled to test the correctness of the meter prior to sealing and installation:

Provided further that the consumer shall claim the meter purchased by him as his asset only after it is permanently removed from the system of the distribution licensee.

- 6.6 If the consumer hires a meter from the licensee, the meter rental shall be in accordance with the relevant schedule of charges. The licensee may require the consumer to provide security for the price of the meter in accordance with the provisions of clause (b) of sub-section (1) of Section 47 of the Act, determined as per the relevant schedule of charges:

Provided that in no case shall the amount of the security exceed the price of the meter:

Provided further that the licensee shall pay to the consumer interest on the amount of security deposit maintained by the consumer in line with Regulation 5.130.

- 6.7 The licensee shall make available on its website an updated list of makes, specifications of meters and other equipments and the list of approved vendors, as approved by the licensee.
- 6.8 The licensee is authorised to review the status of meters already installed in the context of upgraded technology becoming available and suitability of the site where meter is placed in the consumer's premises. The licensee may install meter with remote metering device in the consumer's premises as per the technical requirements of the specific device. If the consumer purchases the remote metering compatible meter from a supplier other than the licensee, the licensee shall provide the interfacing device to undertake remote metering. The licensee may also install maximum demand (MD) meter having maximum demand recording feature or such additional features.
- 6.9 The meters for new connections shall be of following type(s):
- (1) for LT connections – Electronic Meters with MDI;
 - (2) for HT/EHT consumers – 3 Phase Tri-vector meters with MDI. The meters shall have a facility for “Time of the Day” metering and storage of at least forty five (45) days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features;
 - (3) licensee may install pre-paid meters, wherever required.
- 6.10 If supply is provided by the licensee to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.
- 6.11 If supply to an HT/EHT consumer is given on an independent feeder for his exclusive use the metering arrangement shall be installed at the consumer's premises or, if mutually agreed, the metering arrangement at the sub-station of the licensee may be used for billing and no meter need be installed at the premises of the consumer.

Supply and Installation of Meters and MCBs/CBs

- 6.12 If LT, HT and EHT consumers opt for procurement of meter and related apparatus, they shall provide a locked and weatherproof enclosure of a design approved by the licensee to house the metering equipment including CTs and PTs. In other cases, these shall be included in the estimate and provided by the licensee.
- 6.13 If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more instalments as per the terms approved by the Commission. In case of connections where cost of the meter has been borne by the consumer, no meter rental shall be charged from the consumer.

- 6.14 The consumer shall provide suitable and adequate space for installation of the meter supply in such a manner that it is always accessible to the licensee or its representatives. In case of multi-storeyed buildings, it shall be fixed preferably on the ground floor/rising mains having proper air ventilation & adequate illumination.
- 6.15 The location of meter, height of meter display from floor and protection of meters in outdoor installations by a protective enclosure shall be as per the Indian Standard on Testing, Evaluation, Installation and Maintenance of Electricity Meters – Code of Practice.
- 6.16 Initial installation or replacement of the meter shall be done by the licensee's engineer in the presence of the consumer or his authorised representative, after giving a notice period of seven (7) days.
- 6.17 The licensee shall evolve a format of Meter Particulars Sheet for recording the particulars of the meter at the time of initial installation or replacement. The licensee shall retain one copy and the second copy, duly signed by the authorised representative of the licensee, shall be given to the consumer on demand under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars Sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee or his authorised representative.
- 6.18 Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer. The seal, name plates and distinguishing numbers or marks affixed on the said 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 and all subsequent amendment(s).
- 6.19 The consumer shall be responsible for safe custody of meter(s), MCB/CB etc. if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee about any fault, accident or problem noticed with the meter.
- 6.20 It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. Where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from consumer shall provide real time display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
- 6.21 A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006. These check meters may be calibrated by the licensee upon payment of prescribed fee as per the relevant schedule of charges or the cost guidelines of the Cost Book as determined by the Commission from time to time:

Provided that check meter readings shall not be used for billing purpose by the licensee:

Provided further that check meter readings shall not be used for resolving dispute cases between consumer and the licensee.

Reading of Meters

- 6.22 The licensee shall carry out the reading of consumers meter at least once in every three months in case of agricultural consumers and at least once in every two months for all other consumers, unless otherwise specifically approved by the Commission for any consumer or class of consumers. The consumer shall extend all facilities to the licensee or his authorised representatives to read the meter.
- 6.23 The meter shall be read by an authorised representative of the licensee. The licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- 6.24 The meter reader may use hand held instruments, meter reading instrument (MRI) or wireless equipment for recording meter readings and for generation of bills on the spot. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the licensee.
- 6.25 It shall be the duty of the meter reader to check the condition of LEDs (light emitting diodes) on electronic meters. In case the E/L LED indicator provided on electronic meters is found to be 'ON', he shall inform the consumer that there is leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the concerned officials of the licensee about the leakage.
- 6.26 The licensee shall maintain the Meter reading records to note down the periodical readings, the checking of meter and the changes if any. The copy of such records shall be made available to the consumer on demand and a duly attested copy of such records shall be given to the consumer:
- Provided that the consumer requests for such record within Six (6) months of the activity.
- 6.27 Status of the meter and/or its seal along with the meter reading details for last six billing cycles of each consumer shall be made available on the licensee's website.

Periodic Testing of Meters

- 6.28 It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed and the licensee may test meters for this purpose. The licensee shall be responsible for the periodic testing and maintenance of all consumer meters and shall conduct periodic inspection/testing and calibration of the meters in accordance with the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and subsequent amendment(s).
- 6.29 The licensee shall conduct periodical inspection/testing of the meters as per the following schedule:
- (1) Single phase meters: Once every 5 years;
 - (2) LT three-phase meters: Once every 3 years;
 - (3) HT meters including MDI: Yearly.
- Wherever applicable, CT and PT shall also be tested along with meters.
- 6.30 Test results shall be maintained as per the format given in Annexure [11.9](#) to this Code.

Testing of Defective Meters

- 6.31 The licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about accuracy of the meter. The consumer shall provide the licensee necessary assistance in conduct of the test.
- 6.32 A consumer may request the licensee to test the meter on his premises if he doubts its accuracy, by applying to the licensee in the format given in Annexure [11.10](#) to this Code, along with the requisite testing fee. On receipt of such request, the licensee shall follow the procedure as detailed in Regulations 6.33 – 6.38 of this Code.
- 6.33 The meter may be tested for accuracy at a third party facility approved by the Commission, if so desired by the consumer. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay a testing fee as per the relevant schedule of charges as determined by the Commission from time to time.

Provided further that if the meter is found to be beyond the limits of accuracy prescribed in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, or found to be defective/burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

- 6.34 In case of testing on the consumer's request, the licensee shall provide a complaint number to the consumer and acknowledge the date on which the complaint is received.
- 6.35 The licensee shall inspect faulty / non-working (stuck, running slow / fast or creeping) meter within four (4) days in Class-I cities, within seven (7) days in Urban areas and within twelve (12) days in Rural areas, of receiving the complaint and in case the meter is found faulty the same shall be replaced during the subsequent billing cycle.
- 6.36 Before testing a consumer's meter, the licensee shall give two (2) days' advance notice in case of Class-I cities, four (4) days' advance notice in Urban areas and seven (7) days' advance notice in Rural areas intimating the date, time and place of testing so that the consumer or his authorised representative may be present at the testing.
- 6.37 The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer/authorised representative is not present, the licensee's representative and the testing laboratory official shall sign on the test report.
- 6.38 The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within two (2) days of the date of testing. In the event of the meter being tested and found to be beyond the limits of accuracy prescribed in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006, rectification 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, shall be adjusted in the subsequent bill.
- 6.39 If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter and give its decision within one (1) month of the application.

Replacement of Meters

Cost of Replacement of Defective/ Burnt/ Lost Meters

- 6.40 If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of the meter shall be borne by the licensee.
- 6.41 If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorised load by the consumer etc., the cost of the meter shall be borne by the consumer as specified below:
- (1) if the meter was owned by the consumer, the licensee shall inform the consumer to replace the meter and associated equipment as per provisions of Regulations 6.1 to 6.8 of this Code within seven (7) days, after which the licensee may be empowered to install a new meter and start charging meter rent, if applicable;

- (2) if the meter was owned by the licensee, the licensee shall install a new meter at its own cost;

Provided that in case of Regulations 6.41(2), the licensee shall recover the cost of the meter from the consumer that was rendered defective/burnt :

Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the consumer shall be assessed as per Regulations of section of theft and unauthorised use of electricity of this Code and action as permissible under law shall be taken against the consumer for pilferage and tampering.

- 6.42 If a consumer disputes the results of testing carried out by the licensee, the meter shall be tested at a third party facility selected by the consumer from the list of third party testing facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee:

Provided that in case of testing on the consumer's request, the consumer shall have to pay the testing fee as per the relevant schedule of charges or the cost guidelines of the Cost Book as determined by the Commission from time to time:

Provided further that if the meter is found to be beyond the limits of accuracy or found to be defective/ burnt due to technical reasons attributable to the licensee viz. voltage fluctuation, transients etc., the licensee shall refund the test fee to the consumer by adjustment in the subsequent bill.

- 6.43 In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee's office or sub-station. The licensee shall recover the cost of the meter from the consumer.

Replacement of Meters (including MDI) Not Recording

- 6.44 The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- 6.45 If during periodic or other inspection any meter is found to be not recording by the licensee, or if a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in Regulations 6.35 - 6.38 of this Code.
- 6.46 If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter during the subsequent billing cycle.

Replacement of Burnt Meters

- 6.47 The licensee shall restore the power supply caused by a burnt meter within eighteen (18) hours of the receipt of a complaint in Class-I cities, within twenty four (24) hours of the receipt of a complaint in the Urban Areas and within forty eight (48) hours of the receipt of a complaint in the Rural Areas respectively, irrespective of the recovery of charges against burnt meter.
- 6.48 The licensee shall replace at its own cost the burnt out meters within the timeline specified herein in Regulation 6.47, if the burning of meter is due to the causes attributable to the licensee.

Provided that, if the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc., the licensee shall serve a notice to the consumer for recovery of cost of the meter mentioning the cause behind the damage of meter within seven (7) days of the detection thereof and shall replace the burnt meter within timeline specified herein in Regulation 6.47;

Provided that such charges recovered for such meter (same as burnt meter) shall be remitted back to the consumer if competent authority doesn't find the consumer responsible for the burnt meter.

Replacement of Lost Meters

- 6.49 Complaints regarding lost meters shall be entertained by the licensee only if they are accompanied by a copy of the FIR lodged by the consumer with police. In all such cases, the licensee shall also conduct an inquiry.
- 6.50 Supply in such cases shall be restored after installation of a new meter, payment of electricity charges for the period in which meter was not available and any other prescribed charges that may be approved by the Commission. Electricity charges for the period in which the meter was not available shall be assessed as per Regulation 7.23 of this Code.

7. BILLING

General

- 7.1 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 Regulations 10.11 to 10.14.
- 7.2 The distribution licensee shall, upon request by the consumer, explain the detailed basis of computation of the consumer's bill.
- 7.3 Consumer shall have the option of selecting/changing the language of the bill among Marathi, Hindi and English. Unless otherwise agreed between the distribution licensee and the consumer, the bill shall be in Marathi and / or in English.
- 7.4 The licensee may also intimate the consumer of bill dispatch through SMS and/or email, if the consumer has furnished requisite details. The billing details of last six bills (including the latest bill) for all consumers shall also be made available on the licensee's website along with payment receipt details.
- 7.5 The licensee shall arrange to get the name of the bill distributor rubber-stamped and the bill distributor shall write down the delivery date of the bill on the body of the bill before it is handed over to the consumer. The licensee may give an option of Spot Billing to domestic and commercial consumers in a notified distribution area.
- 7.6 The licensee shall issue the first bill within two billing cycles of energizing a new connection. In case the consumer does not receive the first bill within two billing cycles from the date of energization of the connection, he shall complain, in writing, to the licensee's office and the licensee shall issue the bill within the next fourteen (14) days.
- 7.7 The bill will be delivered to the consumer immediately in case of spot billing under acknowledgment by the consumer. In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand/post/courier at least ten (10) days prior to the due date of payment.

Intervals for Billing and Presentation of Bill

- 7.8 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 3 months in case of agricultural consumers and at least once in every 2 months for all other consumers., unless otherwise specifically approved by the Commission for any consumer or class of consumers.
- 7.9 The licensee shall intimate the consumer, in the beginning of the financial year, of the following:

- (1) probable week in which bill shall be issued by the licensee in every billing cycle;
- (2) probable due dates for payment of bill; and
- (3) rebates applicable to consumers, if any;

Provided that the due date for bill payment through cheques shall be three (3) days in advance of the normal due date for bill payment, and the due date for bill payment through online bank transfer/credit card shall be one (1) day in advance of the normal due date for bill payment.

Bill Details

7.10 The following information shall be included in the bill:

- (1) Name, address and telephone number of the billing office / distribution centre;
- (2) Bill Number and Period of Bill (dates to be mentioned);
- (3) Consumer Number, Name and Complete Address;
- (4) Pole Number from which connection is served / Name of sub-division or centre;
- (5) Date of issue of Bill;
- (6) Tariff category of consumer (i.e. domestic/ commercial etc.);
- (7) Tariff, rate of electricity duty and cess applicable;
- (8) Status of meter (OK/defective/not available);
- (9) Billing Status (Regular/ Assessed/ Provisional Bill with reason);
- (10) Supply details:
 - (i) Type of supply (i.e. single phase, three-phase LT or HT);
 - (ii) Sanction load/ Connected load.
- (11) Meter number 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);
- (12) Previous meter reading of the billing period/ cycle with date;

- (13) Present meter reading of the billing period/ cycle with date;
- (14) Multiplying Factor of the meter if any;
- (15) 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;
- (16) Maximum demand during the billing period;
- (17) Average power factor during the billing period;
- (18) Due date of payment (separately specified for payment by cash, cheque, ECS, NEFT, Credit/Debit Card, etc. if necessary);
- (19) Billing details: Item-wise details for the current month as well as past arrears shall be furnished in the bill. A representative list is given below:
 - (i) Energy Charges;
 - (ii) Fixed Charges;
 - (iii) Meter rent, if any;
 - (iv) Capacitor surcharges;
 - (v) Other Charges, if any;
 - (vi) Electricity Duty;
 - (vii) Fuel Cost adjustment charges;
 - (viii) Power factor adjustment charges, if any;
 - (ix) Reactive Energy Charges, if any;
 - (x) Time of Use charges, if any;
 - (xi) Surcharge for delay, if any;
 - (xii) Interest on instalments due;
 - (xiii) Total current month demand;
 - (xiv) Arrears (with details);

- (xv) Details of subsidy, if any, under Section 65 of the Act;
 - (xvi) Others (with details);
 - (xvii) Total amount due;
 - (xviii) Adjustment; and
 - (xix) Net amount to be paid;
- (20) Modes of payment accepted;
 - (21) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
 - (22) Security Deposit held and required;
 - (23) Last six months consumption.
- 7.11 The following information shall be provided on the reverse of the bill or stamped on the bill or be sent in an annexure accompanying the bill at least twice a year:
- (1) 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;
 - (2) designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
 - (3) complete address(es) with telephone number(s) of the complaint centres, if any;
 - (4) addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under sub-section 6 of Section 42 of the Act;
 - (5) Tariff Schedule applicable to the consumer; and
 - (6) advertisements, if any.

7.12 The bill may contain additional information, if any, as desired by the licensee.

Procedure for Billing under Special Circumstances

Billing when Meter Not Accessible

- 7.13 In all cases not covered by the Spot Billing system, for any reason the meter is not accessible, and hence is not read by the licensee during any billing period, the licensee shall send an estimated bill to the consumer:

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

- 7.14 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) 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. Licensee may also indicate the contact number of concerned officer so that consumer can confirm his availability.

- 7.15 Where the consumer fails to keep the meter accessible on the days and at the times stated in the notice in Regulation 7.14 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 there under shall apply.

Or

If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next seven (7) days. Failing this, supply shall be disconnected.

- 7.16 If the consumer desires to have a special reading taken, the same shall be arranged by the licensee and the charge, determined as per the relevant schedule of charges determined by the Commission from time to time, shall be included in the subsequent bill of the consumer.

- 7.17 Without prejudice to the provisions of the Act, nothing in Regulation 7.15 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 Regulations 7.29 to 7.32.

- 7.18 In case of billing in the absence of meter reading, the estimated bill shall be computed based on the average consumption of the previous 3 billing cycles for which the meter has been read by the distribution licensee.

- 7.19 However, the licensee shall ensure that such estimated billing does not extend to more than two billing cycles at a stretch, and there are not more than two provisional bills generated for a consumer during one financial year.

Billing in case of defective/stuck/stopped/burnt meter

- 7.20 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, in accordance with the results of the test taken by the National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited laboratory, for a maximum period of three months prior to the month in which the dispute has arisen, 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 Regulation 7.20 above and, in case of tampering as per section on theft and unauthorised use of electricity of this Code, depending on the circumstances of each case.

- 7.21 In case of stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found/reported defective. These charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective meter.
- 7.22 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 demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered.

Billing in case of Lost Meters

- 7.23 In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:
- (1) as per Regulation 8.54 of this Code, if it is established in the licensee's enquiry that the loss of meter was due to a deliberate act of the consumer and/or with his connivance;
 - (2) as per Regulations 7.21 and 7.22 of this Code, in other cases.

Special Reading and Billing of Meters in cases of Change of Occupancy or Vacancy of Premises for Domestic Consumers

- 7.24 It shall be the responsibility of the consumer to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant and obtain a No-Dues certificate from the licensee. Charges for such readings shall be borne by the consumer in accordance with the schedule of charges approved by the Commission from time to time.
- 7.25 The consumer shall request in writing to the licensee for special reading to be taken at least fifteen (15) days in advance of the said vacancy of premises or change of the occupancy, as the case may be. However, the licensee may accept a notice of shorter period.
- 7.26 The licensee shall arrange to take a special reading of the meter within five (5) days of receiving the consumer's written request and issue a final bill including all arrears till the date of billing, at least five (5) days before change of occupancy / vacancy of premises. The final bill thus raised shall mention that no other dues are pending on the premises and the bill is final. The final bill shall also include charges for the period between the date of special reading and date of vacancy of premises on a pro-rata basis.
- 7.27 Once the final bill is raised, the licensee shall not have any right to recover any charge(s) other than those in the final bill, for any period prior to the date of such bill. The licensee shall disconnect supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the final payment on vacating the premises and the licensee shall accordingly issue a No-Dues Certificate on receiving such payment. However, in case of change of occupancy, the connection shall not be disconnected and after completing the commercial formalities for change of name, the same shall be effected.

Dispute in Billing

- 7.28 In case of dispute regarding levy of surcharges, the licensee shall settle the dispute within one billing cycle from the date of protest by the consumer after giving him an opportunity for reply and a personal hearing.

Advance Payment of Bills

- 7.29 In case a consumer's premises remains vacant for some duration and he intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the licensee in the format prescribed at Annexure [11.12](#) to this Code.
- 7.30 In such cases the consumer shall deposit an amount that covers the fixed charges for the duration of the proposed absence. Such provisional payment shall be adjusted when subsequent bill is issued on the basis of actual meter reading.
- 7.31 On payment of the advance amount in accordance with Regulation 7.30 above, the distribution licensee shall issue a receipt to the consumer for the amount held as advance.

- 7.32 Bills of the consumers opting for this arrangement shall be showing the amount deposited by the consumer, amount adjusted against the electricity dues after each billing cycle and the balance left.

Billing in case of Disputed Bills

- 7.33 The licensee shall acknowledge a consumer's complaint with immediate effect by providing unique complaint number, if the complaint is filed / lodged in person or telephonically and within seven (7) days if the complaint is received by post.
- 7.34 The licensee shall resolve consumer complaints with regard to non-receipt of a bill for payment or inadequate time being made available for payment thereof or otherwise, within 24 hours of the receipt. In other cases, the complaint shall be resolved during subsequent billing cycle.

Provided that, if a disconnected consumer makes a request for details of amount due from him, including details for reconnection and other charges if any, it shall be provided as per the same timeline specified for complaint in this Regulation.

- 7.35 Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- 7.36 If the complaint is found to be correct by the licensee, a revised bill shall be issued to the consumer. The consumer shall make the payment within fifteen (15) days after receipt of the revised bill. The consumer shall not be charged any late payment surcharge if the payment is made by the revised due date.
- 7.37 If the complaint was found to be incorrect the consumer shall be notified and directed to make the payment as per the original bill immediately and the consumer shall be liable to pay late payment surcharge if the payment is made after the due date of the original bill.

Billing in case of Excess Demand/Load

- 7.38 In cases where MDI is installed, the assessment for billing shall be made as per the provisions of the Tariff order. In cases where no MDI is installed, the excess load shall be billed as per the formula given in Annexure [11.18](#) but at two times the rate applicable in the tariff order. The 'L' in the formula shall be computed as per below:

- (1) in domestic category, 50% of the difference between the actual connected load and two times the sanctioned load;
- (2) in commercial category, 75% of the difference between the actual load and 1.33 times the sanctioned load; and
- (3) in other cases difference between the connected load and the sanctioned load.

Payment of Bills

- 7.39 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 residential and agricultural consumers, and not less than fifteen (15) days in the case of other consumers.
- 7.40 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 subsequent bill, report the same to the officer designated by the distribution licensee to address such cases.
- 7.41 Where the consumer visits the office of the designated officer in person, 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 within three (3) days from the date on which the consumer reported the non-receipt or loss of bill, as the case may be:
- 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 excuse the consumer from discharging his obligation to make payment within the due date for payment of electricity charges.
- 7.42 Consumer may pay the bill by Cash (up to Rs. 10,000), Cheque, Demand Draft or Money Order. Cheques and demand drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub Divisional Office is located. The date of payment by cheque shall be deemed to be the date on which the cheque is received or date of cheque whichever is later in the licensee's office, provided that the cheque is not dishonoured.
- 7.43 The payment may be made:
- (1) in person at the designated collection offices of the licensee during specified times; or
 - (2) by post or courier; or
 - (3) by deposit in the drop-boxes maintained by the licensee at designated locations; or
 - (4) by bank transfer through the internet; or
 - (5) by any other scheme notified by the licensee for acceptance of bill payment.

- 7.44 The 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.
- 7.45 A consumer who neglects to pay his bill is liable for levy of delayed payment charges and interest on arrears in accordance with relevant the orders of the Commission, appropriation of security deposit.
- 7.46 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.
- 7.47 The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of fifteen (15) clear days to pay the dues. In case a cheque is dishonoured within the period prescribed in Regulation 7.42 of this Code, the licensee shall inform the consumer and require him to pay the bill within seven (7) days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments in cash till the end of the following financial year. In addition the licensee may initiate action against the consumer under Sections 138 and 142 of The Negotiable Instruments Act, 1881.
- 7.48 In addition to the mode of payments specified in Regulation 7.43 of this Code, the licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be friendlier for the consumers than the prevailing system.
- 7.49 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.

Receipt of bill payment

- 7.50 Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be acknowledged in the subsequent bill.

Utilization of the Amount Received

- 7.51 All payments made by the consumer will be adjusted in the following order of priority:
- (1) Security deposit
 - (2) late payment surcharge;

- (3) arrears of electricity charges and corresponding arrears of electricity duty/ tax;
- (4) current electricity charges and corresponding current electricity duty/tax;
- (5) miscellaneous charges.

Late Payment Surcharge

7.52 Surcharge for delayed payment shall be levied as per the prevailing Tariff Order.

Recovery of Arrears

7.53 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.

7.54 No sum due from any consumer, on account of default in payment shall be recoverable after the period of two 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.

8. THEFT AND UNAUTHORISED USE OF ELECTRICITY

Theft of Electricity

- 8.1 Whenever a case of theft of energy is detected, the Authorised Officer shall carry out assessment, in accordance with the procedure as laid down in the sections below:

Procedure for booking a case of theft of electricity

- 8.2 The licensee or supplier shall publish the list of the Authorised Officers prominently in all the Offices and the photo identity card issued to such officers shall indicate so.
- 8.3 An Authorised Officer, suo moto or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- 8.4 The inspection team of the licensee or supplier, headed by such Authorised Officer shall carry along with them their photo identity cards. Photo identity card should be shown to the consumer/consumer representative before entering the premises. Photo identity card of the Authorised Officer shall clearly indicate that he has been nominated as Authorised Officer as per provisions of Section 135 of the Act.
- 8.5 The Authorised Officer shall prepare a report specifying details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tampered meter, artificial means adopted for theft of energy).
- 8.6 The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.
- 8.7 The report shall be signed by the Authorised Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed Post on the day or the next day of the inspection.
- 8.8 Theft shall not be limited to physical interference with the meter found during physical inspection. It shall also include theft committed by resorting to external methods such as remote control, high voltage injection etc. which interfere with the accurate registration of energy consumed.

- 8.9 Theft of electricity may be established by analysis of metering data down-loaded by a third party facility approved by the Commission. No case for theft shall be booked only on account of seals on the meter missing or tampered or breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available.
- 8.10 In case sufficient evidence is found to establish direct theft of electricity, licensee or Supplier as per Section 135 sub-section (1) clause (a) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection. The Authorised Officer of the licensee or supplier shall within two (2) days from date of inspection, file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act.
- 8.11 In case of suspected theft, the Authorised Officer shall remove the old meter under a seizure memo and seal it in the presence of the consumer or his authorised representative and the Authorised Officer and the consumer have to sign on the seal borne on the meter. The licensee or supplier shall continue the supply to the consumer with a new meter. The old meter shall be tested in a NABL accredited laboratory, which shall give a test report, in writing, which along with photographs/videographs shall constitute evidence thereof. The consumer or his representatives shall have a right to witness the test. The Authorised Officer shall record the reasons in his report in regard to the suspicion of theft by the consumer:

Provided that if consumer insists, the testing of the meter will be carried out at any of the third party facilities approved by the Commission.

Explanation: Third party facilities mentioned in this Code will be the list of third parties approved by the Commission on seeking approval by the licensees.

- 8.12 The Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure [11.18](#) to this Code, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof or any other evidence which may be provided by the consumer:
- (1) actual period from the date of commencement of supply to the date of detection of theft;
 - (2) actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of theft;

- (3) actual period from the date of previous checking of installation to date of detection of theft;
 - (4) Meter Reading Instrument (MRI) data should be considered wherever available.
- 8.13 After establishing the duration period of theft, the Authorised Officer shall prepare a provisional assessment order at the rate equal to twice the tariff applicable for the relevant category of services in accordance with the Act and serve on the person under proper receipt.
- 8.14 Where a case of theft of electricity is detected for metered connection, the units billed by the licensee to the consumer during the assessment period, shall be duly credited to the consumer.
- 8.15 After detailed examination of the evidence and the consumption pattern of the consumer, if the licensee or supplier is convinced that a prima-facie case is made out for the abstraction, consumption or use of electricity dishonestly against the consumer, the licensee or supplier shall, within seven (7) days of inspection, serve a provisional assessment order assessed as per Regulations 8.11 and 8.12 of this Code along with show cause notice to the consumer, specifying reasons, as to why a case of theft should not be booked against such consumer specifying full details for arriving at such decision and points on which reply has to be submitted. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed:
- Provided that in case of suspected theft, if the consumption pattern for last one year is reasonably uniform and is not less than 75% of the assessed consumption, no further proceedings shall be taken and the decision of not booking of theft shall be communicated to the consumer under proper receipt within three (3) days and connection shall be restored through original meter.
- 8.16 In case a show-cause notice is not served even after thirty (30) days from date of inspection by the licensee or supplier, the case of suspected theft shall be considered as withdrawn and no further action can be initiated against the consumer in such instance.
- 8.17 The person, on whom an order has been served under Regulations 8.15 and 8.16 of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Authorised Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.

- 8.18 Any person served with the order of provisional assessment, may, accept such assessment and deposit the assessed amount with the licensee within seven (7) days of service of such provisional assessment order upon him. The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these Regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (a) of sub-section (1) Section 135 of the Act, restore the supply line of electricity within forty eight hours of such deposit or payment.

Submission of consumer's reply

- 8.19 The consumer shall submit his/ her reply within fifteen (15) days of receipt of show cause notice to the concerned officer mentioned in Regulation 8.15 of this Code.
- 8.20 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per Regulations 8.21 and 8.22 of this Code.

Hearing in case of suspected theft

- 8.21 Within five (5) days from the date of submission of consumer's reply, the licensee or supplier shall arrange a hearing with the consumer. The consumer may be given another opportunity in case he fails to appear for the hearing. In case, the consumer fails to appear for the second time, the licensee may proceed with issuance of speaking order as mentioned in Regulation 8.22.
- 8.22 During the hearing, the Authorised Officer shall give due consideration to the facts submitted by the consumer and pass, within five (5) days, a speaking order as to whether the case of theft is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.
- 8.23 In all cases where theft of electricity has been detected, the licensee or supplier shall file the case with Appropriate Court for decision in the matter unless the offence is compounded as per Regulation 8.33 to 8.36 of this Code.
- 8.24 In case of the decision based on the consumer's reply/hearing wherein the case of theft is not established, no further proceedings shall be required and electricity connection shall be restored through original meter.

Assessment

- 8.25 Where it is established that there is a case of theft of energy based on the consumer's reply/hearing, the Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure [11.18](#) to this Code, for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. Authorised Officer shall prepare a final assessment order within thirty (30) days from the date of service of order of provisional assessment of the electricity charges payable by such person, at the rate equal to twice the tariff applicable for the relevant category of services as per the provision of sub-section (6) of Section 126 of Act and serve on the person under proper receipt.
- 8.26 Where a case of theft of electricity is detected for metered connection, the units billed by the licensee to the consumer during the assessment period, shall be duly credited to the consumer.
- 8.27 The consumer shall be required to make the payment within seven (7) days of its proper receipt.
- 8.28 The licensee or supplier, as the case may be, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of these Regulations, shall, without prejudice to the obligation to lodge the complaint as referred to in the second proviso to the clause (a) of sub-section (1) of Section 135 of the Act, restore the supply line of electricity within forty eight hours of such deposit or payment.
- 8.29 If the person does not make payment within the stipulated time, the licensee or supplier shall proceed to recover its dues against the assessment order.
- 8.30 In case of default by the person in payment of assessed amount, the person, in addition to the assessed amount, shall be liable to pay, on expiry of thirty (30) days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every six (6) months pending adjudication by Appropriate Court.

Default in payment of assessed amount or instalments thereof

- 8.31 In case of default in payment of the assessed amount for suspected theft of electricity, the licensee shall, after giving a fifteen (15) days' notice, in writing, shall disconnect the supply from the premises and shall lodge a complaint in writing relating to the commission of such offence in a police station having jurisdiction within 24 hours from the time of such disconnection.

Voluntary declaration of tampered meters

- 8.32 In case a consumer comes forward and voluntarily declares tampering of meter and/or seals:

- (1) the tampered meter shall be replaced with a new meter by the licensee at the consumer's cost or by the consumer, as the case may be, immediately. The Authorised Officer shall assess the energy consumption as per the assessment formula given in Annexure [11.18](#) to this Code. He will raise the assessment bill at two times the normal tariff as per the provision of sub-section (6) of Section 126 of Act, for the period of last six months reckoned from date of declaration:

Provided that the units recorded in the meter for which bills have been raised by the licensee to the person during the period for which the assessment is made, shall be duly credited to the consumer;

- (2) the energy bill, for the period the meter is not replaced, shall be sent as per the procedure for defective meters as specified in Regulations 7.20 to 7.22 of this Code;
- (3) the licensee shall not move the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time;
- (4) in case of default in payment, the procedure for booking of theft case as specified in Regulations 8.2 to 8.31 may be followed.

Compounding of offences

- 8.33 Notwithstanding anything contained in the Code of Criminal Procedure 1973, the Appropriate Government or any officer authorised by it in this behalf may accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under the Act, a sum of money by way of compounding of the offence as specified in the Table below:

Nature of Service	Rate at which the sum of money for Compounding to be collected per Kilowatt(kW)/Horse Power(HP)or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere(kVA) of contracted demand for High Tension (HT)
Industrial Service	Twenty thousand rupees
Commercial Service	Ten thousand rupees
Agricultural Service	Two thousand rupees
Other Services	Four thousand rupees

Provided that the Appropriate Government may, by notification in the Official Gazette, amend the rates specified in the Table above.

- 8.34 On payment of the sum of money in accordance with Regulation 8.33 of this Code, any person in custody in connection with that offence shall be set at liberty and no proceedings shall be instituted or continued against such consumer or person in any criminal court.

- 8.35 The acceptance of the sum of money for compounding an offence in accordance with Regulation 8.33 of this Code by the Appropriate Government or an officer empowered in this behalf empowered in this behalf shall be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.
- 8.36 The Compounding of an offence under Regulation 8.33 of this Code shall be allowed only once for any person or consumer.

Unauthorised Use of Electricity (UUE)

Procedure for booking a case for Unauthorised Use of Electricity

- 8.37 The licensee shall publish the list of Assessing Officers, prominently in all the Offices and the photo identity card issued to such officers shall indicate so.
- 8.38 An Assessing Officer, suo moto or on receipt of reliable information regarding unauthorised use of electricity shall promptly conduct inspection of such premises and shall be present at the time of conducting inspection of such premises.
- 8.39 The inspection team of the licensee, headed by such Assessing Officer shall carry along with them their photo identity cards. Photo identity card should be shown to the consumer before entering the premises.
- 8.40 The Assessing Officer shall prepare a report specifying details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for unauthorised use of electricity).
- 8.41 The report shall clearly indicate whether sufficient evidence substantiating the fact that unauthorised use of electricity was found or not. The details of such evidence should be recorded in the report and the material utilised for the purpose shall be kept as a proof.
- 8.42 The report shall be signed by the Assessing Officer, each member of the inspection team and by the consumer, if the consumer fails to sign the report then the same has to be recorded in the inspection report and the report must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report shall be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post/Speed Post on the day or the next day of the inspection.
- 8.43 Within three (3) days of the date of inspection, the Assessing Officer shall, analyze the case after carefully considering all the evidence including the consumption pattern, wherever available and the report of inspection. If it is concluded that no unauthorised use of electricity has taken place, no further action will be taken.

Notice to consumer

- 8.44 If the Assessing Officer suspects that the unauthorised use of electricity has taken place, he shall serve a provisional assessment order within seven (7) days of inspection assessed as per Regulations 8.53 and 8.54 of this Code along with show cause notice to the consumer, specifying reasons as to why a case of unauthorised use of electricity should not be booked against such consumer. The show cause notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.
- 8.45 The person, on whom an order has been served under Regulations 8.44 of this Code, shall be entitled to file objections, if any, against the provisional assessment before the Assessing Officer, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment.
- 8.46 If the provisional assessment amount is deposited within seven (7) days of serving such provisional assessment order on the consumer, reply to the notice shall not be necessary.

Submission of consumer's reply

- 8.47 The consumer shall submit his reply within fifteen (15) days of receipt of show cause notice to the concerned officer mentioned in Regulations 8.44 of this Code.
- 8.48 In such cases where the consumer files objections against the provisional assessment order, the process of hearing shall be as per Regulations 8.49 and 8.50 of this Code.

Hearing in case of suspected unauthorised use of electricity

- 8.49 Within five (5) days from the date of submission of consumer's reply, the licensee shall arrange a hearing with the consumer.
- 8.50 During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within five (5) days, a speaking order as to whether the case of unauthorised use of electricity is established or not. The order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same.

Assessment

- 8.51 In cases where unauthorised use of electricity is not established based on consumer's reply submission/hearing, further proceedings shall be discontinued and case of unauthorised use of electricity shall be withdrawn immediately.
- 8.52 Where it is established that there is a case of unauthorised use of electricity based on consumer's reply submission/hearing, the Assessing Officer shall undertake the final assessment of the energy consumption taking into consideration the following:
- 8.53 The Assessing Officer shall assess the energy consumption considering the following:

- (1) period of assessment: If the Assessing Officer reaches to the conclusion that unauthorised use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorised use of electricity has taken place and if, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to a period of 12 months immediately preceding the date of inspection.
- (2) assessment charge: The assessment in the above cases shall be made at the rate equal to twice the tariff applicable for the relevant category of services, excluding the billed amount for the units consumed by the consumer during the assessment period.
- (3) if a 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.

8.54 The methodology for assessment of consumption for unauthorised use of electricity shall be as follows:

Assessment shall be based on the data obtained from the meter (in case of electronic meter through MRI) and shall be given as:

= Average monthly consumption for the period of assessment (units) x Period of assessment (in months or fraction thereof), assessed as per Regulations 8.53(1) of this Code

Provided the meter has been in working condition for at least nine (9) months of the assessment period:

Provided further that the connection of the consumer has been energized for at least nine (9) months prior to the date of inspection for unauthorised use of electricity:

Provided further that if the above conditions are not satisfied then the assessment shall be as per the assessment formula given in clause of Annexure [11.18](#) to this Code.

8.55 The final assessment order shall be served on the consumer under proper receipt within thirty (30) days from the date of service of order of provisional assessment of the electricity charges payable by such person. The consumer shall be required to make the payment within seven (7) days of its proper receipt. A copy of the speaking order shall also be handed over to the consumer under proper receipt.

8.56 The order of final assessment shall be served upon the person in occupation or possession or in charge of the place or premises in such manner as may be prescribed.

- 8.57 Any person served with the order of final assessment, may, accept such assessment and deposit the assessed amount with the licensee within seven (7) days of service of assessment order upon him.
- 8.58 In case of non-payment of bill amount within seven (7) days of serving the final assessment order, the connection will be disconnected by serving a fifteen (15) days notice, which will not be reconnected until the assessed amount is deposited. In case of non-payment, the amount will be shown as arrear in the regular bill.
- 8.59 When a person defaults in making payment of assessed amount, he, in addition to the assessed amount shall be liable to pay, on the expiry of thirty (30) days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every six (6) months.

Appeal to Appellate Authority

- 8.60 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.
- 8.61 The appellate authority will dispose of the appeal after hearing the parties and pass appropriate order within ninety (90) days of appeal being admitted and send copy of the order to the Assessing Officer and the appellant. The order of the appellate authority shall be final and shall not be appeal-able.
- 8.62 The consumer will be served with a revised bill as per final order of the appellate authority to be paid in seven (7) days.
- 8.63 If a consumer defaults in making the payment within seven (7) days of serving the final order of the Appellate Authority, the connection will be disconnected after serving a fifteen (15) days notice which will not be reconnected until the bill amount is cleared. In case of non-payment, the amount will be indicated as arrear in regular bill and action will be taken for recovery.
- 8.64 An interest of 16% per annum will be charged on the amount as per final order of the appellate authority after thirty (30) days from the date of final order, compounded every six (6) months as per section 127(6) of the Act.

- 8.65 In case the appellate authority holds that no case of unauthorised use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded along with interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant along with interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.
- 8.66 In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months along with interest at the rate of 16 percent per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

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

- 8.67 The distribution licensee shall arrange periodic inspection/ testing of meters as specified in Regulation 18 of Central Electricity Authority (Installation and Operation of meters) Regulations, 2006 in order to reduce and prevent the menace of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, and to initiate preventive measures.
- 8.68 The distribution licensee shall arrange to provide tamper proof meter boxes on meters, so as to ensure that within next five (5) years from the date of this notification meters installed at all the consumers premises have tamper proof meter boxes. The distribution licensee shall simultaneously also review the status of service lines to ensure that it is in good working condition and well insulated. Wherever required, service lines shall be replaced to prevent theft.
- 8.69 The distribution licensee shall evolve a system for carrying out regular monthly monitoring of consumption of high value consumers, which shall include all the HT connections and LT connections having contract demand of 20kW and above. Variations in the consumption shall be carefully analyzed.
- 8.70 The distribution licensee shall ensure that 33 kV, 22 kV and 11 kV feeder wise and 33/22/11 kV sub-station-wise losses are worked out in respect of all feeders / substations in its distribution network. The distribution licensee shall take steps for reduction of losses in the identified pockets having high losses, and shall submit report to the Commission on quarterly basis in the format as may be specified by the Commission.
- 8.71 The distribution licensee shall install meters on all distribution transformers and carry out energy audit so as to identify localised high loss pockets and take further suitable action for reduction of losses in such pockets, and shall submit report to the Commission on quarterly basis in the format as may be specified by the Commission.

- 8.72 The distribution licensee shall comply with the installation of remote metering devices on all 33kV, 22kV, 11kV feeders and HT connections for the purpose of monitoring of consumption and prevention of theft of electricity, in case the Commission may require so through a directive.
- 8.73 It shall be a constant endeavour of the distribution licensee to take steps to provide as much information suo moto to the public at regular intervals through various means of communications, including internet, so that information is disseminated widely and in such form and manner which is easily accessible to the public about the level of division wise commercial losses. The distribution licensee shall also display boards containing the information about the above at its consumer service related offices.
- 8.74 The distribution licensee shall arrange to disseminate - information regarding the efforts made for prevention of diversion of electricity, theft or unauthorised use of electricity or tampering, damage or distress to electrical plant, electric lines or meter and results obtained during the year, inter alia on its website on a regular basis.
- Explanation:* For the purposes of Regulations 8.73 and 8.74, "disseminated" means making known or communicating the information to the public through notice boards, newspapers, public announcements, media broadcasts, the internet or any other means.
- 8.75 The distribution licensee may replace overhead bare conductors with Arial bunch cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines.
- 8.76 The distribution licensee may provide High Voltage Distribution System in theft-prone area for reduction of distribution losses and prevention of theft, keeping in view the techno economic considerations.
- 8.77 The distribution licensee may relocate the meters of existing consumers to an appropriate location but within the boundary wall so that it is clearly visible and easily accessible for reading, inspection/ testing and other related works.
- 8.78 All such cases where theft has been detected shall be separately monitored by the distribution licensee and an abstract report shall be submitted to the Commission (on quarterly basis) in respect of recovery of assessment amount.
- 8.79 A list of cases where theft of electricity has been detected shall be maintained by the distribution licensee. The distribution licensee shall also maintain a separate list of cases to clearly identify where second offence and subsequent offence (s) of theft have been detected and take action as per the provisions of the Act.

- 8.80 The distribution licensee shall take all precautions to prevent tampering, damage or distress to their lines/ plants, meters or other such equipments by providing adequate protection and security. The licensee or the supplier shall take prompt appropriate action as per the provisions under Sections 136 to 141 of the Act, if any tampering, damage or distress is caused to their lines/ plants, meters or other such equipments so as to deter/curb such practices”.

DRAFT FOR DISCUSSION

9. DISCONNECTION AND RECONNECTION

- 9.1 The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The licensee shall remove service line, meter etc. after permanent disconnection. However, the licensee may not remove service line, meter etc. in case of temporary disconnection.
- 9.2 The charges for connection, reconnection and disconnection shall be in accordance with the schedule of charges approved by the Commission under Regulations 10.11 to 10.14 of this Code.

Temporary Disconnection

- 9.3 The supply may be disconnected temporarily in following cases:
- (1) on non-payment of the licensee's dues: A notice of disconnection under Section 56 of the Act shall be served by the licensee in the manner provided for in Section 171 of the Act, to any consumer who defaults on his payment of dues, giving him a notice period of fifteen (15) days to pay the dues:

Provided that such notice shall be served separately and shall not form part of the bill;

Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;
 - (2) if the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;
 - (3) if the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer;
 - (4) if at any time the consumer is found to be using energy for a purpose other than for which it was intended/ provided or tampers with the meter and/or other apparatus of the licensee on his premises or extends/allows supply of energy to any other premises from his connection.

- 9.4 In case of events mentioned in Regulation 9.3(2) and 9.3(3), the supply shall be disconnected after giving a notice period of minimum seven (7) days. The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.
- 9.5 The licensee shall, after the connection is temporarily disconnected as per Regulations 9.3(2), 9.3(3) and 9.3(4), issue a notice to the consumer as per format given in Annexure [11.16](#) to this Code, to remove the cause of disconnection within forty five (45) days failing which the supply shall be disconnected permanently.
- 9.6 The licensee may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee discovers that connection has been re-connected in an unauthorised manner, licensee may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per Regulation 9.3(1).

Permanent Disconnection

- 9.7 The supply shall be disconnected permanently in following cases:
- (1) on the termination of the Agreement;
 - (2) if the cause for which the supply was temporarily disconnected is not removed within the notice period;

Provided that if the service of the consumer remains continuously disconnected for one eighty (180) days, not being a temporary disconnection upon request of the consumer, the Agreement shall be deemed to be terminated on the expiry of fifteen (15) days or after expiry of the initial period of agreement whichever is later without prejudice to the rights of the licensee or of the consumer under the Act for recovery of any amount due under the Agreement.

Disconnection on Consumer's Request

- 9.8 In case a consumer desires his supply connection to be permanently disconnected, he shall apply for the same in the format prescribed in Annexure [11.14](#) to this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.
- 9.9 On expiry of 30 days' notice from receipt of an application for termination by consumer, the licensee shall disconnect the supply within three (3) days in Class-I cities, within seven (7) days in Urban Areas and within ten (10) days in Rural Areas.

- 9.10 The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing. Upon payment, the licensee shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate:

Provided that whenever an agreement is terminated on notice given by the consumer, the licensee shall give a written intimation within two (2) days after termination in the format given in Annexure [11.15](#) to this Code, failing which such intimation shall be deemed to have been given to the consumer:

In case of consumers who were sanctioned phased contract demand and supply was released for initial or intermediary phased demands, the consumer may seek deferment or cancellation of such of the phased demands which are scheduled beyond minimum period of Agreement, by giving 3 months' notice in advance or in lieu thereof pay 3 months' charges towards such deferment or cancellation of such phased demands.

- 9.11 Licensee should intimate the consumer any amount outstanding against the disconnected connection within seven (7) days in Class-I cities and Urban areas, and within ten (10) days in Rural areas from the date of disconnection.

Provided further that licensee shall remit the credit amount, if any, as per the timeline specified above.

- 9.12 Thereafter, the licensee shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee shall not raise any bill after disconnection.

- 9.13 HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee shall issue a demand note to the consumer in writing, under acknowledgment, within ten (10) days of receipt of request.

- 9.14 In case of closure of account (permanent disconnection), refund of credit amount (if any), advance consumption deposits / consumption security and meter security along with "No-Dues certificate" should be made by the licensee within thirty (30) days in Class I cities and Urban Areas, and within forty five (45) days in Rural Areas from the date of application for closure of account.

Provided that in the case where the consumer has outstanding dues to the licensee, the timeline specified above would stand revised to higher of the applicable timeline specified above and seven (7) days or ten (10) days after the date of making payment against such outstanding dues by the consumer in Class I cities/ Urban Areas or Rural Areas respectively.

Reconnection

- 9.15 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.

- 9.16 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 reconnection charges, as approved by the Commission under Regulations 10.11 to 10.14:

Provided that the distribution licensee may require such charges to be paid by the consumer by way of cash or demand draft.

- 9.17 Where the licensee has disconnected supply to a consumer for a period of not more than six months, then if such consumer pays all amounts due and payable by him to the satisfaction of the licensee or, in case of a dispute, pays such amounts under protest, the licensee shall reconnect supply within—

- i. Eight (8) hours from the payment of dues made by the consumer in Class I cities ;
- ii. Twenty four (24) hours from the payment of dues made by the consumer in Urban Areas and
- iii. Two (2) days from the payment of dues made by the consumer in Rural Areas.

Provided that, where the period of disconnection exceeds six months, an application for reconnection of supply shall, after either payment of amounts due or upon settlement of dispute, be treated as a fresh application for supply of electricity under the provisions of the Act.

Explanation – Payments made under protest in this Regulation shall be in accordance with the requirements of the proviso to sub-section (1) of Section 56 of the Act.

10. GENERAL PROVISIONS

General

- 10.1 The licensee shall monitor the progress of each case of new connection, billing, metering, disconnection, reconnection and theft on monthly basis and send MIS reports to the Commission every quarter, mentioning the performance standards achieved, violation of Code in each category, penalty leviable, penalty adjusted etc.
- 10.2 The licensee shall keep uploading the area-wise list and current status of new connection, billing, metering, disconnection, reconnection and number of theft cases on the website specifying overall figure of such cases booked, decided and pending. The licensee shall also upload at its website all the reports sent to the Commission in accordance with this Code.

Parallel Licensees and Consumer Migration

- 10.3 In case of parallel licensees, the licensees shall follow the operating procedures for supplying the power to changeover consumers in the common area of licensees as per the Regulation/Order/Protocol issued by the Commission from time to time. The operating procedure may be pertaining to but not limited to the following activities:
- (1) installation of meters, meter reading and billing;
 - (2) collection and its apportionment;
 - (3) transfer of wheeling charges;
 - (4) change-over procedure;
 - (5) disconnection, reconnection and recovery of consumer dues;
 - (6) accounting of energy;
 - (7) customer services;
 - (8) theft and inspection of premises;
 - (9) reverting of consumers to original distribution licensee;
 - (10) service charges /income from business;
 - (11) dispute redressal.

Maintaining the Property of the Distribution Licensee

- 10.4 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 except in the presence of the consumer or his representative:

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 unauthorised use of electricity and / or is committing an offence of the nature provided for in Part XIV of the Act on such premises.

Power Factor / Harmonics

- 10.5 It shall be obligatory for the consumer to maintain the average power factor of his load at levels in accordance with the relevant orders of the Commission.
- 10.6 The distribution licensee shall control the harmonics level at the point of supply in accordance with that prescribed by the IEEE STD 519-1992, namely "IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems" and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of Section 185 of the Act:

Provided that the above standard shall be applicable subject to voltage availability at transmission distribution interfaces within the specified limits.

- 10.7 The distribution licensee may require the consumer through a notice, within a reasonable time period, which shall not be less than three (3) months, to take such effective measures so as to raise the average power factor or control harmonics of his installation to a value not less than such norm, in accordance with Regulation 10.5 above:

Provided that the distribution licensee may charge penalty or provide incentives for low /high power factor and for harmonics, in accordance with relevant Orders of the Commission:

Provided that on completion of notice period mentioned in Regulation 10.7, the licensee may discontinue supply, after due notice of fifteen (15) days, to any installation where the average power factor is less than 70% without prejudice to the right of the licensee to levy demand/ minimum charges as applicable during the period of disconnection.

Failure of Supply

- 10.8 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.
- 10.9 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.
- 10.10 The distribution licensee shall not be liable for any claims attributable to 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 these Regulations.

Schedule of Charges

- 10.11 Every distribution licensee shall file the schedule of charges from time to time whenever any revision in current approved schedule of charges is desired by the licensee. The application for approval of schedule of charges shall be filed with such particulars as the Commission may require.
- 10.12 The Commission shall after examining the schedule of charges filed before it by a distribution licensee under Regulation 10.11:
- (1) issue an order granting its approval thereon, with such modifications or such conditions as may be specified in that order; or
 - (2) 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 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 the Regulation 10.12 of this Code:

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.

- 10.13 Any deviation from the approved schedule of charges shall be only with the prior approval of the Commission.

- 10.14 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 10.11 is approved by the Commission.

Provision for Load Shedding

- 10.15 Notwithstanding anything contained in any agreement or undertaking executed by a consumer with licensee or in the tariff applicable to him, the consumer shall restrict the use of electricity in terms of his maximum demand and/or stagger energy consumption in the manner and for the period as maybe specified in any order that may be made by the State Load Dispatch Centre or the State Government or the licensee to maintain orderly grid operation. The licensee shall inform bulk/ HT consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.
- 10.16 The licensee may make use of suitable upgraded technology for load control in its area of supply of electricity. Licensee may require consumer to make compliance with the requirements of implementation of such upgraded technology, which may include but not limited to classification & separation of essential and non-essential load, etc.
- 10.17 The licensee shall take prior approval from the Commission from time to time whenever there is revision of load shedding schedule, procedure or implementation of new upgraded technology for load control as mentioned in Regulation 10.17 above.

Service of Notice

- 10.18 Any order/ notice on the consumer by the licensee, including the notice under Section 56 of the Act shall be deemed to be duly served if it is sent by registered post at the correct postal address of the addressee or delivered by hand to the person residing at the address notified to the licensee by the consumer:

Provided that in the case of an individual, service of notice to the consumer's spouse or his authorised representative, and in the case of a firm, company or corporation, service of notice on the Managing Director, Director or Principal Officer or an authorised person of such a concern, shall be taken as sufficient service for the purpose of this Code.

- 10.19 If a consumer refuses or avoids receiving the notice, the service may be effected by:
- (1) affixing the notice at a conspicuous place on the consumer's premises in the presence of two witness and photographing the notice; or
 - (2) publication of the notice in daily newspaper(s) commonly read in the concerned locality to be kept on record by the licensee.

Either of the above shall be deemed as sufficient for service of notice.

Demand Side Management

10.20 It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the licensee in implementation of the programs for Demand Side Management that may be launched by the licensee from time to time.

Terms and Conditions of Supply

10.21 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 is inconsistent with these Regulations shall be deemed to be invalid from the date on which these Regulations come into force.

10.22 Every distribution licensee shall, within a period of four months from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, orders and any other document or communication relating to the supply of electricity to consumers to make them consistent with these Regulations:

Provided that every distribution licensee shall, at the end of four months from the notification of these Regulations, confirm such modification and updation to the Commission, along with a copy of the revised terms and conditions of supply:

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 10.22 shall be deemed to be invalid at the end of four months from the date of notification of these Regulations.

10.23 The Commission may, upon a review of the terms and conditions of supply submitted by 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.

Provision of Supply Code and Schedule of Charges

10.24 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:

- (1) to each applicant for new connection upon acceptance of his application and post his request;
- (2) to consumers of the distribution licensee, on payment of charges in line with the schedule of charges approved by the Commission from time to time;
- (3) by making it available in free downloadable format through its internet website.

Interpretation

10.25 These Regulations shall be read and construed as being subject in all respects to the provisions of the Act and to the provisions of any other applicable law relating to the supply of electricity for the time being in force.

Issue of Orders and Practice Directions

10.26 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.

Exemption

10.27 The standards of performance specified in this Regulation shall remain suspended during Force Majeure conditions such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake, lockout, fire, etc., affecting the licensee's installations and activities.

10.28 Non-compliance of a standard contained in this Regulation shall not be treated as a violation, and the licensee shall not be required to pay any compensation to affected consumer(s), if such violation is caused due to State Transmission Utility and/or Central Transmission Utility, grid failure, a fault on the transmission licensee's network or on account of instructions given by State Load Dispatch Centre, over which the distribution licensee has no reasonable control.

Repeal and Savings

10.29 Save as otherwise provided in this Code, Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005 are hereby repealed.

10.30 Notwithstanding such repeal:

- (1) 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;
- (2) the Commission may, at any time and on such terms as it may think fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code.

Power to Remove Difficulties

10.31 If any difficulty arises in giving effect to any of the provisions of this Code or there is a dispute regarding interpretation of any provision, the matter may be expeditiously referred to the Commission. The Commission shall pass necessary orders after consulting the parties concerned, provided that the Commission may refuse to entertain the reference filed beyond 3 months' delay without sufficient cause.

Mumbai
Date:

Secretary
Maharashtra Electricity Regulatory Commission

DRAFT FOR DISCUSSION

11. ANNEXURE**Annexure 11.1****Application form – New Connection (Low Tension Service)**

1	Name of the Applicant/Organization:	
2	Name of father/husband/Director/Partner/Trustee:	
3	Address:	
(a)	For communication	House/Plot/Premise no.
		Street
		Area/Colony/City
		District
		Telephone No.:
(b)	For the premises for which the new connection is applied / existing connection is required to be shifted	House/Plot/Premise no.
		Street
		Area/Colony/City
		District
	<i>(Indicate landmarks to identify the location)</i>	
4	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	Type of Supply (Permanent / Temporary):	
8(a)	If Temporary supply, specify period of requirement:	From (date):
		To (date):
9	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)	
10	Please indicate whether you want to purchase the meter from a supplier other than the licensee (Yes/No)	
11	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
12	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
13	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	<i>(For questions 11, 12 & 13 if the answer is 'Yes' in any case please provide details on a separate sheet)</i>	

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 Other Conditions of Supply) Regulations, 2015 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.

Date:
Place:

Signature of the consumer/ Authorised Signatory
Name:

Acknowledgement

Application of (name of applicant) for
..... (purpose) is hereby received on (date).
In this regard, the applicant is given a reference no. to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

Annexure 11.2

Application form – New Connection (High Tension / Extra High Tension Service)

1	Name of the Applicant/Organization:							
2	Name of father/husband/Director/Partner/Trustee:							
3	Address for communication							
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	25 kV	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 opted for:							
12	Production capacity:							
13	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>							
14	Name of Institution developing Industrial Premises:							
15	Whether supply is needed through an independent feeder							
16	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):						
17	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):
19	Status of land acquisition:	
19	Expected date by which finance will be available:	
20	Any electricity dues outstanding in licensee's area of operation in consumer's name: Yes/ No	
21	Any electricity dues outstanding for the premises for which connection applied for: Yes/ No	
22	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: Yes/ No	
	<i>(For questions 20, 21 & 22 if the answer is 'Yes' in any case please provide details on a separate sheet)</i>	

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 Other Conditions of Supply) Regulations, 2015 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.

Date: _____

Place: _____

Signature of the consumer/ authorised signatory

Name:

Note: The following documents shall be attached with the application form:

1. A map indicating the proposed location of the plant/office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
2. Letter of intent for production/ enhancement in production may be furnished.
3. List of equipments proposed to be installed along with the expected load.
4. Resolution for authorised signatory.
5. Extract of project report relevant to power and process requirements (in case of industries).
6. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.

Acknowledgement

Application of (name of applicant)
for (purpose) is hereby received on
(date).

In this regard, the applicant is given a reference no. to be used for all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

DRAFT FOR DISCUSSION

Annexure 11.3

Declaration / Undertaking

I, _____ Son/Daughter of _____ Resident of _____ (hereinafter referred to as “Applicant”, which term shall mean and include executors, administrators, heirs, successors and assigns), do hereby swear and declare as under:

Or

The _____, a company incorporated under the provisions of the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as “Applicant”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns), do hereby swear and declare as under:

THAT the Applicant is a lawful occupant of the premises at _____.

THAT the Applicant has requested the licensee to provide a service connection at the above-mentioned premises in the Applicants name for the purpose mentioned in the application form.

THAT in furnishing the Declaration, the Applicant has clearly understood that should the above statements prove to be false or incorrect at any later stage, the licensee shall have every right to disconnect supply to the Applicant without any notice and above right to adjust dues against Consumer Security Deposit.

THAT the Applicant has complied with all requirements under all statute for the time being in force and the Applicant himself/herself shall be held legally responsible for any issue arising out of any such non-compliance.

THAT the Applicant hereby agrees and undertakes:

1. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that he licensee may incur by reason of a fresh service connection given to the Applicant.
2. That all electrical works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and have been carried out by a Licensed Electrical Contractor (in case the Applicant is an owner and wiring in the premises is new)

Or

That all electrical work done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

3. The licensee is indemnified against any loss accrued to the applicant on this account. Further, Applicant agrees that if there is any harm/loss to the property of the licensee due to the fault in electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.
4. To pay the electricity consumption bills and all other charges at the rates set out in the licensee’s Tariff Schedule and miscellaneous charges for supply as may be in force from time to time, regularly as and when the same becomes due for payment.
5. To deposit the additional consumption deposit as revised by the licensee from time to time based on the consumption of the Applicant in preceding year.

6. To abide by the provisions of the Electricity Act, 2003, Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Other Conditions of Supply) Regulations, 2015, tariff orders and any other Rules or Regulations notified by the Commission, as applicable from time to time.
7. That licensee shall be at liberty to adjust the electricity consumption charges along with any other charges against the Consumer Security Deposit paid by the Applicant, in the event of termination of the agreement prior to expiry of the contracted period or in case of any contractual default.
8. To be responsible for safe custody of Meters, CTs, Cables etc. provided by the licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.
9. To allow clear and un-encumbered access to the meters for the purpose of meter reading and its checking etc.
10. That the Applicant would let the licensee disconnect the service connection under reference, in the event of any default, non-compliance of statutory provisions and in the event of a legally binding directive by Statutory Authority (ies) to effect such an order. This shall be without prejudice to any other rights of the licensee including that of getting its payment as on the date of disconnection.
11. That the licensee shall not be held responsible for any interruption or diminution of supply of electricity.
12. All the above declaration given by the Applicant shall be construed to an Agreement between the licensee and the Applicant.

Signature of the Applicant

Name of the applicant

SIGNED AND DELIVERED

In presence of witness

Name of Witness

Application form – Change in Name of Registered Consumer

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Sanctioned load/ Contract demand	
5	Address:	Telephone no.:
6	Name of the person in whose name connection to be changed (in CAPITAL LETTERS)	

Note: The following documents are attached with the application form:

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. No Objection Certificate from the existing consumer if available/possible.
4. Registered deed/ Succession certificate/ _____ (if any other document, please specify)

Date: _____

Signature of the Consumer

Place: _____

Name:

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for changing the name of Consumer to _____.

In this regard, the consumer is given a reference no. _____ to be used for all future correspondence.

Signature / Seal of licensee’s representative
Name and Designation:

Application form – Transfer of Ownership to Legal Heir

1	Service Connection No.	
2	Name of Registered Consumer (at present)	
3	Consumer category	
4	Sanctioned load/ Contract demand	
5	Address:	Telephone no.:
6	Name of the person in whose name connection to be changed (in CAPITAL LETTERS)	

Note: The following documents are attached with the application form:

(Tick whichever applicable)

1. Copy of latest bill duly paid
2. Proof of ownership / legal occupancy of premises
3. Registered deed/ Succession or Legal Heir certificate/ Mutation deed/ _____ (if any other document, please specify)
4. NOC from other legal heir(s) in case connection is to be changed in the name of one of the legal heirs

Date: _____

Signature of the Consumer

Place: _____

Name:

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for changing the name of Consumer to _____.

In this regard, the consumer is given a reference no. _____ to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

Annexure 11.6

Application form – Conversion of Services / Change of Consumer Category / Shifting of Premises

(Tick the applicable purpose)

1	Service Connection No.	
2	Name of Consumer	
3	Consumer category	
4	Sanctioned load/ Contract demand	
5	Address:	Telephone no.:
6	Request for change in service:	
i)	IF request is for conversion of service: (Tick whichever applicable)	a) Conversion from LT single phase to LT 3-phase b) Conversion from LT 3-phase to LT single phase c) Conversion from LT to HT d) Conversion from HT to LT e) Conversion from HT to EHT f) Conversion from EHT to HT g) Other (Please specify)
ii)	IF request is for change in consumer category, mention the tariff category to which Consumer wants to shift:	(See list of all tariff categories attached with this form)
iii)	IF request is for change in premises:	a) New address to which existing service connection is to be shifted: b) Details of equipment to be shifted (Meter/service line, LT/HT line, transformer, etc.):
iv)	Is request for shifting of meter in same premises	Yes/No
7	Reason for change in service	

Note: The following documents are attached with the application form: (Tick whichever applicable)

1. Installation inspection report
2. Proof of ownership / legal occupancy of premises, if request is for shifting of premises

Date: _____

Signature of the Consumer

Place: _____

Name:

Acknowledgement

Application form of Service Connection No. _____ at present in the name of _____ (name of applicant) has been received on _____ (date) for _____ (purpose).

In this regard, the consumer is given a reference no. _____ to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

DRAFT FOR DISCUSSION

Application form – Load Enhancement / Load Reduction

(Tick the applicable purpose)

1	Name of the Applicant/Organization:	
2	Service Connection Number	
3	Address of premises to which electricity is being supplied	Telephone No.:
4	In case of Load Enhancement:	
	Existing sanctioned load (in kW):	Enhanced load requested (in kW):
5	In case of Load Reduction:	
	Existing sanctioned load (in kW):	Reduced load requested (in kW):
6	Reason(s) for Load Enhancement / Reduction:	
7	Details of load added/ disconnected from supply, if applicable. (Please attach list of equipments category-wise) (a) Lighting (b) Motive Power (c) Agricultural (d) Other (please specify)	

Date: _____

Place: _____

Signature of the consumer

Name:

Note: The following documents are attached with the application form (*if applicable*)

1. A work completion certificate & test report from Licensed Electrical Contractor, if the consumer's installation has been altered.
2. Resolution for authorised signatory.

Acknowledgement

Application of for load enhancement / load reduction against Service Connection No..... is hereby received on (date)

In this regard, the applicant is given a reference no. to be used in all future correspondence.

Signature / Seal of licensee's representative

Name and Designation:

Procedure for Determination of Connected Load

(Domestic Connection)

Name of applicant: _____

Service Connection No. (for existing connections): _____

Address of applicant: _____

Electrical equipments proposed to be put to use:

(Please fill-up the following table to enable determination of the connected load. Normally the actual load of each item will be considered to determine the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)

Item	Load per item (Watts)	No.	Total load (Watts)
<i>1</i>	<i>2</i>	<i>3</i>	<i>4 = 2x3</i>
CFL	15		
Bulb	60		
Tube light	50		
Fan	60		
Tape-recorder/ Music system	100		
Television	90		
Mixie	375		
Electric iron	750		
Fridge	150		
Cooler	250		
Heater (for cooking and water heating)	1000		
Washing machine	750		
Geyser	2000		
Microwave oven	2000		
Air Conditioner (1 ton)	1500		
Air Conditioner (1.5 Ton)	2250		
Computer	100		
Printer	150		
Pump-set	375		
Total			

Test Result Report of Applicant's Installation

(Regulation 31 of Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010)

(To be filled by licensee's representative)

Reference No.: _____

Date _____

1. Name and address of the Consumer
2. Details of the installation
3. Short circuit fault level of the installation
4. Date of Commissioning of installation (In case of additional supply or reconnection)
5. Results of the tests conducted

S No	Equipment	Test Conducted	Test Results	Remarks
1	Linked Switch with Fuse(s)	(a) Mechanical operation (b) Rating of Fuse (c) Contact of Blades	Smooth/Troublesome _____ Amp Full/Partial	
1 a	Isolator	(a) Mechanical operation (b) Remote operation (c) Local operation (d) Measurement of Contact resistance (e) Interlocking with earth switch (f) Interlocking with CB (g) IR Values Open Condition Closed Condition	OK/Not OK OK/Not OK OK/Not OK _____ micro Ohm OK/Not OK OK/Not OK _____ M Ohm Ph-Ph Ph-E _____ _____	
2	Circuit Breaker S No	Rating of the Circuit Breaker (i) Type (ii) Voltage (iii) Normal Current (iv) Rupturing capacity IR Values Open Condition Closed Condition Contact Resistance Mechanical Operation Remote Operation Local Operation Interlocking with Isolator Interlocking with Earth switch Alarm and Trip for OTI/WTI/Buchholz/PRV Earth Fault Relay	 _____ _____ kV _____ Amps _____ KA Ph-Ph Ph-E _____ _____ _____ micro Ohm Instant Smooth / Time Gap (Sec) OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK	

		Over Current Relay Under Voltage Relay SF6 Pressure Alarm and trip Operation Test	OK/Not OK OK/Not OK OK/Not OK OK/Not OK	
3	Transformer S No	(2) Insulation resistance Value (i) HT to LT (ii) HT to Earth (iii) LT to Earth Break down Voltage Test Oil Sample - I (Top) Oil Sample - II (Bottom) Vector Group Test Polarity Test Magnetizing Balance Tan Delta Test (as per capacity) Oil level in conservator tank Oil level in breather cup OTI/WTI settings OTI / WTI Alarm and Trip operation Operation of Buchholz relay Operation of PRV Oil leakage Interlock of door switch for dry transformer Clearance for side clearance: Between two Transformers : (P) Body Earth resistance Neutral Earth resistance	____ M Ohm ____ M Ohm ____ M Ohm ____ kV ____ kV OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK A/T __°C A/T __°C OK/Not OK OK/Not OK OK/Not OK OK/Not OK ____ Cms ____ Meters ____ Ohm N1 __ Ohm N2 __ Ohm	
4	DG Sets S No for 1. Alternator 2. Engine	(3) Interlocking with other Supply Sources Body Earth resistance Neutral Earth resistance	OK/Not OK ____ Ohm N1 __ Ohm N2 __ Ohm	
5	Cable Size: Sq mm	(4) Insulation Resistance Values (i) Ph-Ph (ii) PH –Earth (iii) Ph-Earth + Other Ph (5) Bending Radius	____ M Ohm ____ M Ohm ____ M Ohm OK/Not OK	
6	Earthing	(6) Metal and Size of Earth Strips Type of Earthing (i) Plate Earthing (ii) Pipe Earthing (iii) Counter Poise Earthing Value of Earth resistance of earth	Cu/Al/GI __ Sq mm Yes/No Yes/No Yes/No N1 __ Ohm N2 __ Ohm	

		electrodes for (iv) Reactor Neutral (v) LAs (vi) Structure (vii) Frame/Bodies of equipment (viii) Motors	(R)___ Ohm (Y)___ Ohm (B) ___Ohm ___ Ohm ___ Ohm ___ Ohm	
7	Potential Transformer	(7) Ratio Test (8) Polarity Test (9) BDV of Oil (10) IR Test	OK/ Not OK OK/ Not OK ___ kV (R) P-E ___ M Ohm (Y) P-E ___ M Ohm (B) P-E ___ M Ohm	
8	Current Transformer	(11) Ratio Test (12) Polarity Test (13) BDV of Oil (14) IR Test	OK/ Not OK OK/ Not OK ___ kV (R) P-E ___ M Ohm (Y) P-E ___ M Ohm (B) P-E ___ M Ohm	
9	Transmission Line	(15) Physical condition of conductor / tower (16) Check of tower accessories (17) Tower footing resistance (18) Conductor continuity test (19) Check of ground clearance (20) Check of electrical clearance along the route	Ok/Not OK Ok/Not OK ___ Ohm Ok/Not OK Ok/Not OK Ok/Not OK	

General Observations

S No	Item	Observation
1	Check of required phase to phase, phase to ground and sectional clearance	
2	Check for equipment layout and overall installation details	
3	Test of resistance of earth mat or earth electrodes as applicable	
4	Check of consumer's pre-commissioning test reports of individual equipments	
5	Check of manufacturer's routine /type test reports of individual equipments	
6	Whether Inspector's approval if applicable is obtained	
7	Whether owner's self certification about compliance with the Regulations is obtained?	
8	General observations and views (specific deviation from the requirements of the Regulations shall be clearly brought out)	

Name, Signature and Seal of Authority

Annexure 11.10

Meter Related Complaints / Request for Testing of Meter

(Tick the applicable purpose)

Complaint reference No.: _____ (to be given by licensee)

1. Service Connection No.: _____
2. Name of the consumer: _____
3. Address and Telephone No. of the consumer: _____

4. Brief description of the complaint – Burnt out / Completely stopped / Fast meter / Seal broken / Testing of Meter
5. Initial cost of meter was borne by (*tick one*): Consumer / licensee
6. Complainant desires to provide/has provided a new meter for replacement (*Yes/No*):
7. Any other information

Date: _____ (Signature of Consumer)

(For Office Use)

1. Site verification report
Signature (concerned official)
2. Comments of concerned official
Signature (concerned official)

Acknowledgement

Complaint reference no.: _____ (to be given by licensee)
Complaint received by: _____ (name and designation)
Date of receiving complaint: _____

Signature / Seal of licensee's representative
Name and Designation:

Meter Testing Result Report**1. Consumer Particulars**

Service Connection No. _____ Name of consumer: _____
 Consumer category: _____ Sanctioned Load/ Contract demand:

 Address of consumer: _____

2. Meter Particulars

Meter No. _____ Size _____
 Type _____ C. T. Ratio _____
 E/L- LED Status Rev LED status _____

3. Revolution / Pulse Test

Meter Constant _____ Load _____
 Reading before test _____ Reading after test _____
 No. of Revolution/pulse taken _____ Actual Time Taken for the test _____
 Energy Recorded by meter _____
 Energy Recorded by a standardized meter _____
 Error _____

RESULT

Consumer Meter recorded _____ % LESS / MORE Consumption
 Needs replacement OR Results are within limits

Certificate

This is to certify that testing has been carried out as per the procedure prescribed by the Commission. An external load of _____ kW was used for testing for 1 kWh and total time taken was _____ minutes. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer
 Name:

Signature of Company Official
 Name and Designation:

Note: Approximate time taken for test for different external loads is as under:

Load in kW	Approximate time in minutes
1 kW	60
2 kW	30
4 kW	15
5 kW	12

Format for Application of Advance Payment

Service Connection No. _____
Name of consumer: _____
Consumer category: _____
Sanctioned Load/Contract Demand: _____
Address of consumer: _____

_____ Telephone No.: _____

Dear Sir,

I wish to make advance payment for the period from _____ to _____ against the above referred connection.

You are requested to kindly send me a provisional advance bill for my electricity consumption of above period, so that I can make payment.

Thank you.

Signature of Consumer

Name of Consumer:

Format for Inspection Report in case of UUE/Theft

Date of Inspection: _____

S.No.: _____

Inspecting Agency: _____

Service Connection No.			
Name of Consumer			
Consumer category			
Address:			
Load Details			
a) Sanctioned/Contract Demand			
b) Billing Load			
c) Total Connected Load			
Type of Irregularity: <i>(Tick whichever applicable)</i>			
Unauthorised Use of Electricity	Excess Load	Theft	Other <i>(Specify in detail)</i>
INSPECTION RESULT:			
Meter No. (Painted):	CT Box Seal No.:	Found:	
Meter No. (Dial):	Meter Box Seal No.:	Found:	
Reading (kWh):	Meter Terminal Seal No.:	Found:	
Reading (kVAh):	Half Seal No.:	Found:	
Reading (kVARh):	Working Meter:		
MDI:	Cable Status:		
Power Factor:	CT Ratio:		
Size:	Type:		
Shunt Capacitor <i>(Tick one)</i>	<ul style="list-style-type: none"> • Shunt Capacitor _____ No. of _____ rating and _____ make found installed in working order to maintain the power factor; <i>OR</i> • No shunt capacitor found installed. Power factor measured _____ lagging 		

Generator: _____ kVA found installed with / without permission

Details of Seals

Other observations by Inspection Team:

Note to Consumer: You are requested to please appear before _____ on the time and date mentioned in the Show-Cause Notice issued by inspection team member/police officer.

Signature of Consumer

Name of Consumer: _____

Signature of Assessing/Authorised Officer(s):

Signature:	1. _____	2. _____	3. _____	4. _____
Name:	1. _____	2. _____	3. _____	4. _____
Designation:	1. _____	2. _____	3. _____	4. _____
Employee No.:	1. _____	2. _____	3. _____	4. _____

Annexure 11.14

Request for Permanent Disconnection & Termination of Agreement

Service Connection No. _____
Name of the consumer: _____
Consumer category: _____
Sanctioned load/Contract demand: _____
Address: _____

It is requested that the above connection may be disconnected and the relevant Agreement with the licensee be terminated forthwith.

Note: The following documents are attached with the application form:

1. Copy of last bill
2. Copy of payment receipt of last bill

Thank you.

Date: _____
Place: _____

Signature of the Consumer
Name:
Phone no.:
Address:

Acknowledgement

Application of _____ (name of applicant) complete in all respects for disconnection and termination of Agreement has hereby been received at this office on _____ (date).

In this regard, the applicant is given a reference no. _____ to be used for all future correspondence.

Signature / Seal of licensee's representative
Name and Designation:

Format for Intimation to Consumer after Termination of Agreement

Licensee's Office
Office Address

Date. _____

Service Connection No. _____

_____ (Name of consumer)

_____ (Address of consumer)

This is to inform you that an agreement dated _____ against Service Connection No. _____ between yourself and _____ (name of licensee) regarding supply of _____ kW/kVA (sanctioned load/contract demand) in the _____ consumer category has been terminated w.e.f. _____ (date) on account of (reason) _____

Your supply has been disconnected permanently.

After final adjustment of all charges and energy bills an amount of:

1. Rs. _____ is payable to you for which Cheque No. _____ is enclosed.
2. Rs. _____ is due from you. You are requested to pay the amount within a week of receipt of this letter, failing which, action as prescribed under the law shall be initiated for recovery of the amount.

Thank you.
Sincerely,

Signature / Seal of licensee's representative
Name and Designation:

Annexure 11.16

Format for Intimation to Consumer after Temporary Disconnection of Supply

Licensee's Office Address

Date _____

Service Connection No.: _____

Name of consumer: _____

Consumer category: _____

Sanctioned Load/Contract Demand: _____

Address of consumer: _____

This is to inform you that your supply has been temporarily disconnected with effect from _____
(date) due to the following reason(s):

You are requested to remove the cause of disconnection and intimate this office at the earliest. You are also requested to pay a sum of Rs. _____ towards disconnection & re-connection charges and _____ (mention if any other dues are to be deposited, with a detailed break-up).

If the cause of disconnection is not removed to the satisfaction of this office and above amount is not paid, within 45 days of this notice your supply shall be disconnected permanently without any further notice.

Thank you.
Sincerely,

Signature / Seal of licensee's representative
Name and Designation

Determination of Security Deposit amount for New Connection Application

Security deposit amount for a consumer = Load x Load Factor of the category in which the consumer falls x (Billing cycle + 45 days) x Current tariff

S. No.	Particulars	Load factor ¹
1.	Domestic	30%
2.	Commercial	50%
3.	LT Industrial	50%
4.	HT/EHT Industrial:	
	• Single shift industries	50%
	• Double shift industries	75%
	• Continuous industries	100%
5.	Agriculture / Water Supply	33%
6.	Street lights	40%
7.	Signals & blinkers	75%
8.	Railway Traction	50%

¹ Subject to modification by the Commission

Assessment of Energy in cases of Theft

1. The assessment formula for calculation of the consumption due to theft of electricity shall be as under:

$$\text{Units assessed} = L \times D \times H \times F$$

Where,

L = Load (Connected load found in the consumer's premises during the course of inspection) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable;

D = Number of working days per month, during which unauthorised use/theft is suspected and will be taken for different categories of use as below::

S. No.	Particulars	Days
1.	Continuous industry	30
2.	Non-continuous industry	25
3.	Domestic	30
4.	Agriculture	30
5.	Non Domestic (continuous) viz. hospitals, Hotels, restaurants, guest houses, nursing homes, Petrol pumps.	30
6.	Non Domestic (general) i.e. other than (5)	25
7.	Water works & street lights	30
8.	Other categories	30

H = Use of supply hours per day, which will be taken for different categories of use as below:

S. No.	Particulars	Hours
1.	Single shift industry (day / night only)	08
2.	Non-continuous process industry (day & night)	20
3.	Continuous process industry	24
4.	(i) Non Domestic (general) including restaurants	12
	(ii) Hotels, hospitals, nursing homes, guest houses, petrol pumps	20
5.	Domestic	08
6.	Agriculture	06
7.	Water works	08
8.	Street light	12
9.	Other categories	12

F = Load factor, which shall be taken for different categories of use as given below:

S. No.	Particulars	Load factor
--------	-------------	-------------

1.	HT (including load above 75 kW for non domestic and above 107 HP or 100 kVA for industries on LT)	100%
2.	LT Industrial (107 HP or 100 kVA)	75%
3.	Non- domestic (up to 75kW)	60%
4.	Domestic (up to 75 kW)	40%
5.	Domestic HT (including load above 75kW on LT)	40%
6.	Agriculture	100%
7.	Water supply	100%
8.	Street light	100%
9.	Direct theft – All categories	100%

Assessment of Energy in case of Temporary Connection

- In the case of temporary connection, the assessment of units consumed for theft of electricity shall be done as under:

$$\text{Units assessed} = L \times D \times H$$

Where,

L = Load (found connected at the time of inspection) in kW;

D = Period of assessment in days; and

H = 6 hours for agriculture connections and 12 hours for others.

General Conditions of Supply**Wiring on Consumer's Premises**

- 11.2 The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. The material used for wiring shall comply with or be superior to the standards laid down by the Bureau of Indian Standards. All high-rise buildings, having a height of more than 15 meters from ground level, shall also comply with Rule 50-A of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. Wiring shall be tested as per provisions of Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010.

Installation of AC Motors

- 11.3 No AC motor shall be connected to the low or medium voltage system of the licensee unless the motor and the installation thereof have a suitable device to limit the starting current in accordance with the requirement indicated below.
- (1) power supply shall not be given to any applicant at low or medium voltage for utilizing induction motors of 3 HP capacity or above or welding transformers of 1 kVA capacity or above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminal of such motors and welding transformers to achieve an average monthly power factor that is specified in this Code;
 - (2) motors of low or medium voltage shall be provided with control gear to satisfactorily prevent the maximum current demand from the consumer's installation exceeding the limits given in the following schedule under all possible conditions:

Nature of Supply	Size of Installation	Max. Current Demand
Single phase/ three phase	(a) Up to and including 1 BHP.	Six times full load current
	(b) Above 1 BHP and up to and including 10 BHP	Three times full load current
	(c) Above 10 BHP and up to and including 15 BHP	Two times the full load current
	(d) Above 15 BHP	One and a half times the full load current

Failure to comply with these requirements shall render the consumer liable to be disconnected. The licensee may, depending on the location and condition of working, relax the starting current limit;

- (3) A triple pole linked switch protected by a no-volt release shall control the motor circuit and triple pole fuses (or overload release). It is important that the release shall be maintained in good working order. Wiring for motors shall be run with all three-phase wire bunches in a metallic conduit, which shall be effectively earthed throughout and shall be connected to the frame of the motor from which two separate earth wires shall run. The minimum permissible size of the earth wire permitted shall be No. 14 SWG. Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010, as amended from time to time, shall be complied with in every respect;
- (4) Total harmonic voltage distortion shall not exceed the limits mentioned below:
EHT = 4%
HT = 10%
LT = 15%
- (5) In addition, synchronous motors shall also be provided with an apparatus to control watt-less current.

Installation of Irrigation/Agriculture Pump Set

11.4 All new pumping set connection/reconnections shall have the following:

- (1) friction less foot valve;
- (2) HDPE piping suction and delivery;
- (3) ISI marked energy efficient monobloc pump set;
- (4) capacitor of adequate rating for the pump set.

Parallel Operation with the Supply System of licensee

- 11.5 The consumer shall arrange the plant, machinery and apparatus of his generating units, including an extension of or addition to the same, to operate in an isolated mode, with the consent of the Commission, for capacity above 50 kW. Where consent has been given for parallel operation, the consumer shall arrange his installation to protect it from disturbances in the licensee's system. The licensee shall not be liable for any damage caused to the consumer's plant, machinery and apparatus on account of such parallel operation, or any adverse consequence arising thereof. For parallel operation with the grid, the consumer shall have to follow the provisions of Maharashtra Electricity Regulatory Commission (State Grid Code) Regulations 2006 and other relevant Regulations and shall pay synchronizing charges as approved by the Commission. The actual operations shall be carried out in coordination with the STU and the licensee.
- 11.6 If it is brought to the notice of the SLDC/licensee that a particular consumer is using electricity during emergency rostering by unauthorised or irregular means, the feeder feeding such a consumer shall be opened to disenergize it from the source grid sub-station, on instructions from the SLDC, for which the consumer shall be solely responsible.