



THE ASSAM GAZETTE

অসাধাৰণ

EXTRAORDINARY

প্ৰাপ্ত কৰ্তৃত্বৰ দ্বাৰা প্ৰকাশিত

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GOVERNMENT OF ASSAM

ORDERS BY THE GOVERNOR

ASSAM ELECTRICITY REGULATORY COMMISSION

NOTIFICATION

Dated the 6th November, 2017

No. AERC.280/2017/56. In exercise of the power conferred by section 50 and clause (x) of sub-section (2) of section 181 of the Electricity Act, 2003 (36 of 2003) (hereinafter referred to as 'the Act') and all other powers enabling it in this behalf, and after previous publication, the Assam State Electricity Regulatory Commission hereby makes the following Regulations, to replace the 'Electricity Supply Code and Related Matters Regulations, 2004', namely,

CHAPTER-I

General

1.1 Short Title and Commencement

- These Regulations shall be called the 'Assam Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2017'. (Herein after referred to as the 'Supply Code' or 'Code').
- These Regulations shall come into force from the date of their publication in the Assam Gazette.

1.2 Applicability

This Code shall be applicable to:

- a) All Distribution and Retail Supply licensees including Deemed licensees and all consumers of electricity in the State of Assam.
- b) All other persons who are exempted under section 13 of the Act; and
- c) Unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.

1.3 Introduction

1.3.1 Coverage

This Code contains matters connected with the supply of electricity to a person and other related matters.

The Code details the rights and obligations of the licensee and consumers towards each other and specifies a set of practices, standards and norms required to be adopted by a licensee to provide efficient, cost-effective and consumer friendly service to the consumers.

The Code, inter alia, covers:

- a) The procedure for connection, disconnection, reconnection, assessment of load, changes in existing connections (load modifications, change of name, change of tariff category etc.)
- b) Practices relating to consumer metering, billing and payment of bills.
- c) Matters related to theft and unauthorized use of energy.

1.3.2 Related provisions of the Electricity Act, 2003

- a) This Code is made under provision of section 181(2)(x) of the Electricity Act, 2003, which provides that the State Commission shall make 'Electricity Supply Code' (Regulations) under section 50 of the Act.
- b) The section 50 of the Act covers provisions for the following matters :
 - i. Recovery of electricity charges
 - ii. Intervals of billing of electricity charges
 - iii. Disconnection of electricity for non-payment of charges
 - iv. Restoration of supply of electricity
 - v. Measures for preventing tampering, distress or damage to electric plants or electric lines or meters
 - vi. Entry of Distribution Licensee or any person acting on his behalf for disconnection of power supply and removal of meter and entry for replacing, altering, maintaining electric lines or plants and meters
- c) As provided under section 50 of the Act, this Code also includes the following 'such other matters', related to supply of electricity to a person :

- i. Under section 181(2)(t) - Period (within which supply to be provided, where extension of distribution mains or commissioning of new substation is necessary) to be specified by the Commission for the purposes specified under section 43(1) of the Act.
- ii. Under section 181(2)(v)- reasonable security payable to the Distribution licensee under section 47(1).
- iii. Under section 181(2)(w)- payment of interest on security under section 47(4).
- iv. Under section 181(1) , generally to carry out the following provisions—
 - (i) Section 44 — Exception from duty to supply electricity
 - (ii) Section 46 — Authorise a Distribution licensee to charge from a person expenses incurred in providing electric lines or plant in pursuance of section 43.
 - (iii) Section 47 —Regarding Security Deposits
 - (iv) Section 48 — Additional term of Supply.
 - (v) Section 55 — Use etc. of meters
 - (vi) Section 56 — Disconnection of Supply in default of payment
 - (vii) Section 126-127 - Assessment for Unauthorized use of Electricity and related matters.
 - (viii) Section 135 - Theft of Electricity and related matters.

1.3.3 Other Regulations

This Code shall be read in conjunction with the following Regulations of this Commission:

- a) AERC (Distribution licensees' Standard of Performance) Regulations, 2004
- b) AERC (Distribution Code) Regulations, 2004
- c) AERC (Redressal of Consumer Grievances) Regulations, 2016
- d) AERC (Grid Interactive Solar PV System) Regulations, 2015

In case of any inconsistency, the provision of this Code shall prevail.

1.3.4 Reference of Regulations and Regulatory Guidelines

While preparing the AERC (Electricity Supply Code) Regulations, 2016, references are made to the following Regulations/Regulatory Guidelines/Orders, as applicable-

- a) The Electricity (Removal of difficulties) Order, 2005 vide S.O. 790(E), dated 8th June, 2005 of the Ministry of Power, Govt. of India related to 'Inclusion of measures to control theft in Electricity Supply Code'.
- b) Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 .
- c) Central Electricity Authority (Installation & Operation of meters) Regulations, 2006.
- d) Central Electricity Authority (Grid Standards) Regulations, 2010
- e) Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010.
- f) Central Electricity Authority (Technical Standards for Connectivity of the Grid) Regulations, 2007.
- g) Central Electricity Authority (Technical Standards for Connectivity of the Distributed Generation Resources) Regulations, 2012.

1.4 Definitions and Interpretations

1.4.1 Definitions

In this Code, unless the context otherwise requires:

1. "Act" means the Electricity Act, 2003 and subsequent amendments thereof;
2. "Additional meter" means a meter installed by the licensee for energy accounting purpose.
3. "AERC" means the Assam Electricity Regulatory Commission constituted under section 17 of the Electricity Regulatory Commissions Act, 1998 and which is deemed to be so under section 82 of the Electricity Act, 2003 ;
4. "Agreement" means an agreement entered into by the Distribution licensee and the consumer;
5. "Apparatus" means electrical apparatus and includes all machines, fittings accessories and appliances in which conductors are used;
6. "Appellate Authority" means the authority prescribed under sub-section (1) of section 127 of the Act;

7. "Applicant" means an owner or occupier of any land/premises who files a registration form/ an application form with a licensee for supply of electricity, enhancement or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, Rules and Regulations made there under or other services;
8. "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;
9. "Application form" means an application made for electrical connection in the appropriate format of the licensee before payment of applicable charges;
10. "Area of supply" means the area within which a licensee is authorised by his licensee to supply electricity;
11. "Assessing Officer" means an officer designated as Assessing Officer by the Government of Assam under provisions of section 126 of the Act;
12. "Authorised Officer" means an officer designated as Authorised Officer by the Commission or the Government of Assam, as the case may be, under provisions of section 135 (1A) and 135(2) of the Act respectively;
13. "Authorised Representative" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/ entity;
14. "Billing demand" means the demand on which demand charge shall be made;
15. "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;
16. "Billing meter" or "Main meter" means a meter used for accounting and billing of electricity supplied to the consumer;
17. "Calendar year" means the period from the first day of January of a year to the thirty first day of December, of the same year;
18. "Chartered Electrical Safety Engineer" means a person as notified by the State government under regulation 5A of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010.

19. "Check meter" means a meter connected to the same core of the Current Transformer (CT) and Potential Transformer (PT) to which main meter is connected;
20. "Commission" means the Assam Electricity Regulatory Commission constituted under the Act;
21. "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;
22. "Connected load" expressed in kW, means aggregate of the manufacturer's rated capacities of all energy consuming devices or apparatus connected with the Distribution licensee's service line in the consumer's premises which can be simultaneously used and shall be determined as per the procedure laid down in this Code. If rating is in kVA, the same may be converted to kW by multiplying the kVA by power factor of 0.85. If the same or any other Apparatus is rated by the manufacturer in HP, the HP rating shall be converted to kW by multiplying it by 0.746 ;
23. "Connection point" means a point at which the consumer's installation and/or apparatus are connected to Distribution licensee's distribution system and shall be the incoming terminal of the switchgear/cut out installed by the consumer.
24. "Consumer" means any person who is supplied with electricity for his own use by a licensee or Government or any other person engaged in the business of supplying electricity to the public under the 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 the licensee ;

In this Code, the term shall also include persons who have applied for an electricity connection, persons whose supply has not yet commenced even after connection has been provided or whose electricity supply has been discontinued for non payment of dues etc but whose connecting service lines/electrical apparatus has not been physically dismantled or whose agreement has not been terminated;

25. "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;

26. "Contracted load" or "Contract demand" means the maximum demand in kVA, agreed to be supplied by the licensee and indicated in the agreement executed between the licensee and the consumer. In case, no agreement is made, the connected load will be provisionally treated as contract load, till the Agreement is made.
27. "Cut-out" means any appliance or device for isolating any electrical system for interrupting the conduction of electricity.
28. "Date of commencement of supply" is the date when the licensee energizes the consumer installation by connecting to the Distribution mains;
29. "Dedicated feeder" means a feeder from the licensee's substation or the line to the point of supply of a consumer or a group of consumers for supplying electricity to that consumer or group of consumers on the same premises or on contiguous premises;
30. "Demand charge" for a billing period refers to a charge levied on the consumer based on the billing demand and shall be calculated as per the procedure laid down in the Tariff Order approved by the Commission;
31. "Disconnection" means the physical separation of installation of the consumer from the system;
32. "Distribution mains" means the portion of any main with which a service line is, or is intended to be, immediately connected;
33. "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 (66 kV and above) consumers.

34. "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;

35. "Electrical Inspector" or "Inspector" means an Electrical Inspector appointed under sub-section (1) of section 162 of the Electricity Act, 2003, by the Government of Assam;
36. "Electric line" means any line which is used for carrying electricity for any purpose and includes:
 - a) 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
 - b) Any apparatus connected to any such line for the purpose of carrying electricity;
37. "Emergency rostering" means load shedding carried out by disconnecting at short notice or no notice for safety of personnel and equipment;
38. "Energy charge" refers to a charge levied on the consumer based on the quantity of electricity supplied (units in kWh or kVAh as per tariff);
39. "Extra High Voltage (EHV)" or "Extra High Tension (EHT)" means a voltage exceeding 33000 Volts;
40. "Financial year" means the period beginning from first of April in an English calendar year and ending with the thirty first of the March of the next calendar year unless specified otherwise.
41. "Feeder" means a LT, HT or EHT line, emanating from a substation, to which a distribution substation or LT, HT or EHT consumers are connected;
42. "Fixed Charge" shall be as per provisions of the prevailing Tariff Order issued for the licensee by the Commission.
43. "Grid Interactive System" (GIS) means a system that connects the power generating plant (commonly Solar) in an electricity consumer's premises to an utility grid, so as to supply excess electricity to the distribution company's grid, after meeting the need of consumer and also to draw from the grid to meet the short fall, when sufficient electricity is not produced by the generating plant. Import-export and net energy consumed or injected is measured by 'net metering';
44. "High Voltage (HV)" or "High Tension (HT)" means a voltage level between 650 Volts and 33000 Volts;

45. "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;
46. "Independent feeder" means a 'dedicated feeder' as defined under item 26 above;
47. "Interconnection" shall have the same meaning as "connection point" as defined under item 21 above;
48. "Licence" means a licence granted under section 14 of the Act;
49. "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;
50. "Licensee" means a "distribution licensee" or a "Transmission licensee".
51. "Distribution Licensee" means an entity granted a licence under section 14(b) of the Act authorising them to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
52. "Load factor" is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the contracted load been maintained throughout the same period and shall usually be expressed as the following percentage-
- $$\text{Load factor in percentage} = \frac{\text{Actual units consumed in a given period} \times 100}{\text{Contracted load in kW} \times \text{No. of hours in the period}}$$
53. "Low Tension (LT)" means a voltage that does not exceed 230 volts between phase and neutral or 400 volts between any two phases;
54. "Maximum demand" means the highest load measured in kVA or kW at the point of supply of a consumer during any consecutive period of 30 (thirty) minutes or as specified by the Commission, during the billing period;
55. "Medium Voltage" means the voltage which normally exceeds 230 V between phase and neutral and upto 650 V;
56. "Meter" means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or kVAh, maximum demand in kW or kVA, reactive energy in kVAR hours etc. including accessories like Current Transformer (CT), Voltage Transformer (VT) / Potential Transformer (PT) / Capacitor Voltage

Transformer (CVT) etc. where used in conjunction with such meter. It shall also include any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorised use of electricity;

57. "Minimum charge" shall be as approved by the Commission in the Tariff Order of the licensee;s
58. "Notified voltage" means a voltage notified by the State Government for the purpose of self certification under Regulation 30 and Regulation 43 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010.
59. "Occupier" means the owner or person in occupation of the premises where energy is used or proposed to be used;
60. "Overhead line" means any electric supply-line, which is placed above ground and in the open air but excluding live rails of traction system;
61. "Phased contract demand" means contract demand agreed to be availed in a phased manner;
62. "Plant" in this Code means an 'Electrical Plant' which may be a facility for generation, supply or utilization of electricity;
63. "Point of supply" carries the same meaning as 'connection point' as defined under item no 21 above;
64. "Power Factor" means the average power factor and shall be the ratio of the total kilowatt hours to the total kilovolt ampere hours supplied during the period; the ratio being rounded off to two decimal figures, 5 or above in the third place of decimal being rounded off to the next higher place in the second;

However if there is provision in the consumer's installation to record the actual average power factor for a particular period as in the case of a static energy meter, the same shall be taken.

65. "Premises" means land, building or infrastructure or part or combination thereof with proper demarcations and separate identity for which a metering arrangements can be made for specific use in the premises. In each of the premises, the tariff applicable to the specific category of consumer will be levied.
66. "Registration form" means a prescribed form available with the licensee, which is required to be submitted by a prospective consumer (applicant), on the basis of which the licensee's representative visits the premises and electrical installations to

be connected, to ascertain the feasibility of the connection and to gather other required information;

67. "Rural areas" means the areas which are not notified as urban areas by the Government of Assam;
68. "Sanctioned load" means the load in kW, kVA which the licensee has agreed to supply from time to time.
69. "Self certification" means a certificate issued by a supplier or the owner in the prescribed format as required under Regulation 30 and Regulation 43 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010.
70. "Service line" means any electric supply line through which electricity is, or is intended to be, supplied:
 - a) to a single consumer either from a distribution main or immediately from the Distribution Licensee's premises; or
 - b) from a distribution main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distribution main;
71. "Supplier" means any entity authorised to supply electricity to consumer under the provisions of the Act including a licensee;
72. "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;
73. "Tariff Schedule" means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;
74. "Theft" shall mean theft of electricity as defined in section 135 of the Act;
75. "Transmission licensee" means a person who has been granted a licence under section 14(a) of the Act authorising him to establish or operate transmission lines;
76. "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 the 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;

77. "Urban areas" means the areas covered by all Municipal Corporations and other Municipalities Act including the areas falling under the various Urban Development Authorities, Cantonment Authorities and Industrial Estates or Townships,
78. "User" means any person having electrical interface with, or using the distribution system of the Distribution Licensee to whom this Code is applicable. 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;
79. "Voltage unbalance" is defined as the maximum deviation in voltage between two phases divided by the average of the phase voltages of all three phases, expressed in terms of percent.

$$\text{Voltage Unbalance} = \frac{\text{Deviation between highest and lowest phase voltage}}{\text{Average voltage of three phases}} \times 100$$

1.4.2 Interpretation

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 as well as Rules and Regulations made thereunder. Expressions used herein but not specifically defined in the Act but defined under any 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 the Act or any law passed by a competent legislature shall have the meaning as is generally assigned in the electricity industry.

In the interpretation of this Code, unless the context otherwise requires:

- a) 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;
- b) 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;
- c) 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.
- d) The word 'he' will also mean 'she' in this Code.

1.5 Review of this Code (Regulations)

The Commission may, on its own at any time and on such terms as it may deem fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code after following due procedure in this regard.

Further, the Commission may, if found necessary, on receipt of a petition from an affected person praying for review / revision of this Code, constitute a panel consisting of representatives of consumer organisations, senior officials of licensee and persons representing the Commission to review and suggest changes required, if any in this Code. The Commission may in its own wisdom accept or reject the suggestion of the panel.

CHAPTER-II

System of Supply and Classification of Consumers

2.1 System of Supply

2.1.1 Frequency

The declared frequency of the alternating current (AC) shall be 50 Hz. The licensee shall as far as possible supply and maintain uninterrupted power supply in a frequency band between 49.70 Hz to 50.5 Hz.

These limits are subject to change based on notifications/directions of the Commission.

2.1.2 Voltage

a) The declared voltage of AC supply shall be as follows:

i. Low Tension (LT)

(i) Single Phase: 230 volts between, a phase and neutral.

(ii) Three Phase: 400 volts between any two phases.

ii. High Tension (HT)

Three Phase: 11 kV, 22 kV, 33 kV between phases.

iii. Extra High Tension (EHT)

Three Phase: 66 KV, 110 kV, 132 kV, 220 kV between phases.

b) The licensee shall design and operate the distribution system in conjunction with the transmission systems. The licensee shall maintain voltage at the point of commencement of supply to the consumer within the limits with reference to the declared voltage as stipulated hereunder;

i. Low & Medium Voltage: (+) 6%; and (-) 6%

ii. High voltage: (+) 6% and (-) 9%

iii. Extra high voltage: (+) 10% and (-)10%

These limits are subject to change based on notifications/directions of the Commission.

2.2 Classification of Voltage of Supply to consumers

2.2.1 Supply voltage for different connected loads

The supply voltage for different connected load shall normally be as follows-

a) For the period upto 31st December, 2020

Category	System of Supply
Low Tension	
All installations with a connected load less than 5 KW	Single phase at 230 V
All installations with a connected load of 5 kW or more upto 25 kW or 30 kVA*	3 phase, 4 wire at 400 V
High Tension	
Connected load exceeding 25 kW or 30 kVA upto 2000 kVA**	11 kV
Connected load exceeding 2000 kVA upto 10000 kVA**	33 kV
Extra High Tension	
Connected load above 10000 kVA	132/220 kV

* A power factor of 0.85 is considered.

** Providing of supply at 11 kV and 33 kV upto the connected load specified above is subject to availability of necessary line and transformer capacity in the respective voltages, otherwise the applicant will have to construct a dedicated line.

b) For the period w.e.f 1st January, 2021

Category	System of Supply
Low Tension	
All installations with a connected load less than 5 KW	Single phase at 230 V
All installations with a connected load of 5 kW or more upto 50 kW	3 phase, 4 wire at 400 V
High Tension	
Connected load exceeding 59 kVA* or 50 kW upto 2000 kVA	11 kV
Connected load exceeding 2000 kVA upto 10000 kVA	33 kV
Extra High Tension	
Connected load above 10000 kVA	132 kV

* A power factor of 0.85 is considered.

These classifications are subject to review and changes, and shall be effected through notification/order of the Commission.

Note:

- a) The connected load is for consideration of determination of voltage of supply to a consumer. For billing and other purpose contract load/ billing demand as specified under clause 2.2.3 would be considered. In the load sanction order/agreement for HT categories, contracted load/contract demand may be indicated both in kW and kVA (at pf 0.85). For LT supply the contract load will be in kW only.
- b) In case, a consumer is connected at a voltage with a transformer based on the connected load of the installation, reduces his connected load to a level for which transformer is not required, he will be continued to be supplied through the same transformer in the tariff applicable.
- c) Provided that, depending on system availability or other condition, the licensee, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation. Particularly in case of railways, the maximum and minimum limits of contract demand on the various voltage levels indicated in the above table may be relaxed by mutual agreement depending on the actual requirement and feasibility.

2.2.2 Supply at higher or lower voltage

- a) For supply at voltages higher than as applicable to the consumers as specified under clause 2.2.1, a rebate of 3% (or any other percentage as the Commission may decide) shall be applicable on energy consumption for each higher level of voltage.
- b) In case, supply is made to a consumer at voltage lower than specified above under clause 2.2.1, or metering is done on the L.T. side of the distribution transformer, then, for the purpose of billing a surcharge @ 3% (or any other percentage as the Commission may decide by an order) on the consumer's energy charges shall be added.

2.2.3 Contracted load/Contract Demand and Billing Demand**a) Contract Demand**

The Contract Demand of a consumer shall be -

i) LT consumers without Maximum Demand (MD) based tariff

The Contract Demand for LT consumers without MD based tariff will be the connected load of the premises as per the agreement entered into between the consumer and the licensee.

ii) LT consumers with MD based tariff and all HT and EHT consumers

- (a) The Contract Demand shall be as per the agreement entered into between the consumer and the licensee and having regard to the requirement of the consumer's installation and will be independent of connected load.
- (b) The contract demand of a consumer may be revised once in a year. However, in case of seasonal industries, such as Tea, Coffee, Rubber etc, the consumer may declare maximum of two seasonal contract demands in a year, one for season and for off season period.
The declaration shall have to be made to the licensee by 30th September of the preceding year.

b) Billing Demand

Billing demand is the demand on which demand charge shall be made as specified in clause 6.3.4.

2.2.4 Power Factor

It shall be mandatory for all consumers obtaining three phase supply to maintain an average power factor of not less than 85 % in respect of their installation. The Distribution Licensee shall not commence power supply to any applicant requiring motive power load of 3 HP (or 2 kW) or having motors with aggregate installed capacity 7.5 HP (or 5 kW) unless his installation is provided with a suitable and adequate power factor corrective equipment like the shunt capacitor.

Details regarding power factor apparatus and penalty for low power factor and rebate for high power factor are provided in clause 9.8 of this Code.

2.2.5 Supply to Energy Intensive Industry

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 through independent feeder in other cases at the request of the consumer if he is willing to bear all applicable charges and subjected to acceptance of conditions specified under clause 3.9.3

2.2.6 Load and voltage balancing

- a) Load Balancing: All 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.
- b) Voltage Balancing: The maximum permissible limit of voltage unbalance shall be as

specified in the table below-

Sl.No.	Nominal system voltage (rms)	Voltage unbalance (%)
1	400 V	5%
2	11 kV	5%
3	33kV -132kV	3%
4	220 kV	2%

2.3 Classification of Consumers

- a) The classification of consumers, tariff and conditions of supply applicable to each category shall be as fixed by the Commission from time to time in the Tariff Order or otherwise. The licensee may classify or reclassify consumers into various categories from time to time as per these classifications fixed by the Commission. No additional category other than those approved by the Commission shall be created by the licensee.
- b) Where a consumer has been classified under a particular category and is billed accordingly and it is subsequently found that the classification is not correct, the consumer will be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days. The licensee shall finalise the classification, after due consideration of the consumer's submissions.
- c) For any consumer other than BPL consumer, having a connected load below 1 kW, the contract demand will be taken as 1 kW, for the purpose of demand charge, security deposit or any other purposes as may be necessary.

CHAPTER-III

New power supply

3.1 Licensee's obligation to supply of Electricity on request

The licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity(including enhancement and reduction of load) to such premises within the time specified in clause 3.5 below, provided ,

- a) The supply is technically feasible.
- b) The consumer has observed the procedure specified in this Code.
- c) The consumer agrees to bear the cost of supply and services as specified in this Code.

3.2 Licensee's obligation to extend the distribution system and consumer's share in the cost

- a) 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.
- b) The licensee shall meet the cost for strengthening / up gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee for this purpose. The cost of investment shall be recovered from the consumers through tariff, as per the provision in the Tariff Regulations of the Commission.
- c) The consumer shall bear the Service Connection Charges, i.e. the cost of extension of service connection from the nearest Distribution Mains to the point of supply. In addition, the consumer shall also bear other charges including the cost of extension of mains, if any.
- d) When the distance of the premises where the service connection is required is more than 30 (thirty) meter from the existing distribution mains, such service connections shall be deemed to need extension of distribution mains.
- e) The cost of extension of distribution mains and extension / up gradation of the system upto the point of supply for meeting demand of new consumers shall be payable by the consumer, or any collective body of the consumers or otherwise as specified under clause 3.9.1 of this Code as per the provision of section 46 of the Act.

- f) The consumer may also meet the cost of service line as provided under clause 3.9.2 of this Code.
- g) It shall be the licensee's obligation to assign a unique consumer number for each consumer and communicate the same to the concerned consumer at the time of providing the service connection. The unique consumer number may include pole number, transformer number, 11 kV feeder number, distribution centre number, division number etc.

3.3 Exceptions from duty to supply of electricity

- a) While it is the duty of each distribution licensee to provide electric plant or electric line for giving supply to the premises specified above, no person shall be entitled to demand or to continue to receive from licensee supply of electricity for any premises having separate supply unless he has agreed with the licensee to pay him such price as specified by the Commission.
- b) Nothing contained under clause 3.1 above (under section 43 of the Act) shall be taken as requiring a Distribution licensee to supply electricity to any premises, if he is prevented from doing so by natural calamities such as cyclone, floods, storm, earthquake and other occurrences beyond his control.
- c) The licensee shall not grant supply of electricity to an area or colony or building or any premises, if any Court or the Government or any other competent authority has issued an order restraining or prohibiting such grant of supply of electricity.

3.4 Conditions for Grant of Connection

The licensee shall prominently display on its offices and website, detailed procedure for grant of new connection and the complete list of documents required to be furnished along with such applications. Security deposit determination norm (details in Appendix I), norm of preparing estimates (Appendix II) and standard cost of service lines (as specified under clause 3.9) shall also be prominently displayed. Wherever feasible, the licensee shall display in its offices and website the updated status of applications for new connections in that area/circle within jurisdiction of office.

3.5 Time frame for completion of different activities related to power supply

The overall time limits specified from the date of submission of registration form by a prospective consumer upto the date of commencement of supply for various types of services are in the table below.

Sl. No.	Type of Service	Time limits specified for supply of electricity after the date of submission of registration form (days)	
		URBAN	RURAL
1	L. T. Connection		
	i. If extension work is not required and the connection is to be given from the existing network.	30	36
	ii. If extension of line required	57	70
	iii. If installation of new transformer/ enhancement of transformer capacity required	82	99
	iv. Agriculture connection (if extension of LT line or installation / enhancement of transformer capacity required)		
	a) With approachable road		101
	b) Without approachable road		119
2	H. T. Connection		
	i. If no extension work is involved		42
	ii. If extension work is involved		128
3	Extra High Tension Connection		160

Note: In the above time frame it is stipulated that the time taken for payment after receipt of the demand note by different categories of consumer is as below:

- a) L.T. consumer - 6 days
- b) H.T. consumer- 10 days
- c) H.T/E.H.T consumers with extension - 18 days.

The time limit will be automatically increased corresponding to delay in payment beyond no. of days specified above.

Within the time frame specified above, the recommended time limit for different activities for various types of services are given in the table in Appendix III(A) and III (B).

3.6 Redressal of Grievances

In case, the concerned officer informs an applicant that the service connection requisitioned by him is not feasible or it is not feasible to provide supply within the time specified above, and if the applicant is aggrieved by such decision, the applicant may appeal to the next higher authority of the licensee, as specified in the AERC (Redressal of Consumer Grievances) Regulations, 2016. In case, the consumer is not satisfied with the decision of such Authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum, he may approach the Electricity Ombudsman.

3.7 Failure to comply with the time line

- a) If any licensee fails to comply with the time frame stipulated under clause 3.5, the licensee shall be liable to pay penalty as may be determined by the Commission in accordance with sub-section (3) of section 43 of the Act.
- b) The liability of the licensee to pay penalty under this Code shall be without prejudice to the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of section 57 of the Act.
- c) The licensee shall not be held responsible for delay, if any, in extending supply if the same is on account of problems relating to right of way or acquisition of land or court order or failure to obtain approval/clearance of the Electrical Inspector or any delay on account of force majeure conditions, over which the licensee has no reasonable control.

3.8 Priority and waiting list of applicants

- a) The licensee shall allot to the applicant a unique application number on receipt of a complete and proper application.
- b) The applicants shall be granted connections in the order of date and time of receipt of their application, subject to the time line specified in clause 3.5 read with Appendix III(A) and III(B) of this Code; provided that the next higher authority of the licensee for good and sufficient reasons to be recorded in writing, may grant out of turn priority to provide service connection to an applicant for domestic connection in exceptionally emergent cases.

- c) Information on waiting list of applicants, their current status, number up to which connections stand released etc., updated quarterly, shall be maintained at centralised Customer Service Centres and published in the website of the licensee and shall also be displayed on the notice board, kept at a prominent place in the local office of the licensee.

3.9 Cost of service connection/ extension and related matters

3.9.1 Standard cost of estimates

- a) The service connection charges and charges for other works like extension of lines, installation of transformers etc. as specified hereunder along with other charges like supervision charges shall be as approved by the Commission from time to time. In case of works in respect of which charges/standard estimates approved by the Commission are not available, a consumer/applicant shall bear the cost of extending the service connection as per estimate prepared by the licensee on site specific requirement.
- b) The norm for preparation of estimates of service connection and other works as mentioned at clause 3.9.1 (a) above is furnished at Appendix II.
- c) For uniformity, and expeditious disposal of cases the licensee shall prepare standard estimates for extension of service connections and extension of lines (11 kV and LT) for common types of works and get such estimates approved by the Commission. Such estimates shall be submitted to the Commission every year latest by end of February and after being approved by the Commission shall be valid for the next financial year .

The licensee shall prepare typical estimates of common type of work involved in providing service connections / extension of lines for service connection / installation of Transformers, based on actual field requirements. Typical estimate inter alia shall include –

1. Service connection and extension of line

- i) LT Service connection single phase (230 V) of length upto 10 meter and 10 to 30 meter for connected load upto 1 kW and between 2 to 4 kW in over head insulated conductor.
- ii) LT Service connection three phase (400 V) of length upto 10 meter and above 10 meter (A fixed cost + a variable cost meter for additional length) for load from 5 to 10 kW and 10 to 25 kW, in insulated overhead conductors, bare conductors, underground cable etc.
- iii) LT line of common specifications per kilometer length.
- iv) 11 kV line of common specifications per kilometer length.
- v) 11 kV substation of common size, type and specification upto 500 kVA.

2. Transformers (upto 500 Kva, 11/.4 Kv)

In case the connected/ contracted load of any new connection is projected to be 20 Kw (or 25KVA) or more the supply shall be at 11KV or above. The consumer shall install a separate Transformer of matching capacity at his own cost.

3.9.2 Service connection/ extension work done by consumers

The consumer may take up the work of drawing of service line from the licensee's distribution/transmission mains up to his premises as per Bill of Material, material specifications and layout approved by the licensee. The material should, conform to relevant BIS specification or its equivalent and should bear ISI mark wherever applicable. The licensee may ask for documentary evidence to verify the quality of materials used.

The electrical installation work shall be carried out by an Electrical Contractor licensed by the Electrical Licensing Board, Assam, conforming to the provisions of clause 29 of the CEA (Measures relating to safety and electric supply) Regulations,2010. The contractor shall have licence of proper grading/competency required for such work.

In case the service connection/ extension work got done by the consumer, the consumer shall have to pay only the 'Supervision charge' as specified in the Appendix II.

Work shall have to be completed by the consumer within the time stipulated in clause 3.5 read with Appendix III(A)and III(B). If the consumer fails to complete the work within the stipulated timeframe, the licensee, on giving fifteen days notice may cancel the work and the applicant has to apply afresh.

3.9.3 Rights and obligation of the licensee related to extension of work done by consumer or a group of consumers

Notwithstanding that the cost of whole or part of the dedicated service line paid by the consumer or a group of consumers, the whole service line upto the point of supply in the consumer's premises shall be the property of the licensee by whom it is to be maintained. The licensee shall have absolute right to make use of this facility for arranging supply of energy to other consumers subsequently coming up without adversely affecting the power supply to the consumer, who paid for the extension of the distribution supply network. In such cases, the consumer or the group of consumers who paid for the line may be compensated on pro rata basis, by realising such compensation from the new consumer(s) who are provided power supply from this line.

The licensee shall continue to have the right to use the service line of the consumer even when the supply to him is disconnected or the consumer discontinues drawl of power.

3.9.4 Notice regarding completion of service connection by licensee

When the licensee completes the service connection extension work and is ready to give supply, the licensee shall serve a 30 days' notice on the consumer to take power supply. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and the consumer shall be liable to pay any charges due and thereafter as per the agreement.

3.10 Power supply to special categories of consumers

3.10.1 Separate Establishment / Premises

For the purpose of application of this clause, separate establishments/ premises shall mean -

- a) having distinct set up and staff or
- b) owned or leased by different persons or
- c) covered by different licences or registrations under any Law where such procedures are applicable or
- d) for domestic category households having relevant document from a local authority, identifying the premises as separate.

Notwithstanding the above provisions, the Distribution licensee shall have the right to refuse separate service connections in the same premises, in case where it is reasonably established that the consumer is artificially splitting the unit with the intention of securing undue benefit of lower tariff.

3.10.2 Connection with separate meters with separate point of supply

Service or sub service with separate meters may be provided as below:

- a) In the name of the owner of the premise.
- b) In the name of occupier, provided the owner of the premises furnishes a written undertaking to clear the electricity dues and any other charges payable by the occupier in case of his default.
- c) In the name of the occupier without a written undertaking from the owner on realisation of additional load security over and above the normal load security. The additional load security would be 3(three) times normal load security.

3.10.3 Supply to multi-consumer complexes including -multi storied buildings

3.10.3.1 Supply to multiconsumer complexes :-

- a) For the purpose of providing new power to a building or a group of buildings having more than total load of 25 kW(30 KVA), power supply shall have to be provided through a separate distribution transformer of matching capacity. The cost of equipment and installation work of extension of L.T/ H.T line, distribution transformer and cables /controls / breakers /panels and all associated equipment and civil works shall be borne by the developer (the term include builder / society / consumers). All equipments installations shall be as per licensee's approved specification and under its supervision. The developer shall be responsible for safety and proper maintainance, repair and replacement of all such equipment and infastruture, associated with power syppy to the complex.
- b) In all residential /commercial complexes as well as in all multistoried buildings at the point of supply to the complex / building (which may be different from the point of commencement of supply to individual consumers of the complex), a suitable isolation device such as MCB, MCCB etc. of requisite capacity to carry and break full load current is to be provided by the consumer in a conspicuous position, to completely isolate the power supply to the building complex.
- c) Separate connections to owners of the multistoried buildings with individual meters shall be provided and each such entity (including 'common meter' for measuring consumption in common use like water pumping and outdoor lighting) shall be treated as a separate consumer for all purpose.
- d) In addition to the individual meters there shall be an additional meter' for recording total consumption in the complex on LV or HV side of the transformer.
- e) All individual Meters shall be provided at the ground floor in accordance with the procedure specified in the clause 6.2.4 (a). The metering panel shall normally be within 25 meters from the common isolating device near the transformer.
- f) The land / room required for housing the transformer panels and meters shall be provided by the developer / builder/ society/ consumer free of cost. Transformers should preferably be placed in open areas. In case, installation of a transformer in a room or closed area is unavoidable, all safety measures as per prevailing Rules and Regulations should be taken. In such cases, the transformer shall be installed in ground floor only and only dry type of transformer shall be installed inside a building.
- g) Consumption in common facilities like lift, water pumps etc. shall be metered separately (referred to as 'Common meter') and the bill for such consumption will be prepared in the name of the builder/developer/society as applicable.
- h) If requisitions for supply to individual owners are not received from the owners, connections may be given in the name of the builder/developer/society. Such

connections may subsequently be transferred to the individual owner/occupier after completing the necessary formalities prescribed in this regard. The agreement for such individual connection shall be executed accordingly.

- i) In case, there is increase in aggregate connected load of the complex and augmentation of transformer capacity is necessary, the consumers of the complex will have to meet the cost of such work.
- j) The feasibility of augmentation of Transformer capacity and mode of augmentation will be as assessed by the licensee.
- k) In all new multi-consumer complexes, smart meter having prepaid facilities should be used as far as practicable.

3.10.3.2 Additional requirement for power supply and use of electricity in a multistoried building of more than 15 meter height

Requirements of clause 36 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 shall be complied with and written approval shall be obtained from the Electrical Inspector before commencing power supply to electrical installation in a multi-storied building of more than fifteen meters height, subject to such condition on the connected load and voltage of supply above which inspection is to be carried out by an Electrical Inspector as may be notified by the Government of Assam.

3.10.4 Group user having more than 25KW and upto 300KW connected load with common HT supply:

- a) Power supply to a group of consumers, in a multi-consumer complex, having more than 25kW and upto 300kW connected load may be provided from a single transformer of matching capacity.
- b) The applicant/consumers of the Group shall provide the details of connected loads, type of load, to the licensee at the time of applying for connection. The capacity of the transformer shall be determined based on the aggregate connected load of all the consumers. The licensee shall verify the document and undertake physical checking of the premises to assess feasibility of providing connections.
- c) The common sub-station and other required infrastructure like LT lines, cables, feeder pillars, metering panels for individual meters and service lines etc. shall be laid/installed by the applicant Group users at their cost and the Group user shall retain the ownership of all such assets beyond their respective point of supply. The Group user shall be fully responsible for maintenance of complete infrastructure network after the point of supply.

- d) In addition to the individual meters there shall be an additional meter for recording total consumption in the complex on HT side of the transformer.
- e) The meters for all the consumers of the group shall be installed near the transformer. Each consumer in the Group will be metered and billed separately. The consumer will be charged at the tariff of the respective category as may be applicable.
- f) As the supply to the Group users will be metered at LT, for the purpose of billing a surcharge of 3 % (or any other % as the Commission may decide) on the consumer's energy charge shall be added as specified under clause 2.2.2 of this Code.
- g) A physical layout of premises of each consumer along with layout of lines, cables, panels shall be provided with the application. A single line diagram of the installation indicating electrical lines and systems of each consumer shall also be submitted. These drawings/diagrams should be submitted in duplicate, a copy of each duly approved by competent authority shall be returned by the licensee to the group of consumers.
- h) In case connected load of any consumer of the Group exceeds 300KW, that particular consumer will have to take connection through a separate transformer.

3.10.5 Power supply to a person occupying Govt. Land

Power supply to a person occupying Govt land not having valid document may be provided after taking Affidavit, Consent letter and Indemnity Bond as per Format 2(v) and on realisation of additional load security. The additional load will be three times the normal load security.

CHAPTER-IV

Requisition of supply and procedure for providing new service connection

4.1 Requisition for New Electricity Service Connection

4.1.1 Application forms

- a) An applicant shall apply for release of new connection in prescribed formats of the licensee. Separate set of such formats will be available for-
 - (1) L.T. consumers
 - (2) H.T. consumers
- b) A set of an application form may contain the following and any other format as may be considered applicable for a particular category of consumer by the licensee-
 - 1) Registration Form
 - 2) A set of Application Form with
 - i. Application Form
 - ii. Check list (in duplicate)
 - iii. Details of the Premises
 - iv. Format for determination of connected load
 - v. Agreement
 - vi. Affidavit, consent letter and indemnity bond
 - vii. Test Report of Electrical Contractor
 - viii. Check and Tests result of licensee with observations.
- c) The application forms and formats annexed under **Format 1,2,3 and 4** of this Code, are for guidance of the licensee. The licensee may make suitable changes in the forms/formats after obtaining prior approval of the Commission. The licensee may also incorporate contents in applicable official language in the formats.
- d) Sets of registration and application forms shall be available at all local offices of the Distribution Licensee.

The Distribution Licensee shall also place copies of registration form/application forms with related documents mentioned under clause 4.1.1 (b) in their website for free download.

An applicant may also submit registration form/application form and other documents in legible computer print/photocopies, which shall be accepted by the Distribution Licensee.

- e) The Distribution Licensee shall clearly display on its website the address and telephone numbers of offices where filled-up registration form and application form can be submitted. Licensee shall also display in each office the address and telephone numbers of offices in the respective area of supply where filled-up application form pertaining to that particular area can be submitted. The same shall also be clearly mentioned in each application form. Any assistance or information required in filling up the form shall be provided to applicants at the local office of the Distribution licensee.
- f) While an applicant or a consumer may visit the concerned office of the licensee for collection and submission of different documents and payments, the Distribution Licensee shall also provide facility for online submission of registration form and application form with necessary documents for applying for new connection or modification in existing connection etc. The licensee shall also communicate with the applicants through email and SMS regarding acceptance and also about deficiencies of the application forms and additional information required, if any.
- g) The licensee shall also provide facility for online payment of registration fee, application fee, estimated cost and other charges of the applicants who submits registration form, application form online, as per provisions made under clause 4.1.2 and 4.1.5 respectively.
- h) The licensee shall also upload the Electricity Supply Code and Tariff Schedules in its website.

4.1.2 Submission of Registration form

A prospective consumer shall first collect the Registration form (with a format of 'details of the premises' to which electricity is to be supplied) applicable to the category of consumer in which he wants to apply, paying an amount of Rs. 20.

The prospective consumer shall submit to the licensee, the Registration form complete in all respect along with the Format of 'Details of premises' with a rough sketch of the layout of the building and other structures and frontage to road etc. Registration form may also be submitted online in the licensee's website attaching copies of the documents required.

The licensee after proper verification of the registration form and other documents will give a date of inspection as specified in Appendix III(A) and III(B).

4.1.3 Initial inspection of the site:

The licensee shall inspect the site of the applicant on the specified date. The applicant or his authorised representative along with the licensed Electrical Contractor and/or the contractor's electrical supervisor shall invariably be present during the inspection.

During the inspection, the licensee shall:

- a) Verify the information provided by the applicant in the registration form and other documents and get corrections, if any, endorse by the applicant or his authorised representative.
- b) Verify the Connected Load indicated by the Applicant. In case of LT Consumers (Domestic/General Category/ Commercial Connection only), table at Format 2 (iii) may be used for computing connected load.
- c) Fix the 'point of commencement of supply' and the place where meter and the cut-out / MCB shall be fixed, such that the meters and other equipments are always accessible to the licensee for inspection without infringing the privacy of the consumer and are adequately protected from sun, rain etc.

While fixing the 'point of commencement of supply' and its physical location, provisions of clause 5.1.2, 9.2 & 9.3 of this Code shall be duly taken into consideration.

- d) In case of HT and EHT consumers as specified under clause 4.4.3, finalise the location as well as size of the open space/building required for installation of supplier's, switchgear and metering equipment as well as consumer's equipments at the point of commencement of supply shall also be determined and mutually agreed to by the licensee and the consumer.
- e) Measure the distance between proposed point of supply in the consumer's premises and the nearest distribution mains/substation from where supply could be given.
- f) Determine if the supply line is to be drawn over any property belonging to a third party. In such a case, the applicant has to arrange for a written right of way from the concerned party.

4.1.4 Sanction of load and clearance for providing the service connection:

The licensee's authorised official visiting the premises where connection is sought will submit a report to the concerned officer indicating if the service connection is considered feasible with comments and observations, if any. On receipt of the field verification report and assessing the feasibility of the power demand, the competent authority of licensee will sanction the load and record approval for issue of application form to the prospective consumer.

The validity period of sanctioned load will be as below-

L.T- 6 months

11 kV- 1 year

Above 33 kV and above- 2 years

The validity period may be extended on an application with valid reason by the consumer. Such application should be submitted before expiry of the validity period.

4.1.5 Registration-cum-processing fee

Registration-cum-processing fee as provided in the Schedule of Miscellaneous Charges (Appendix IV) will be charged while accepting Registration form of a new connection.

4.1.6 Issue and submission of application form:

A set of Registration form will be issued after receipt of approval of the competent authority, as mentioned under clause 4.1.4.

Requisition for new supply of electricity shall be made in the prescribed format of application form along with other formats provided with the application form (indicative list provided under 4.1.1(b)). Application forms must be accompanied by photograph (two nos) of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises, current address, and in specific cases, certain other documents as detailed in clause 4.2 of this Code. Application form may also be submitted online as specified in clause 4.1.1(f).

The Distribution 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.

The applicant is also required to mention whether he wants to carry out the works of laying service line and/or dedicated distribution facility by himself for the electricity supply requisitioned.

4.2 Documents required to be furnished with an application form for power supply

a) Proof of Identity and other documents/credentials:

Any of the following documents shall be considered as acceptable proof of identity-

1) If the applicant is an individual:

- i. Voter identity card;
- ii. Passport;

- iii. Driving licensee;
- iv. Ration card/BPL card;
- v. Photo identity card issued by Government or Government agency;
- vi. PAN card;
- vii. AADHAAR/NRC/NPR card/record
- viii. Photo identity Certificate from Panchyat Secretary, Sarkari Gaonburha or any village level Government functionary having Gazetted rank.

2) If the applicant is a company, trust, educational institution, government department etc:

The application form shall be signed by the Authorized Signatory of the organization with a relevant document such as authorisation letter / resolution document of the organization concerned.

b) Proof of ownership or occupancy of premises:

Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises-

- i. Copy of sale deed or lease deed or in the case of agricultural connections as applicable
- ii. Registered General Power of Attorney;
- iii. Municipal tax receipt or Demand notice or any other related document;
- iv. Letter of allotment.
- v. Affidavit in Format 2 (v) A.
- vi. An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (i) to (iv) above, also furnish a No Objection Certificate from owner of the premises shall submit a consent letter in Format 2 (v) B and Indemnity Bond 1 [under Format 2 (v) C].
- vii. An applicant who is a occupier of Govt. Land will have to submit Indemnity Bond 2 [under Format 2 (v) D].

c) Proof of current address:

Any of the following documents shall be considered as acceptable proof of current address for communication-

- i. Voter identity card;
- ii. Passport;
- iii. Driving licence;
- iv. Ration card/BPL Card;
- v. Photo identity card issued by any Government/ Government agency;
- vi. Passbook/running Bank Account;
- vii. Most recent Water / Telephone / Electricity / Gas connection Bill;
- viii. Income Tax assessment order.

Provided that applicants who submit documents named under item (i) to (v) of clause 4.2, sub-clause (a)(1) , need to submit only one set of documents as proof of identity and proof of current address .

d) Additional documents applicable only for categories of consumers specified below:

- i. Partnership firm: The partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement.
- ii. Public and/or Private limited Company: The Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement.
- iii. Builder/developer, developing multi consumer complex or other property : Power of attorney
- iv. Co-operative Societies and Societies formed under Societies Registration Act, 1860 (including societies formed by occupiers/users of multi-consumer complex): copies of their Memorandum of Association and by laws.
- v. Industrial consumers : Valid Industrial Licence, if applicable;
- vi. Agricultural consumers : No Objection Certificate from competent Government Authority for tube wells, if applicable ;
- vii. Non-Domestic connection in any Temporary Structure: No Objection Certificate from Municipality/ Municipal Corporation/ Gaon Panchayat, / land development authority / land owning agency or any other competent authority.

4.3 Procedures for providing new Service Connection:

4.3.1 Processing application for new service connection

- a) The licensee shall verify the application form and the other enclosed documents at the time of receipt of application. If the documents are found to be in order, a written acknowledgement shall be issued. If the application is incomplete, the shortcomings in the documents shall be intimated to the applicant in written.
- b) The licensee shall maintain a database of all application forms received, in a register/ electronic database namely application register to be maintained for this purpose category wise.
- c) Each application form shall be allotted a unique application number serially in the order in which proper and complete application form is received.
- d) The licensee shall keep the electronic database and the application register updated with stage wise status of disposal of each application.
- e) The licensee shall deal with application forms in each category on the broad principle of "first come; first served" basis as per serial priority in the application register.
- f) An application form shall be deemed to be received on the date of its receipt in the specified format, if it is complete in all respects with all relevant documents.
- g) Information on waiting list of applicants, their current status, number up to which connections stand released etc., updated quarterly, shall be maintained at centralised Customer Service Centres and published in the website of the licensee and shall also be displayed on the notice board, kept at a prominent place in the local office of the licensee.
- h) An 'application form' shall become an 'application' on receipt of all applicable charges, security deposit and all necessary documents including approvals from statutory or other authorities; and the application shall be deemed to have been received on the date of receipt of all such charges and documents.

4.3.2 Way-leave permission

When the consumer's premises has no frontage on a street and the service line from the licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises be owned jointly by the consumer and such other person), the consumer shall arrange at his own effort and expense for the necessary way-leave, licensee or sanction. The licensee shall not arrange supply of power until the way-leave, is obtained. The time taken by the applicant for submitting such document shall be added to the time specified for providing power supply in Appendix III(A).

It shall not be incumbent on the licensee to ascertain the validity or adequacy of way-leave, licensee or sanction obtained by the consumer.

4.3.3 Acceptance of application and preparation of estimates and demand note

If the documents submitted are found to be in order, the licensee shall prepare estimates and other documents related to the payment to be made by the applicant and shall also prepare the demand note of payment to be made by the applicant. Demand note is to be issued to the Applicant under acknowledgment, advising him to remit the recoverable expenditures and the security deposit(s).

The demand note shall be valid for the period mentioned in it.

4.3.4 Demand Note

4.3.4.1 Content of the Demand Note

The demand note shall contain the following-

- a) Particulars of entire works to be undertaken for providing electricity supply applied for and the items of works for which the applicant has to bear the expenditure;
- b) Amount as per cost estimate to be remitted by the applicant for Service connection and other Works.
- c) The cost estimate shall include the cost of service line and terminal arrangements at the premises of the applicant, but shall not include the cost of meter
- d) Cost of the meter/metering equipment, if applicable
- e) Amount of security deposit as specified in clause 5.3 of this Code.

4.3.4.2 Payment of charges as per the demand note

- a) The applicant shall make the payment within the period specified in the demand note, failing which the application shall be kept in abeyance and the applicant will lose his priority and the applicant shall be informed accordingly in writing under acknowledgment.

Provided that the licensee may grant extension of time to the applicant for payment of charges in case the applicant submits within the time period, a written request for such extension of time.

- b) On actual execution of the works, if it is found that additional items of works in excess

of those provided in the demand note, are required to give connection to the applicant, the expenditure for such items of additional work shall be remitted by the applicant.

- c) On actual execution of the works, if it is found that certain items of works as provided in the demand note, are not required to give connection to the applicant, the expenditure for such items of works at the rates in the cost data approved by the Commission shall be refunded to the applicant by the licensee.

4.3.4.3 Mode of Payment

Payments shall be made by way of Cash, Banker's Cheque, Demand Draft or by online payment through bank transfer, debit/credit card and other electronic mode. Cheques and demand drafts shall be payable at a 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. However, the licensee may fix a limit above which payment is to be made by mode other than cash.

4.3.5 Completion of Formalities

On receipt of charges from the consumer on the basis of a demand note issued by the licensee, the licensee will take up the work and on supply being ready, shall inform the consumer. The Agreement will be executed between the consumer and the licensee and all formalities will be completed.

4.4 Release of New Connection to different categories of Consumers

4.4.1 Supply to Low Tension Consumers

- a) Submission of Completion Report and Test Report by consumer

The consumer on completion of his works will submit a completion report along with a Test Report from the Electrical Contractor in Format 2 (vi).

- b) Inspection and Testing by the licensee

- i. Inspection and testing of consumer's installation will be conducted by the licensee, after all formalities like signing of Agreement, payment of all dues as per demand note are completed and the test report of the Electrical Contractor is found to be in order. The licensed electrical contractor who has carried out the installation work with his electrical supervisor shall remain present during the testing along with a representative of the applicant. The test results found during the test conducted by the authorised official of the licensee shall be recorded in the Format 2 (vii).

- ii. The Authorised Official shall also verify and check whether protective equipment after the point of supply in the consumer's installation has been installed, as specified under clause 9.3 of this Code.
- iii. In case, the electrical installation work is found to be in order and safe based on inspection and testing carried out, the Authorised Official will certify to this effect. He will also record that the installation is ready for connection and accordingly action under clause 4.4.1 c) will be taken.
- iv. In case installation is not found fit for energization, action specified under clause 4.4.1 d) will be taken.

c) Release of New Connection

If on inspection and testing the consumer's installation, if the licensee is satisfied that the installation is ready and fit for connection, the licensee shall arrange to install the meter with the cut-out /MCCB/MCB and seal the meter in presence of the consumer and provide supply. The meters supplied to the consumers will be tested by the licensee as per norms specified by them.

d) Rectification of defects found in the inspection

- i. If on inspection, the licensee finds any defect in the installation of the applicant, the licensee shall intimate the same, in the **Format 2(vii)** of this Code, on the spot, to the applicant under proper acknowledgement.
- ii. The applicant shall get all the defects rectified within 7 (seven) days for L.T. installations, from the date of receipt of the intimation of defects.
- iii. In case, the applicant fails to rectify such defects or fails to inform the licensee about the rectification of defects within this specified time, the application shall be kept in abeyance.

Provided that the licensee may grant additional time to the applicant for completion of the works/rectification of defects, in case the applicant submits a written request for the same, before 3 days of expiry of the day as specified under sub-clause (d)(ii) above.

e) Re-inspection of the premises after rectification of defects

- i. On receipt of information from the applicant about the rectification of defects, the licensee shall on the spot stipulate a date for re-inspection of the premises of the

applicant in consultation with the applicant, under written acknowledgment and the re-inspection shall generally be conducted within five working days.

- ii. In case the electrical installation work is found to be in order and safe during inspection and testing action as specified under clause 4.4.1 (c) will be taken.
- iii. If on re-inspection, the defects pointed out earlier are found to persist, the licensee shall again record the facts in the Format 2 (vii) of this Code.
- iv. The applicant shall be informed of the result in writing under acknowledgement with copy of the report of re-inspection.
- v. The licensee will not charge for first inspection but all subsequent inspection will be charged at a rate specified in Appendix IV.

f) Redressal of Grievances on the inspection report

If any applicant is aggrieved by the action of the concerned officer in this regard, the applicant may appeal to the next higher authority in the licensee as specified in the AERC (Redressal of Consumer Grievances) Regulations, 2016. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman.

4.4.2 Permission/approval of Electrical Inspector

In the following cases approval/clearance of the Electrical Inspector shall be necessary before energizing an electrical installation under the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010-

- i. Under Regulation 32 for energizing generating equipments or generating units of size 20 kW or as specified by the Government of Assam.
- ii. Under Regulation 36 in a multi-storied building (of more than fifteen meters height),
- iii. Under Regulation 43, any electrical installation to be supplied at voltage 11 kV or above including those installations which are in shut down for more than six months.

Provided that, the connected load and voltage of supply above which inspection is to be carried out by an Electrical Inspector, under Regulation 32, 36 and 43 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, may be notified by the Government of Assam from time to time.

Further, the State Govt. may authorise under section 5A, persons having qualifications

specified under section 5(2) of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, as Chartered Electrical Safety Engineers. Owners of electrical installation connected at notified voltage or below such voltage, may get their installation inspected and tested by Chartered Electrical Safety Engineers and self certify the installation before commencement of supply as required under Regulation 43 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time.

4.4.3 Supply to High/ Extra High Tension Consumers

4.4.3.1 Protective switchgear at the point of commencement of supply and metering equipment

- a) A consumer requiring high / extra high tension supply must provide and maintain at his expense a leak and weather proof enclosure of a design to be approved by the authorized representative of the licensee for the purpose of housing the licensee's terminals, high tension switchgear and metering equipments.
- b) The consumer may with the written permission of the licensee house his own HT switchgear and other apparatus connected with the supply of electrical energy to him under the agreement signed between the consumer and the licensee but such enclosure shall not be used for any other purpose.

4.4.3.2 Procedure for providing service connection

- a) The procedure of 'Requisition for new service connection' and Procedure for providing new service connection' are provided under clause 4.1 and clause 4.3 respectively.
- b) After completion of the installation, the consumer shall furnish to the licensee the Test Report of Electrical Contractor in the prescribed Format 4 (iv) as also the permission from the Electrical Inspector to energize the installation.
- c) On receipt of the report(s), the licensee shall intimate the consumer in writing, the date of inspection and testing of the consumer's installation. The results found during testing will be recorded in the Format 4 (v) along with other findings. A copy of the Test Report shall also be made available to the consumer obtaining his acknowledgement.
- d) In case the consumer's installation is found to be in order and appropriate Electrical Inspectors Report is received, the licensee shall install the meter/metering

equipment and seal the meter in the presence of the consumer and arrange for energizing the installation.

- e) In case of some defects are found in the installation action may be taken in line of actions specified under clause 4.4.1(d) & 4.4.1(e), it will be necessary to obtain to a fresh approval for charging in such a case.

4.4.3.3 Additional requirement for providing power supply to EHT consumer

In case of E.H.T Consumers it shall be the responsibility of the Distribution Licensee to take up all the matters with concerned Transmission Licensee.

4.5 Supply to special categories of Consumers

4.5.1 Supply to public street lighting

- a) Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format of the licensee to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Gram Panchayat or Local Body or the Government Department (in context of public street lights herein after called 'local body').
- b) The requisition for public lights shall be accompanied by a resolution of the local body and a sketch showing positions of existing and new poles and the number of new poles. In due course, an agreement shall be executed between the local authority and the licensee in this regard in a format to be approved by the licensee.
- c) The local body shall bear the full cost of extension of line for providing power supply to street light including complete fittings, brackets and luminaries. In case, any special fittings are to be provided, the local body shall arrange for it.
- d) The licensee shall intimate the cost of execution along with time frame, within 15 days in urban areas and within 30 days in rural areas from the date of inspection of the site. The work shall be taken up only after deposit of the amount and execution of agreement by the local body. The work shall be completed within a time frame mutually agreed between the licensee and the local body.
- e) The procedure of 'Requisition for new service connection' and 'Procedure for providing new service connection' are provided under clause 4.1 and clause 4.3 respectively.
- f) A suitable double compartment weatherproof metal box/PVC to house the energy meter and streetlight switch/M.C.B./timers as approved by the licensee shall be provided by the local body.

- g) The local body may operate and maintain the street lighting system, for which an Agreement shall be executed between local body and the licensee. The systems shall be operated and maintained by persons authorised for this purpose by the local authority having competency for operating and maintaining the electrical systems. Such persons should possess proper permits/certificates as required under Regulation 3 of the CEA (Measures relating to Safety and Electric supply) Regulations, 2010. Copy of such list maintained, shall be submitted to the licensee.
- h) The licensee may also carry out the maintenance of street light poles and electrical lines on payment basis and if required shall arrange to switch on before sunset and switch off the streetlights after sunrise. The licensee shall also carry out replacement of fixtures / bulbs (of same or equivalent wattage) etc on the poles on request by the local body / consumers. The fixtures, bulbs etc. shall be supplied by the consumers and replaced by the licensee within 3 days of receipt of material. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of Miscellaneous Charges. The licensee may obtain a separate tariff for street lights which includes the provision of maintenance, operation and control of street lighting system in the Tariff Schedule of the Commission including this item in their Tariff Petition.
- i) The local body may also take up a street lighting scheme where power to one or more street lights is supplied from the installation of a consumer and consumption charges are thus borne by the consumer. The cost of the luminary, supporting structure and other components may be shared between the local body and the consumer. The operation and maintenance of such systems will be as mutually agreed to by the two parties.

4.5.2 Temporary Power Supply

- a) Temporary connection shall be granted for a period of up to 3 months at a time and may be extended upto one year.
- b) The applicant shall specify the date and time when the temporary supply is required. The supply shall normally be given 48 hours before the time when supply is required, subject to receipt of payment within the time frame specified under clause 4.5.2 (p) of this Code.
- c) For LT connections, temporary connection may be granted through prepaid meters wherever technically feasible.
- d) The applicant shall apply for temporary supply in the format prescribed in this Code along with the prescribed documents (**Format 5**).
- e) The applicant shall also furnish proof of ownership or no Objection Certificate from the

owner of the premises where temporary connection is required.

- f) No Objection Certificate (NOC) from the local authority if the supply is required at a place owned by the local authority.
- g) In case temporary supply is required in premises/place where 100 or more persons are likely to assemble, and in other places as specified under section 54 of the Act, the person concerned shall give notice to the authorities indicated under section 54 of the Act before commencement of transmission and use of electricity.
- h) In case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.
- i) The licensee shall process the application form as per the procedure given in clauses 4.3 of this Code.
- j) 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 3 working days for LT and 5 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same.

Provided that no connection up to a load of 10 kW shall be rejected only on technical grounds.

- k) If on inspection or re-inspection, as the case may be, the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note including an estimate of advance charges for electricity within one day of inspection in case of LT connections and 5 days in case of HT connection.
- l) On payment of the required amount and the Electrical Contractor's Test Report in the prescribed format, the licensee will inspect and test the installation, visiting the site with prior intimation to the consumer. The applicant or his authorised representative shall be present during testing along with the Licensed Electrical Contractor or his authorised representative who had undertaken the installation. If the licensee is satisfied, he shall arrange for providing the connection .
- m) If the installation is not found safe, the applicant shall be informed about the faults/shortcoming in the applicant's installation providing a copy of Test Report. The applicant shall get all the defects rectified within 7 (seven) days from the date of receipt of the intimation of defects. The applicant, after rectification of the defects, shall intimate the licensee in writing after which the licensee shall again follow the procedure as laid down in clause 4.4.1(e) of this Code.

- n) After re-testing of the consumer installation, if the consumer installation is found satisfactory by the licensee, the licensee shall issue a written acknowledgment on the spot.
- o) 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 given below, whichever is later.
- p) The licensee shall follow the timelines as stipulated here under:

Release of temporary connection	Time period
Where supply can be provided from existing network	3 days from the date of remittance of expenditure and advance charges.
Where supply can be provided after extension of service line or enhancement of capacity of transformer	30 days for LT connection and 90 days for HT connection from the date of remittance of expenditure and advance charges

- q) If there are outstanding dues on the premises, temporary connection shall not be given till such dues are paid by the consumer.
- r) For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working 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 7 working days of receiving the written request.
- s) After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill and send it to the consumer within 7 working days from the date of disconnection of supply and return the balance amount, if any, immediately on surrender of original money receipt or submission of indemnity bond by the consumer. On delay beyond 3 working days, the licensee will be liable to pay an interest @ 1.5 % per month on the amount of refund outstanding for the number of days beyond the last date of payment, as specified above.

Further, in case, additional amount, if any, is due from the consumer, he shall pay the same

within 3 working days from the date of serving of the bill. On delay beyond 3 working days, the consumer will be liable to pay an interest @ 1.5% per month on the amount due for the number of days beyond the last date of payment.

4.6 Obligation of the licensee to energise connection

- a) The obligation of the licensee to energise the connection shall arise only after receipt of full payment as per the demand note and receipt of Electrical Contractor's Test Report.
- b) Before energising any connection, the licensee shall make sure that the applicant has complied with all requirements regarding safety and standards as per the law in force and that the approval for energisation is obtained from the Electrical Inspector and such other statutory authorities wherever necessary.

CHAPTER-V

General conditions of supply & modifications in existing installation

5.1 General Conditions of Supply

5.1.1 Connected Load and Contract demand

To be determined as per provision of the clause 2.2.1 and 2.2.3 of this Code and recorded in the agreement.

5.1.2 Point of commencement of supply/ Point of Supply

- a) 'Point of commencement of supply' or 'Point of Supply' is the 'point' or 'position' in an electrical system, where jurisdiction of the licensee ends and that of the consumer begins. 'Point of Supply' shall generally be given at a single point in the consumer's premises, and normally is the incoming terminal(s) of switchgear installed by the consumer. However, based on site specific requirement, the point of supply may be any other suitable connecting point, with mutual agreement between licensee and the consumer. The physical location of point of supply shall be determined by the Distribution Licensee such that meters and other equipments are always accessible to the Distribution Licensee for inspection without infringing upon the consumer's privacy. All HT & EHT consumers shall provide independent entry to the meter or metering cubical.
- b) Though normally a consumer shall be provided power at a single point, in special cases, the Distribution 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 duly taking into consideration the reasons and justifications of the consumer's request and technical feasibility.
- c) At the point of commencement of supply, the consumer shall provide protective device such as main switch/circuit breaker, as specified under clause 9.3. The system of protection shall have to be approved by the Distribution Licensee before commencement of supply.
- d) HT/EHT consumers shall consult the licensee, in their own interest before ordering HT switchgear or apparatus to be installed at the point of supply and deciding the layout

thereof. They shall strictly comply with all directions, specifications, clearance and standard layout prescribed by the licensee and the Electrical Inspectorate.

- e) 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 person/representative of the Distribution Licensee. Seals which are fixed on the meters/metering equipments, load limiters and the Distribution 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 Distribution Licensee's equipments and seals on the meters/metering equipments within the consumer's premises.
- f) In the event of any damage caused to the Distribution 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 Distribution 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.

5.2 Execution of Agreement

- a) An agreement, in the standard format, shall be executed by the applicant on the stamp paper of a prescribed value, for getting a new connection, for change of name, for enhancement or reduction of sanctioned load etc. before commencement of supply.

In case of any special circumstances, special clauses may be added to the agreement, if agreed to between the licensee and the consumer, provided such clauses do not contravene the provisions of the Electricity Act 2003 (36 of 2003), and other rules and regulations/codes in force. These special clauses shall form a part of the agreement.

If there is a need to modify/ amend the agreement signed between the licensee and consumer, it will be done by a supplementary agreement.

Fresh agreement will have to be executed in case of change of name due to change of ownership, transfer of name to the legal heir, conversion of services, change of consumer category, shifting of premises as specified under clause 5.8.1 (a) [i,ii,iii]. Supplementary Agreement (which will be a part of the main agreement) shall have to be executed in case of enhancement and reduction of load as specified under clause 5.8.1 (a) [iv].

- b) A copy of the agreement shall be given to the consumer upon execution of the same.

- c) The agreement shall inter alia include the following-
- i. Name and address of the consumer/applicant
 - ii. Address of the premises for which electricity supply has been requisitioned and for which the agreement is being executed
 - iii. Sanctioned load/ contract demand
 - iv. Purpose of usage of electricity
 - v. Declaration by the applicant/consumer
 - To abide by provisions of Act and this Code;
 - To pay for the supply of electricity based on the prevailing tariff rates;
 - To pay for all other charges payable in accordance with this Code and the Schedule of Miscellaneous Charges of the licensee approved by the Commission from time to time;
 - To deposit such security money as the licensee may be entitled to recover from him under the Act and this Code
- d) The standard format of agreement for LT consumers shall be as per **Format 2 (iv)** and for HT/EHT consumers shall be as per **Format 4(iii)**, as annexed with this code.
- e) Domestic and single-phase Non-domestic category of consumers may terminate the agreement after giving a 30 days notice. Other consumers can terminate the agreement after the expiry of the initial period of two years on giving 30 days notice. The licensee may also terminate the agreement by providing similar notice to the consumer and stating the reasons of such termination in writing.
- However, if the agreement is to be terminated before expiry of the initial period of agreement, at the request of the consumer the consumer shall be liable to pay charges for the balance period in the prevailing tariff on a consumption for the balance period worked out on pro rata basis on consumption during the initial period of the Agreement.
- Further, whenever an agreement is terminated by notice given by the consumer, the Distribution Licensee shall give a written intimation to the consumer within five (5) days after termination.
- f) Even after termination of the Agreement, the right of the parties for settlement of accounts and disputes shall remain in force in respect of a claim arising during the currency of the Agreement. So far as the Tariff is concerned, the claim may be revised

if there is any revision of Tariff, by the Company. In case of the tariff category of a consumer is changed, supplementary agreement between the two parties will be executed.

- g) An Agreement shall be deemed to be terminated upon permanent disconnection of the consumer under provision of clause 8.3 of this Code.

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

5.3 Security Deposit

Any person, who wants a supply of electricity, will be required to deposit with the licensee, a security deposit, for recovery of any payment due to the licensee-

- a) in respect of consumption of electricity — load security
- b) in respect of the electricity meters / metering equipments provided to such persons by the licensee— meter security.

5.3.1 Post paid metering

a) Load Security

All consumers shall have to deposit an amount as specified in this Code against his consumption as load security to cover non payment of his monthly energy bill, as per Schedule of Tariff applicable from time to time.

The security deposit amount required to be maintained with the licensee will be computed as follows:

A sum equal to two months charges (energy charge based on consumption + fixed/demand charge) calculated in prevailing tariff at monthly average consumption of last/preceding financial year.

- (i) For new consumer:

The new consumers shall pay an initial security deposit based on the estimated consumption as per prevailing tariff applicable to the category of consumer. The norm of computing consumption for the load security per kW connected load per month for Domestic, General Category and Commercial Category of consumers is incorporated in **Appendix I.**

(ii) For existing consumer:

The security deposit shall be reviewed annually as per procedure specified below -

At the beginning of the financial year, the licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to his average payment for the period of two months, where 'average monthly payment' will be based on the actual bills paid in the last financial year.

The basis and details of working out the revised security deposit of a consumer along with details of number of instalment, if any, in which adjustment shall be made, may be intimated to a consumer .

Provided that for a consumer whose electricity connection is less than 1 year old, the security deposit shall not be revised at the beginning of the first financial year, but from the next financial year.

A consumer shall be required to provide additional security deposit or the excess amount will be refunded to him as the case may be-if the two times the monthly average bill based on his consumption during the previous financial year in the prevailing tariff exceeds/or lowers than the amount of security deposit held by the licensee by 20 %.

The licensee will review the amount of security deposit maintained by the consumers within first month of a financial year and adjustment of additional / excess security deposit shall be through monthly bills.

The security deposit available with the licensee in respect of each consumer shall be shown in the energy bills issued to the consumer. Any excess/deficient amount as and when arises, shall be adjusted within two or more subsequent bills of the consumer.

b) Meter Security and Meter Rent

meter Security and meter Rent are required to be paid by a consumer when the licensee provides a meter to a consumer without any charge towards cost of the meter.

The meter Security and meter Rent to be paid in such case are specified in the Schedule of Miscellaneous Charges incorporated as **Appendix IV**.

When the licensee charge the cost of meter to the consumer or the consumer purchases the meter no security deposit or meter rent can be levied by the licensee.

5.3.2. Prepaid metering

No Load Security deposit will be taken for a service with prepaid meter.

However the consumer will have to pay meter Security and meter Rent as specified under clause 5.3.1 (b).

The consumer will have to pay meter security and meter rent as specified in the Schedule for Miscellaneous Charges incorporated as **Appendix IV**.

Where an existing consumer who has deposited a security amount subsequently opts to receive supply through a prepaid meter, the amount of such security deposit shall, after deduction of all sum 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.

5.3.3 Payment of Security Deposit

The security deposit to be paid shall be included in the demand note as specified in the clause 4.3.4.1 and payment will be made as specified in the clause 4.3.4.3.

5.3.4 Interest on Load Security Deposits

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 in the month of June every year.

5.3.5 Surcharge for belated payment of Security Deposit

All consumers shall pay the Security Deposit or additional security deposit within thirty days from the date of the demand notice. If there be any delay in payment the consumer shall pay surcharge thereon equal to 1.5% per month or such other percentage to be fixed by the Commission from time to time, of the demanded amount for each month of delay or part thereof.

5.3.6 Release of Security Deposit

The security deposit shall be returned to consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities. In case of delay beyond 60 days period, an interest at the rate stated in clause 5.3.5 shall be payable to the consumer.

5.4 General provisions regarding Service Line and Apparatus

- a) The consumer shall provide space of requisite dimensions and at convenient location as mutually agreed between the consumer and the licensee, free of charge, for erection/ installation of that part of service line that falls within his premises, transformers, switch gear, meter and all other apparatus up to the point of commencement of supply. The whole of service line and other apparatus shall be deemed to be the property of the licensee and shall remain under his control.
- b) The licensee may use the service line and other apparatus to give supply to other consumers provided that the supply to the consumer who has paid for them is not affected adversely. Further, even if the supply to the consumer who has paid for the line/ apparatus is disconnected for whatever reason, the consumer shall permit the licensee continued access to the service line and other apparatus if they are required to give supply to other consumers, and no payment shall be due to the consumer for such access / facility, until alternate arrangements are made. However, it is expressly provided that the licensee shall make all possible efforts to make alternate arrangements as early as may be practicably possible. For this purpose, the licensee may explore a mutually acceptable arrangement for continuation of the installation at the existing place.

5.5 Resale of Energy

The consumer shall not supply any energy supplied to him by the Distribution 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 or has been exempted from obtaining the licence or has been appointed as a franchisee.

In case of detection of resale of electricity by a consumer, the distribution company will take action under provision of 7.4.1 of this Code 'Unauthorized use of energy.'

5.6 Access to Consumer's Premises

5.6.1 Under section 163 of the Act, power for entering the premises of a Consumer and to remove fittings or other apparatus of licensee.

(1) The Distribution Licensee or any person duly authorised by a licence may, at any reasonable time, and on informing the occupier of his intention, enter any premises to which electricity is, or has been, supplied by him, of 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-

- a) inspecting, testing, repairing or altering the electric supply- lines, meters, fittings, works and apparatus for the supply of electricity belonging to the Distribution Licensee; or
- b) ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
- c) 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 Distribution Licensee.

(2) 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 -

- a) Enter any premises or land referred to in clause 5.6.1 (1) for any of the purposes mentioned therein;
- b) 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.

(3) Where a consumer refuses to allow the Distribution Licensee or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of clauses 5.6.1 (1) or 5.6.1 (2), when such licensee or person has so entered, refuses to allow him to perform any act which he is authorised by the above clauses to perform, or fails to give reasonable facilities for such entry or performance, the Distribution 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, but for no longer.

5.6.2 Under section 135, sub-section (2)

(1) Where there is reason to believe that electricity has been, is being or is likely to be used unauthorisedly in place of premises, an officer of the licensee or supplier as the case may be authorized by the State Government under section 135 of the Act may

- a) Enter, inspect, break open and search any place or premises in which he has a reason to believe that electricity has been or is being, used un-authorisedly;
- b) Search, seize and remove all such devices, instruments, wires and any other facilitator or article which has been, is being, used for unauthorized use of electricity;

- c) Examine or seize any books of account or documents which in his opinion shall be useful for or relevant to, any proceedings in respect or the offence under sub-section (1) of section 135 of the Act and allow the person from whose custody such books of account or documents are seized to make copies thereof or take extracts there from in his presence.

(2) The occupant of the place of search or any person on his behalf shall remain present during the search and a list of all things seized in the course of such search shall be prepared and delivered to such occupant or person who shall sign the list.

Provided that no inspection, search and seizure of any domestic places or domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

5.7 Failure of Supply due to Fuse Failure

When at any time the licensee's service fuse or fuses fail, a complaint thereof should be registered in the licensee's complaint booth or Call Centres or local office (or sub-stations in case of HT/EHT installation). Only authorised representatives of the licensee are permitted to replace fuses in the licensee's cut-outs. The licensee's personnel shall replace the licensee's fuse/reclose breaker or take up any repair and replacement work in the licensee's installation but shall not attend any repair/replacement work in the consumers' installation beyond the point of supply. Consumers are not allowed to replace the licensee's fuses/close licensee's breaker and they will render themselves liable to penalty if they handle licensee's cut out/breaker or seals placed to protect the licensee's apparatus, are broken.

5.8 Procedure applicable to- property transfer with change of name, sub-divided property, reconstruction of existing property and change in existing connection

5.8.1 Application Form

- a) The applicant shall apply for change in existing connection in the following formats -
 - i. Application format for Change of name due to change in ownership of the occupancy- Format 6
 - ii. Application format for Transfer of name to the legal heir - Format 7
 - iii. Application format for Conversion of Services / Change of Consumer Category / Shifting of Premises - Format 8
 - iv. Application format for load enhancement/reduction - Format 9

- b) Application forms shall be made available at each office of the Distribution Licensee where such applications are accepted and also at the licensee's websites.
- c) The application forms shall be accepted at the concerned office of the Distribution Licensee. The Distribution Licensee shall clearly display on its website and at its local offices the address and telephone numbers of all 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 Distribution Licensee.
- d) All application forms for change in existing connection must be accompanied with an identity proof of the applicant in accordance with clause 4.2 (a) of this Code, 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.
- e) Reduction of Load will be allowed only after initial period of two years from the date of agreement of service connection.

5.8.2 Processing Application Form

- a) The Distribution 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 Distribution Licensee shall acknowledge its receipt on the spot.
- b) The Distribution 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 Distribution Licensee. The Distribution Licensee shall keep the registers/databases updated with stage-wise status of disposal of each application form. Unless the Act or the Rules and Regulations framed there under or any other law for the time being in force requires otherwise, the Distribution 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.
- c) An application form 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 and attached with all relevant documents.

- d) The application for modification in existing connection shall be accompanied by such charges as applicable as specified in the Schedule of Charges of the Distribution Licensee.
- e) 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 / concerned officer shall communicate the reasons for such refusal in writing to the consumer.
- f) The Distribution Licensee shall process application forms for change in existing connections as detailed in this section.
- g) Any excess/deficient payment made by the consumer shall be adjusted in maximum of three subsequent energy bills.
- h) If the consumer is not satisfied with the decision of the concerned officer of licensee in respect of making any change in existing connection as applied regarding feasibility of the work and other related matters, the consumer may appeal to the next higher authority as specified in the AERC (Redressal of Consumer Grievances) Regulations, 2016. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman.

5.8.3 Property transfer with change of name

- a) 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.
- b) A connection may be transferred in the name of another person in case of transfer of the ownership or occupancy of the premises or upon death of the consumer to the legal heir, upon filing an application form in the prescribed Format 6 and 7 (as applicable) for change of name on behalf of the new owner or occupier.
- c) The Distribution Licensee shall deal with applications relating to change of consumer's name due to change in ownership and upon death of the consumer to the legal heir, provided under 5.8.3.1 & 5.8.3.2 below.

5.8.3.1 Change of name due to change in ownership of the occupancy

The licensee shall deal with applications for the change of name due to change of ownership /occupancy as per the following procedure-

- a) The applicant shall apply for change of consumer's name in the format prescribed in Format 6 to this Code, along with a copy of the latest bill duly paid.
- b) 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 Distribution Licensee shall process the application form in accordance with clauses 5.8.2 of this Code.
- c) 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 "no-dues certificate" within 1 month from date of receipt of such application.
- d) In case the licensee does not intimate the outstanding dues or issue a "no-dues certificate" within this time, 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.
- e) Change of consumer's name shall be effected within thirty (30) days from receipt of complete application along with payment of necessary charges, if any.

5.8.3.2 Transfer of name to the legal heir

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

- a) The applicant shall apply for change of consumer's name in the **Format 7** to this Code, 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 clauses 5.8.2 of this Code.

- b) The change of consumer's name shall be effected within two billing cycles after acceptance of application.
- c) 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.

5.8.4 Sub-divided property

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/value of such sub-divided property as per registered deed or agreement. 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 applicants.

5.8.5 Reconstruction of existing property

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 clause 5.3.6 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. However, a temporary connection may be provided under clause 4.5.2, if applied.

5.8.6 Conversion of Services (Voltage of supply)

- a) 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 **Format 8** to this Code.
- b) The Distribution licensee shall process the application form in accordance with clauses 5.8.2 of this Code. For site inspection and issuance & payment of demand note for the

estimated cost of works, both the Distribution licensee and applicant shall follow the procedure as laid down in the clauses 4.1.3, 4.3.2 and 4.3.4 of this Code.

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

- c) After payment of requisite charges by the applicant, the Distribution Licensee shall give effect to applications for necessary conversions of existing services within the time frame specified below-

Conversion from LT single phase to LT three phase or vice-versa	Within forty 45 (five) days from the date of payment of necessary charges by the consume
Conversion from LT to HT or vice-versa	Within 60 (sixty) days from the date of payment of necessary charges by the consumer
Conversion from HT to EHT or vice-versa	Within 120 (one hundred and twenty) days from the date of payment of necessary charges by the consumer

- d) The Distribution 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.

5.8.7 Shifting of meter / Existing Connection

- a) The applicant shall apply for shifting the meter in existing premises or for shifting of existing service connection in the format prescribed in **Format-8** of this Code.
- b) The Distribution Licensee shall process the application form in accordance with clauses 5.8.2 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure as laid down in clauses 4.1.3 and 4.3.4 of this Code.
- c) 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 ten (10) days in Urban areas and fifteen (15) days in Rural areas after of receipt of application.
- d) The following time schedule shall be observed for completing the works from the date of payment of charges:

1. Shifting of meter: 7 days
2. Shifting of LT lines: 20 days
3. Shifting of HT lines: 45 days
4. Shifting of transformer: 45 days

5.8.8 Reclassification of Consumer Category

- a) 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 Distribution Licensee may consider reclassifying the consumer under appropriate category. The consumer shall be informed of the proposed reclassification through a notice and duly given a thirty (30) day notice period to file objections, if any. The Distribution 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 Grievances Redressal Forum.
- b) If a consumer wishes to change his consumer category, he shall submit an application form to the Distribution Licensee in the format given in **Format 8** of this Code. The Distribution Licensee shall process the application form in accordance with clauses 5.8.2 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the Distribution Licensee and applicant shall follow the procedure in clauses 4.1.3, 4.3.2 and 4.3.4 of this Code. The Distribution Licensee shall also note down the meter reading at the time of inspection.
- c) If on inspection the consumer's request for reclassification is found permissible, change of category for use of supply in reference of Tariff Schedule shall be effected within thirty (30) days of payment of charges, if any, and completion of formalities.
- d) If the Distribution 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.
- e) 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.

5.8.9 Enhancement of Connected Load / Contract Demand

- a) Applications for enhancement of load shall be submitted to the concerned officer of licensee in the prescribed form. Application form for load enhancement is in **Format 9**.

- b) The licensee shall inspect the premises within seven days of receipt of application or otherwise to examine the feasibility of supply of the enhanced load and intimate the consumer covering the following aspects:
- i) Whether the additional power can be supplied at the existing voltage or at a higher voltage as per clause 2.2.1 of this Code.
 - ii) Whether any addition or alterations are required to be made to the system and the cost to be borne by the consumer.
 - iii) Amount of additional security deposit, cost of additional infrastructure and the system strengthening charges if any, to be deposited.
 - iv) Change in the classification of consumer, if required.
- c) The application for enhancement of the contract demand will not be accepted if the consumer has any arrears to the licensee. However, the application shall be accepted if the payment of arrear due from the consumer has been stayed by a Court of law, or any other competent authority.
- d) If supply of enhanced load is found feasible, the consumer shall be asked to:
- i) Furnish work completion certificate of consumer's installation and Test report from a licensed electrical contractor where alteration of installation is involved.
 - ii) Furnish Letter of approval for the electrical installation of the consumer from the Electrical Inspector, if required.
 - iii) Deposit additional security deposit, cost of addition or alteration required to be made to the system, if any, and the system strengthening charges as applicable.
 - iv) Execute a fresh agreement as per enhanced load which shall be enforceable during agreement period and the old agreement shall stand terminated.
- e) If no addition or alteration to the system including new/ alternate metering arrangement is required, the enhanced load will be released within 7 days of receipt of payment of charges, if any and completion of formalities.
- f) If the system needs any alteration, addition/up gradation of system voltage, the procedure specified under clause 5.8.6 shall be followed.

5.8.10 Reduction of Connected Load / Contract Demand

- (1) Application for reduction of load (**Format 9**), after the expiry of initial period of agreement, shall be made to the concerned officer of licensee in the prescribed form along with the following data / documents.

- (a) Details of alteration/ modification/ removal of the electrical installation along with work completion certificate and Test report from a licensed electrical contractor where alteration of the installation is involved.
- (b) Maximum demand recorded in the last two billing cycles if the meter has facility to record maximum demand along with the electricity bills for the same.
- (c) Details of generators, if any, installed by the consumer along with copies of the safety clearance certificate issued by the competent authority for installation of the generators.
- (2) On receipt of the application for reduction of load, the licensee after verification shall sanction the reduction of load within thirty days or notice period for termination of agreement as specified in the agreement whichever is later from the date of receipt of application.
- (3) If the sanction is not granted by the licensee within the period specified in the applicant may, by a written notice to the licensee, draw its attention to the matter and if the decision is still not communicated to the applicant within the period of further thirty days, the permission of reduction of contract demand shall be deemed to have been granted.
- (4) The reduced Contract Demand shall take effect from the first day of the month following the month in which the sanction is communicated or 'deemed permission is granted'.
- (5) The above reductions are subject to permissible minimum contract demand specified in Tariff Order. Request of the consumer for reduction in contract demand of his connection shall be refused by the licensee if there are pending dues towards the licensee against the connection.
- (6) In all existing agreements executed prior to the commencement of this Code, if there is any provision regarding restriction on reduction of Contract Demand, the same shall be deemed to have been modified to the extent of the provision made in this Code.
- (7) When reduction of contract demand is agreed to, the consumer shall execute a fresh agreement for reduced load. The licensee shall recalculate the security deposit and any excess security deposit shall be adjusted in future bills not exceeding six succeeding bills.
- (8) Contract load shall normally not be reduced within 1 year of the agreement from the date of commencement of supply. However, if the consumer is willing to pay the fixed/minimum charge applicable for the quantum of contracted load surrendered / reduced for the balance period of 1 year from the date of agreement, contract load may be reduced even within one year.
- (9) The reduction of Contract load shall not be permitted in following cases -

- (a) Arc / Induction furnaces, rolling and re-rolling mills and mini steel plants shall not be allowed to reduce the load below the total rating of machines and furnaces installed in the premises, except in case of removal of any equipment or replacement of any old equipment by new equipment of lower rating and also to the extent of captive generation capacity (not standby generator) that may be installed and is operating in parallel. Auxiliary load shall be excluded.
- (b) Contracted load shall not be reduced below the total rating of installed machines in case of Small & Medium industrial and private tube wells of consumers, having no MDI meter.
- (c) No application for reduction of load shall be rejected without recording reasons and the decision shall be communicated to the applicant.

5.9 Annual Review of Contract Demand

- a) 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 Distribution 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 Distribution 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.
- b) The Distribution Licensee and applicant shall follow the procedure and timelines with respect to acceptance of application form, site inspection and issuance & payment of demand note as specified in this Code. Enhanced supply shall be released on receipt of the required payment and completion of other formalities.

5.10 Redressal of Consumer Grievances

If the consumer is not satisfied with the action of the concerned officer, related to the 'General Condition of Supply', the consumer may appeal to the next higher authority as specified in the AERC (Redressal of Consumer Grievances) Regulation, 2016. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman.

CHAPTER- VI

Recovery of charges, metering & billing

6.1 Recovery of Charges and Expenditures

- a) The licensee shall charge a consumer tariffs for the electricity as approved by the Commission from time to time.
- b) The licensee is entitled to charge a consumer where ever applicable, the following:
 - i. Charges for the supply of energy (demand / fixed energy charge etc) as determined by the Commission in the latest Tariff Order.
 - ii. Wheeling charges and/or surcharges and additional surcharges applicable if any, as determined by the Commission.
 - iii. Rental if any, towards meters & other electric plant and equipments of the licensee as approved by the Commission.
 - iv. Miscellaneous Charges such as penal charges for exceeding contract demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.
 - v. Statutory levies such as electricity duty, taxes or any other taxes/ duties payable by the consumer as per law; to be transferred/credited to the concerned authority.
 - vi. Recovery of any expenses reasonably incurred by the licensee in providing electric lines and plants used for giving supply of electricity.

A Schedule of different Miscellaneous Charges that may be levied by the licensee is incorporated as **Appendix IV** of this Code. These charges may be revised by an Order by the Commission.

6.2 Metering

6.2.1 Requirement of meters

- a) No installation shall be provided without a meter. All meters shall conform to Requirements as laid down in the Central Electricity Authority (Installation & Operation of meters) Regulations, 2006 (as amended) made under section 55 of the Act. The

licensee shall also comply with the above mentioned Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

- b) For LT loads Miniature Circuit Breakers (MCBs) and for HT/ EHT loads Circuit Breakers (CBs) of appropriate rating and specifications shall be installed along with the meter in accordance with the requirements of clause 35 of the CEA (Measures related to Safety and Electric Supply) Regulations,2010.
- c) The licensee may arrange to provide meters to the consumer as below-
 - i. The meter, MCB/CB and associated equipments shall be supplied by the licensee and the cost is realized from the consumer.
 - ii. The meter, MCB/CB and associated equipments shall be supplied by the licensee at its own cost.

In case of deviation from the above, in providing meters the licensee may take necessary approval from the Commission.

However, a licensee with approval to the Commission may adopt one or more option of providing meter as specified above.

The licensee shall make available on its website an updated list of makes and specifications of meters and other equipments, as approved by the licensee.

- d) The meters for new connections shall be of following type(s):
 - i. For LT connections - Digital meters with MDI (Maximum Demand Indicator)
 - ii. 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 45 days. The consumer shall have the option to install meter having facility to record peak hours MDI in addition to above features.
 - iii. Smart meter having Pre-paid facilities shall be introduced in phased manner. The meters shall conform to the technical requirements as prescribed in Central Electricity Authority (Installation and Operation of meters) Regulations 2006.
- e) 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.
- f) 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 premises. However, if mutually agreed the metering arrangement may be installed at the sub-station of the licensee and used for billing.

- g) The licensee may also installed an additional meter for verifying the consumption of the billing meter and for energy accounting purpose.

6.2.2 Metering in Grid Interactive Solar PV System (GISPV)

Metering in the GISPV shall be as specified in the Regulation 14 of the AERC (Grid Interactive Solar System) Regulations, 2015. In Metering GISPV the provision of Central Electricity Authority (Installation Meters) Regulations 2006, along with the Amendment Regulations of 2014 need be complied with.

Both the net meter (Consumer Meter) and gross meter (Renewable Energy Meter) shall be tested before the installation.

In case, Solar Energy is generated at different locations, injection may be done in different points, with proper metering.

Based on site specific and/or tariff requirement (when a solar tariff or generation based incentive is provided), there shall be no bar in gross metering and separate accounting of consumption (import) and injection (export) of solar power.

6.2.3 Adoption of new technologies for metering

- a) The licensee shall take advantage of better technology available and/or to meet the requirement of Commission's Tariff Order.
- b) Licensee is also authorised to install any additional equipment / device considered necessary for better control, operational efficiency and monitoring. In all such cases, the consumer shall be required to provide appropriate and suitable space as required by the licensee.
- c) The Distribution licensee shall prepare a plan for adoption of new technologies in metering such as pre-payment meters, time of the day meters (ToD), smart meters and automatic remote meter reading system through appropriate communication system and implement the same with the approval of the Commission.
- d) Special plan should be prepared by the licensee to install Smart meters in phased manner with the target as mandated in the in the National Tariff Policy.
- e) Such meters shall conform to the technical requirements as specified by the Central Electricity Authority (Installation and Operation of meters) Regulations, 2006, as amended from time to time.
- f) The licensee may, after obtaining approval from the Commission, include in the service connection agreement, the necessary special conditions to suit the special metering system.

6.2.4 Supply and Installation of meters and MCBs /CBs

- a) Meters will ordinarily be installed at the point of entry to the building/ premises, and will be fixed and installed according to the convenience of the licensee on the consumer's premises on the ground floor where it could be accessible for reading and inspection at any time, or at such other suitable place as the licensee shall decide and the consumer shall run his wiring from such point of supply.
- b) All EHT & HT consumers shall provide independent entry to the meter or metering cubical. In case of LT consumers meter and the cut-out/ MCB or, in case of HT /EHT consumers, meter, circuit breakers or any other associated equipment shall be installed by the licensee at the point (s) of supply.
- c) The place of installation of meter should be free from dampness having proper air ventilation and illumination. The consumer will be responsible for the safety of the meter from theft or damage.
- d) In case of semi-permanent (kuchha) houses, the Distribution licensee shall ensure that the meter is properly fixed on a wall or other safe location, and is accessible to the meter reader.
- e) LT, HT and EHT consumers, if they opt for procurement of meter and related apparatus, 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.
- f) If the meter is supplied by the licensee, the recovery of the meter cost and associated equipment shall be made in one or more installments as per the terms approved by the Commission.
- g) In case of a service connection where cost of the meter has been borne by the consumer, no meter rent and security deposit shall be charged from the consumer.
- h) 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 7 days.
- i) The licensee shall evolve a format of meter Installation Report 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 under proper acknowledgment. The consumer or his authorised representative shall also sign the

- meter Installation Report. 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.
- j) Whenever a new meter is installed (for a new connection or as a replacement) it shall be sealed in the presence of the consumer or his authorized representative. 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 amendments.
 - k) 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.
 - l) It shall be the responsibility of the licensee to maintain the meter and keep it in working order at all times. The licensee may also have a provision for such metering system where the display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee.
 - m) A consumer may install a check meter of appropriate make and conforming to the technical specifications as laid down in Central Electricity Authority (Installation and Operation of meters) Regulations, 2006. These check meters may be calibrated by the licensee upon payment of prescribed fee as approved by the Commission from time to time. However, check meter readings shall not be used for billing purpose by the licensee.
 - n) The licensee shall maintain a list of all the types of meters installed in its area of supply and make it available to the Commission when asked to do so. The information shall include the specification of each type of meter and the total number of units of each type in use, defective meters and meters in stock with the licensee.

6.2.5 Consumer not to interfere with the Supply Mains and Apparatus including meter

The meter, cut-outs, breaker, MCB, MCCB, service mains and other equipments installed and maintained by the licensee at consumer's premises, must on no account be handled or removed by anyone who is not authorised by the Distribution licensee. The seals, fixed on meter, metering equipment, cut-outs, MCB and the Distributions licensee's equipments shall not be tampered or damaged or destroyed or broken. Consequence of such interference provided under clause 7.8.

6.2.6 Reading of meters

6.2.6.1 Schedule reading of meters

- a) The meter shall be read once in every billing cycle and the consumer shall extend all facilities to the licensee or his authorised representatives to read the meter. The billing cycle shall normally be 30 days or may be 60 days in special circumstances as may be decided by the licensee with intimation to the consumer.
- b) 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.
- c) The meter reader may use hand held 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.
- d) It shall be the duty of the meter reader to check the condition of LEDs (light emitting diode) on electronic meters. In case, 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.
- e) 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.
- f) In case, for any reason, the meter is not read during a billing cycle, the licensee shall prepare a provisional bill based on the average consumption of last three billing cycles when readings were taken. Such provisional billing shall not continue for more than three billing cycles at a stretch. The amount paid as per the provisional bill shall be adjusted against the bill raised on the basis of actual meter reading during three subsequent billing cycles.

6.2.6.2 Sample Check of meters

An Officer of the licensee authorised for this purpose, shall carry out the sample checking of meters as per the schedule drawn out by the licensee for this purpose. The Distribution Licensee shall prepare such a list and submit the same within 3 months of Gazette Notification of this Code to the Commission for approval. It should be the endeavour of the Distribution Licensee that at least 5% of LT meters and all HT meters are checked once in a year by a team of officers, not below the rank of Junior Manager or equivalent rank in case of LT consumers and Assistant Manager or equivalent rank in case of HT consumers.

6.2.6.3 Action in case of inaccessible meter

- a) If the meter is rendered inaccessible on two consecutive meter reading dates, a notice shall be issued to the consumer to keep the meter accessible for reading on the date (at least 7 days after the date of notice) and time specified in the notice.
- b) If meter is not made accessible even on the specified date, a notice shall be served to the consumer or his representative obtaining acknowledgement. In the notice, the consumer shall be advised to make necessary arrangement so that it is possible for the licensee's representative to read the meter within 7 days. In case, he fails to provide such arrangement, a bill with penalty charge of 5% of the average billing amount for the last 12 months or for the period for which the meter could not be read would be served with 15 days time for payment. Failing to make this payment within the specified time, supply shall be disconnected.
- c) The provisions of clauses (a) and (b) above shall not apply in case of a domestic consumer who has given an advance intimation to the licensee of the inaccessibility of his meter for reading due to the consumer being out of station and has also deposited an amount in accordance with clause 6.3.7.5 of this Code.

6.2.6.4 Unscheduled Reading of meters for special billing

If a domestic consumer desires an unscheduled reading of meters in cases of Change of Occupancy, Vacation of Premises or for any other purposes specified by the consumer and acceptable to the licensee, it shall be the responsibility of the licensee to arrange for taking meter reading and take action as specified under clause 6.3.7.5

6.2.7 Testing of meters

6.2.7.1 Scheduled Testing of meters

- a) 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 them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified under Regulation 18 (2) of the Central Electricity Authority (Installation & Operation of meters) Regulations, 2006. Licensee shall make available copies of such test and Calibration Report to the consumer along with action proposed by the licensee or action required to be taken by the consumer, as may be considered necessary.
- b) The licensee shall conduct periodical inspection/testing of the meters as per the following schedule:
 - i. Single phase meters: Once every five years
 - ii. LT 3-phase meters: Once every 3 years
 - iii. HT meters including MDI: Yearly

Wherever applicable, CT and PT shall also be tested along with meters

- c) Test results shall be maintained as per the format given in **Format 10** or any other format as may be prescribed by the testing laboratory.
- d) If required, the licensee may remove the existing meter for the purpose of testing. The representatives of the licensee must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.

6.2.7.2 Unscheduled Testing of meters

- a) 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.
- b) 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 **Format 11** to this Code, along with the requisite testing fee. The testing fee shall be as specified in **Appendix IV**.

Provided further that if the meter is 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.

- c) The licensee shall inspect and check the correctness of the meter within 7 working days of receiving the complaint in urban areas and within 15 working days of receiving the complaint in rural areas.
- d) Before testing a consumer's meter, the licensee shall give advance notice intimating the date, time and place of testing so that the consumer or his authorised representative may be present at the testing.
- e) 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 and the Report shall be final.
- f) The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, revised bill for a maximum period of six months or from the date of last testing, whichever is shorter, shall be prepared based on the average consumption rate of three billing cycle, after installation of the correct meter. The amount will be adjusted in two consecutive energy bills.
- g) The consumer's meter may be tested in the consumer's premise or at the testing laboratory of the licensee.

In case the meter is tested in a laboratory, the billing for the period during which the meter is not connected, the consumption shall be computed on pro rata basis, taking the daily average consumption of three months preceding the date on which the meter was taken out for testing or the average of three months succeeding the date of connection of the meter after testing whichever is higher.

- h) The meter may be tested for accuracy at a third party testing facility accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL), as may be 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 and the Commission. The cost of such testing as may be charged by third party shall be borne by the consumer.
- i) If the consumer disputes the result of testing, the consumer may appeal to the next higher authority as specified in the AERC (Redressal of Consumer Grievances) Regulation, 2016. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity ombudsman.

The consumer shall continue to pay the electricity bills served to him during the pendency of the decision of the Forum.

6.2.8 Replacement of Defective/ Burnt/Lost meters

6.2.8.1 Cost of replacement

- a) If, as a result of testing it is established that the meter become defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee, the cost of replacement/repair (with recalibration and testing) the meter shall be borne by the licensee.
- b) 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 replacement of the meter shall be borne by the consumer.
- c) Under provision of the clause 6.2.1 (c), meter will be supplied by the licensee at its own cost (realising meter rents) or the cost is realised from the consumer (no meter rent is realised). In both the above cases,

(i) The cost of the meter will be realised from the consumer, if the reason of damage of the meter is attributable to consumer.

(ii) No cost of meter is realised from the consumer, if the reason of damage of the meter is attributable to licensee.

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 treated as per provision under 'Unauthorized use of electricity' as per provision under clause 7.4 of this Code.

d) In case of testing on the consumer's request, the consumer shall have to pay the testing fee as in **Appendix IV** of this Code.

Provided further that if the meter is 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.

e) 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 in proportion of the remaining useful life of the meter that was lost.

6.2.8.2 Replacement of meters (including MDI) Not Recording

- a) The consumer is expected to intimate the licensee as soon as he notices that the meter has stopped or is not recording.
- b) If during periodic or other inspection any meter is found to be not recording by the licensee, or a consumer makes a complaint in this regard, the licensee shall follow the procedure detailed in clause 6.2.6.1 (f) of this Code.
- c) If the meter is actually found to be not recording, the licensee shall replace the non working (stuck, running slow, fast or creeping) meter within 5 working days in urban areas and within 15 working days in rural areas.

6.2.8.3 Replacement of Burnt meters

- a) In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee, the licensee shall restore the supply by providing an alternative meter (even by bypassing the burnt meter, if alternative meter is not available) after ensuring that necessary preventive action including necessary testing at site is taken to avoid future damage.

- b) If the meter is burnt due to causes attributable to the licensee, the licensee shall replace the burnt out meter within 7 working days of receiving the complaint in urban areas and within 15 working days of receiving the complaint in rural areas.
- c) If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load, etc., the procedure laid down in clause 6.2.8.1 shall be followed with respect to cost of meter. The licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 15 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

In case of damage of a meter due to tampering, unauthorised addition of load or any case of unauthorised use of energy or theft, the change of meter shall be without prejudice to the power of the licensee to take action against the consumer under relevant provision of chapter VII (Theft & Unauthorised use of Energy and other Irregularities).

6.2.8.4 Replacement of Lost meters

- a) *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 may also conduct an inquiry.*
- b) 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 clause 6.2.7.2 (g) above.

6.3 Billing

6.3.1 General

- a) On effecting supply to any premises, the licensee shall inform the consumer the schedule for meter reading, billing and payment and mode of serving of bill.
- b) Any subsequent change in such schedule shall be brought to the notice of the consumer sufficiently in advance.
- c) The licensee shall also intimate the consumer of bill dispatch through short message service (SMS) or email, if the consumer has furnished requisite details.

- d) Upto six bills along with payment receipt details for all consumers shall be made available on the website of the licensee after a period not exceeding 60 days of energizing a new connection.
- e) The bill shall be duly authenticated by the officer authorised for this purpose, who shall affix his dated signature, name and designation on the bill.

6.3.2 Billing frequency and serving of bills

- a) A billing cycle shall normally be 30 days and may be 60 days in special circumstances as may be decided by the licensee with intimation to the consumer.
- b) The licensee shall issue the first bill within 60 days of commencement of supply.
- c) In case the consumer does not receive the first bill within 60 days from the date of commencement of supply, he shall intimate the same, in writing, to the office of the licensee and the licensee shall issue the bill within the next fifteen days if not already issued or issue a duplicate bill if the bill has already been issued.
- d) Bill frequency for all categories of consumers should normally be one month. Bills shall be served to the consumers every month indicating a due date of payment of the bill which shall be normally 15 days from the bill date. Any deviation from this should be recorded in the bill indicating reason thereof. In case, the due date of any bill falls on holiday, the next working day will be considered as the due date of the bill.
- e) The bill shall be delivered to the consumer or his representative available at the premises immediately in the case of spot billing, under acknowledgment.
- f) If no person is available for acknowledging, the bill shall be deposited in the letter box, if provided.
- g) In all other cases, the licensee shall ensure that the bill is delivered to the consumer by hand or by post or by courier or by e-mail at least 10 days prior to the due date. If a consumer does not receive the bill within seven days of the date of a month on which he normally receive a bill, he may obtain a duplicate bill from the concerned billing office of the licensee. The licensee shall issue a duplicate bill immediately if the consumer contacts the office of the licensee. Provided that, non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date stipulated in the original bill.
- h) A consumer may give a standing instruction to the licensee to serve electricity bill to him by electronic media only.

6.3.3 Bill on meter Reading Instrument (MRI) download

The Distribution licensee shall endeavour to take monthly meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed. 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 officer/ personnel taking the meter reading.

6.3.4 Billing Demand

Billing demand is the demand on which demand charge shall be made.

The billing demand shall be 100% of Contract Demand or Recorded demand whichever is higher. In case, the meter remains defective in a month, billing demand shall be considered as per clause 6.3.7.3 of this Code as amended from time to time.

6.3.5 Contents of the energy bill (model bill format)

The bill for metered connections shall contain, inter alia, the following details:

a) General information :

- i. Address and telephone number of the billing office / distribution centre;
- ii. Service Connection Number;
- iii. Bill Number and Period of Bill;
- iv. Consumer Number, Name and Address;
- v. Pole Number from which connection is served / Name of sub-division or centre;
- vi. Date of issue of Bill;
- vii. Tariff category of consumer (i.e. domestic/ commercial etc.);
- viii. Tariff, rate of electricity duty and cess applicable;
- ix. Status of meter (OK/defective/not available);
- x. Billing Status (Regular/ Assessed/ Provisional Bill with reason)

b) Supply details:

- i. Type of supply (i.e. single phase, three-phase LT or HT)
- ii. Contracted load and Connected load
- iii. 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).
- iv. Initial meter reading with date;
- v. Final meter reading with date;
- vi. Multiplying Factor of the meter if any;
- vii. Units consumed;
- viii.
 - a) Recorded Maximum demand for the billing period;
 - b) Billing Demand (Higher on contract demand and maximum demand)
- ix. Due date of payment (separately specified for payment by cash, cheque, ECS, NEFT, Credit/Debit Card, etc. if necessary);

c) 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 installments 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
 - xix. Net amount to be paid
- d) Modes of payment accepted;
- e) In case of cheques and bank drafts, the receiving authority in whose favour the amount should be drawn;
- f) Security Deposit held and required;
- g) Details of last six readings.
- h) 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:
- i. 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;

- ii. Designation and address of the authority with whom grievance/complaints pertaining to bills can be lodged;
 - iii. Complete address(es) with telephone number(s) of the complaint centers, if any;
 - iv. Addresses and telephone numbers of the relevant Grievance Redressal Officers including Central Grievance Redressal Officers as well as the Ombudsman constituted under section 42 sub-clause 6 of the Act;
 - v. Tariff Schedule applicable to the consumer; and
 - vi. Advertisements, if any.
- i) The bill may contain additional information, if any, as desired by the licensee.

6.3.6 Billing for Net metering

Billing for Grid Interactive Solar PV System shall be as per provision of Regulation 9 of the AERC (Grid Interactive Solar PV Systems) Regulations, 2015.

The reading of both the Net meter and Gross meter should be taken for each billing cycle. In case, injection is done in more than one point, the gross solar generation shall be the aggregate of consumption received in each solar meter.

In case of gross injection of solar power the consumption and solar injection shall be accounted and billed separately.

6.3.7 Procedure for Billing under Special Circumstances

6.3.7.1 Billing in case of Multi-consumer Complex

In case of a multi consumer complex (clause 3.10.3), during every billing cycle, the difference between the consumptions of the additional meter and the aggregate of consumption of the individual meters shall be added to the recorded consumption of the common meter to account for energy loss in the internal distribution system.

6.3.7.2 Billing when meter Not Accessible

In all cases not covered by the Spot Billing system, if the licensee is not able to read the meter, a provisional bill may be issued on the basis of the average consumption of the

previous 3 billing cycles. However, the licensee shall ensure that such provisional billing does not extend to more than three billing cycles at a stretch, and there are not more than three provisional bills generated for a consumer during one financial year. The provisional bills shall be adjusted on the basis of the subsequent actual meter reading.

In case a meter is rendered inaccessible, action shall also be taken as specified in the clause 6.2.6.3 of this Code.

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

- a) In case of defective/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 require to replace the defective/stuck/stopped/burnt meter.

Provided that any evidence provided by consumer about conditions of working/ consumption pattern and/or occupancy of the concerned premises during the said period(s), which might have had a bearing on energy consumption, may be considered by the licensee.

- b) 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.
- c) For seasonal consumers, in the event of any meter being found incorrect (which includes stopped, slow or fast meter) the quantity of energy consumed shall be determined by taking the average consumption of the identical 3 months period of the preceeding year . For consumers whose contract demand/ connected load varies in the concerned period, consumption should be assessed proportionate to the contract demand/ connected load.
- d) It is the responsibility of the meter reader to note down the details of every stopped/ defective meter and to report promptly to the concerned officer of the licensee, who shall be responsible to take immediate steps to replace or repair the stopped / defective meter. In case where a check meter/additional meter is in use, the consumption recorded by such meter may also be used for provisional billing, when the billing meter is removed for testing or otherwise.

6.3.7.4 Billing in case of Lost meters

In case of meters reported as lost, electricity charges for the period for which the meter was not available shall be assessed as below:

- a) As per clause 7.4.5 Assessment in case of unauthorized use of energy 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.
- b) As per clauses 6.3.7.3 (Billing in case of defective /stuck /stopped / burnt meter) of this Code, in other cases.

6.3.7.5 Billing in case of Change of Occupancy or Vacancy of Premises for Domestic Consumers

- a) It shall be the responsibility of the consumer at the time of change of occupancy of the premises or its falling vacant, to request in writing indicating the date for a special reading to be taken and serve a special bill prepared based on special reading taken by the licensee as per requirement of the consumer.
- b) The procedure for purpose shall be as follows-
 - i) The consumer shall request in writing to the licensee for special reading to be taken at least fifteen days in advance of the vacating of premises or change of the occupancy, as the case may be, clearly 'specifying a date'; provided that, the licensee may accept a notice of shorter period.
 - ii) The licensee shall arrange to take a special reading of the meter within seven days of receiving the written request of the consumer and issue a special bill including all arrears till the date of billing, at least seven days before change of occupancy or vacating of the premises.
 - iii) The special bill shall also include charges for the period between the date of special reading and date of vacating of premises on a pro-rata basis.
 - iv) It shall be the responsibility of the consumer to make payment as per the special bill on or before premises fall vacant.
 - v) The licensee shall also disconnect the supply temporarily to the premises on the day of falling vacant or change of occupancy, if so requested in writing by the consumer.
 - vi) The premises will be reconnected within 24 hrs of receipt of a written request for reconnection. The consumer will have to pay contract demand charge /fixed charges for the period the premises remain disconnected, which will be charged in the first Bill issued to him after reconnection.

6.3.8 Payment based on Self Assessment by the Consumer

- a) In case of non-receipt of bill or non receipt of a duplicate bill as requested for by a

consumer, the consumer may deposit self-assessed bill in the format prescribed in **Format 12** to this Code for the period for which bill has not been received, provided that it is not less than the average consumption during the billing cycle over the last six months. The excess/deficient payment so made by the consumer shall be adjusted in the next bill.

- b) 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.

6.3.9 Advance Payment of Bills

- a) 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 **Format 13** to this Code.
- b) 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.
- c) 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. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.

6.3.10 Billing in case of Disputed Bills

- a) In the event of any objection in respect of the billed amount, the consumer may lodge a complaint in writing before the designated officer as mentioned in the energy bill.
- b) On receipt of the complaint regarding a bill, such designated officer shall issue a written or electronic acknowledgement on the spot and give a complaint number for reference.
- c) The supply of electricity shall not be cut off if the consumer deposits,
- i. An amount equal to the sum disputed by him
 - or
 - ii. The electricity charges that may be due from him for the period for which bills are under dispute, calculated based on the average of past 3 month whichever is lower

- d) If no additional information is required to be collected, the licensee shall resolve the consumer's complaint and intimate the result to the consumer on the spot, and in any case not later than 3 days from the date of receipt of the complaint.

In case, any additional information is required to be collected, the same shall be obtained, the issue resolved and result intimated to the consumer within 5 days of receipt of the complaint in urban areas and within 7 days of the receipt of the complaint in rural areas. However, if the consumer does not provide information on time, the licensee shall not be held liable for the consequent delay.

Till the complaint on the bill is resolved, the consumer shall pay the amount based on average consumption of last three consecutive undisputed bills, for the period subsequent to the date up to which payment has been made as per provision under sub clause (c) above. Amount so recovered shall be subject to final adjustment on resolution of the complaint.

- e) If the complaint is found to be valid by the licensee, a revised bill shall be issued within 5 working days of intimation of the same to the consumer. The consumer shall make the payment within 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.
- f) If the complaint was found to be invalid 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.
- g) For Redressal of a grievance in respect of a bill, the consumer may appeal to the next higher authority as specified in the AERC (Redressal of Consumer Grievances) Regulation, 2016. In case, the consumer is not satisfied with the decision of such authority, he may approach the Consumer Grievances Redressal Forum and in case, he has further grievance on the decision of the Forum he may approach the Electricity Ombudsman.

6.3.11 Billing in case of Excess Load

Action may be taken as in the case of unauthorised load specified in the clause 7.4.

6.3.12 Payment of Bills

- a) Consumer may pay the bill by Cash, Cheque, Demand Draft at the designated collection

offices of the licensee during specified times or in Electronic mode. In case of a cheque, it shall be 'local' or 'multi city'.

Provided that the due date for bill payment through cheques shall be 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 1 day in advance of the normal due date for bill payment.

However, the licensee may fix a limit above which payment is to be made by mode other than cash.

- b) The payment may also be made:
- i) By deposit in the drop-boxes, kiosks maintained by the licensee at designated locations; or
 - ii) By online payment through bank transfer, debit/credit card and other electronic mode.
 - iii) By any other scheme notified by the licensee for acceptance of bill payment.
- c) 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. Wherever considered proper and necessary, separate facilities in the collection centres should be provided for senior citizens, physically challenged person and women.
- d) 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 15 clear days to pay the dues. In case a cheque is dishonoured, the licensee shall inform the consumer and require him to pay the bill within 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 dishonoured 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.
- e) 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 working day.

6.3.13 Receipt of bill payment

Receipt shall be given to the consumer for payment of bills made in person. In all cases, payments shall be shown in the next bill. For e-payment, receipt will be generated by the system.

6.3.14 Utilization of the Amount Received

All payments made by the consumer will be adjusted in the following order of priority:

- a) Late payment surcharge, if any
- b) Arrears of electricity charges and corresponding arrears of electricity duty/ tax, if any
- c) Current electricity charges and corresponding current electricity duty/tax,
- d) Miscellaneous charges, if any

6.3.15 Late Payment Surcharges

Surcharge for delayed payment shall be levied as per the prevailing Tariff Order and the same as may be applicable shall be indicate in each electricity bill.

6.3.16 Instalment Facility

The licensee may frame a scheme for providing facility of payment of bills in instalments for consumers who are for the time being under financial distress,

6.3.17 Recovery of Arrears

- a) 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.

b) If a consumer has more than one service connections in his name and power supply has been disconnected for defaults in payment of electricity dues in any of the service connection, the Distribution Licensee will have the right to claim the arrear against any of the other service connection after serving notice in this regard.

CHAPTER- VII

Theft & Unauthorised use of Energy and other Irregularities

7.1 Provisions in the Electricity Act (EA), 2003

Section 126 of the EA, 2003 covers matters related to Unauthorised Use of Electricity and section 135 covers matters related to Theft of Electricity.

- a) Key difference between the two provisions of sections 126 and 135 is that 'Dishonest intention' as mentioned under section 135 is the necessary ingredient for the offence of Theft of Electricity.
- b) For prosecuting someone under section 135, it is necessary to lodge a written complaint relating to the offence in the police station having jurisdiction within 24 hours of disconnecting power supply in case of suspected Theft of Electricity.
- c) Provisions under section 126(5) and section 126(6) shall be applicable to assessment in situation of Unauthorized Use of Electricity as specified under explanation to the section 126(6)(b) and is also be applicable for assessment to those cases where action is taken for alleged offences under section 135(1)(A).

7.2 Appointment of Authorized Officer and Assessing Officer

An Assessing Officer is an officer designated as such by the state Government under provision of section 126(6)(a) of the Electricity Act, 2003 for investigation and enforcement in cases of unauthorised uses of electricity as specified under section 126(6)(b).

An Authorized Officer is an officer authorized by the appropriate Commission to deal with cases of theft of electricity as detailed under section 135 (1A).

The State Government may authorised any officer of the licensee or supplier to enter, inspect, search, seize and examine different materials and documents as detailed under sub - clause (a), (b), (c) under section 135 (2) of the Act.

The licensee shall publish a list of the Assessing officers, the Authorised officers and the officers authorised by the Commission to disconnect supply as per section 135 (1A) of the Act and shall display such list prominently in its local offices and also place such lists in their website. The licensee shall issue proper identity cards to such officers to enable easy identification by the consumers.

7.3 Power of officers authorised under section 126 and under section 135 of the Act to enter, inspect and initiate proceedings

- a) The Assessing Officer under section 126 of the Act or the Authorised Officer under section 135 of the Act shall have the power to enter and inspect the premises of the consumer and to initiate proceedings against the offences or other irregularities committed by the consumer or his employee or a person acting on his behalf.
- b) The entry, inspection and initiation of proceedings under section 126 and section 135 of the Act shall be done only by the officers specifically authorised by the Government or by the Commission, for the purposes of the said sections as stated hereunder:-
 - i) entry, inspection and further proceedings under section 126 of the Act shall be done only by the assessing officer as designated by the Government under the said section;
 - ii) entry, inspection and further proceedings under section 135 of the Act shall be done only by the officer authorised by Government as per section 135(2) of the Act;
- c) Disconnection under section 135 (1A) of the Act shall be done only by an officer authorised for this purpose by the Commission or an officer of rank higher than officers so authorised.

7.4 Unauthorized Use of Electricity

The following acts on the part of consumer are to be considered as unauthorized use of electricity for the purpose of assessment under the provisions of section 126 of the Act;

- a) Use of electricity by any artificial means; or
- b) Unauthorized use of electricity by a means without the permission of the concerned person or authority or licensee; or
- c) Use of electricity through a tampered meter and/or equipments associated with metering provided by the licensee; or
- d) Use of electricity for the purpose other than for which the supply of electricity was given; or
- e) Use of electricity for the premises or areas other than those for which the supply of electricity was authorized;
- f) Use of Electricity in the premises where supply is disconnected by the licensee.

The following acts on the part of the consumer shall also be considered as unauthorized use of electricity and shall also be dealt with for assessment under the provisions of section 126 of the Act;

- (i) Increase in connected or contracted load in excess of the sanctioned load as per the agreement;
- (ii) Shifting of location of meter or unauthorized alterations in the installation;
- (iii) Tampering with meter and not reported to the licensee;
- (iv) Sale of electricity to other person.

7.4.1 Procedure for booking a case for Unauthorised Use of Electricity

- a) An Assessing Officer, suo - motu or on receipt of reliable information regarding unauthorised use of electricity shall promptly conduct inspection of such premises.
- b) The inspection team of the licensee, headed by such Assessing Officer shall carry along with them their Photo Identity Cards.
- c) The Assessing Officer shall prepare a report giving 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) as per the **Format 14** of this Code.
- d) 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.
- e) 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.
- f) Within three working 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 unauthorized use of electricity has taken place, no further action will be taken and the consumer will be informed accordingly.

7.4.2 Provisional Assessment

If the Assessing Officer suspects that the unauthorized use of electricity has taken place, he shall make provisional Assessment and serve the assessment order to the Consumer.

The Assessing Officer shall assess the energy consumption considering the following:

i) Period of assessment:

If the Assessing Officer reaches to the conclusion that unauthorized use of electricity has taken place, in keeping with the provisions of section 126(5) of the Act, he shall take into account the following and arrive at actual period (duration) of unauthorized use of electricity, to the extent possible, as below:

- a) the period from the date of previous inspection if any, by the licensee's officer to the date of detection.
- b) the period from the date of service connection to the date of detection
- c) wherever electronic meters are installed and the load curves are studied periodically, the period of unauthorized use of electricity could be limited to the exact period as could be determined scientifically.
- d) based on the valid document produced by the accused person.

If the period during which such unauthorized use of electricity has taken place cannot be ascertained, as above such period shall be limited to a period of twelve months immediately preceding the day of inspection.

ii) Assessment of charges payable:

The assessment for unauthorised excess connected load or unauthorised energy consumption shall be made at a rate twice of the applicable tariff, in accordance with the provision of the section 126(6) of the Act, excluding the amounts of bills related to the assessment period, paid by the consumer at applicable tariff.

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.

iii) Methodology for assessment of demand charge and energy charge:

Assessment of demand charge and energy charge for unauthorised use of electricity shall be as below-

1) Demand charge in case of excess/unauthorized load

Assessed Demand charge = $2 \times \{C \times B \times N\} - D$ (in Rupees)

Where,

'A' - denotes the authorised load as per agreement

'B' - denotes the total connected load detected at the time of inspection.

'C' - denotes demand charge applicable on the detected load as per tariff in force.

'N' - Number of months, duly taking account of fraction of a month

'D' - Demand charge if any paid for the disputed period on 'A'.

Note:

- The excess load will be removed from supplier's mains. However, the consumer may apply for the regularisation of the Load.
- In case any damage of transformer or any other appliances of the licensee due to this unauthorised extension of load, the cost will be realised from the consumer in addition to the assessment bill.

2) Assessment in case of unauthorized use of Electricity(change of category)/ resale of electricity.

- a) In case, the meter is working satisfactorily, the licensee shall make an assessment at a rate equal to twice the applicable tariff for the entire consumption. Energy charge if any paid for the disputed period will be deducted from the bill.
- b) In case, the meter is found to be incorrect and tampering of meter is suspected, unauthorised energy consumption will be assessed using the Table at **Appendix I** as applicable to the consumer and the total charge will be as follow-

Assessed Energy charge = $\{C \times 2e \times N\} - E$ (in rupees)

Where,

'C'- Energy consumption per month assessed (from **Appendix I**)

'e'- Tariff rate applicable

'E'- Energy charge if any paid for the disputed period

'N'- No. of Month and fraction thereof

3) Theft of Electricity(Hooking, Tempering of meter, Meter bypass).

The assessment shall be made as per 2(b) above.

7.4.3 Provisional Assessment Order

- a) An Assessing Officer, after conducting an inspection of a premises, on receipt of reliable information regarding unauthorized use of electricity and submitting a report of his inspection in **Format 14** to the consumer as specified under clause 7.4.1, shall serve a provisional assessment order to the consumer within 7 days of inspection in the **Format 15** of this Code.
- b) The Assessing Officer shall prepare the provisional assessment order comprising of the electricity charges payable by the consumer, prepared as per modality specified under clause 7.4.2 above. The order shall contain reasons and basis of the assessment, along with detailed calculations.
- c) The provisional Assessed Order shall be served along with a mention of time, date and place at which the objection on the assessment order has to be submitted and the designation of the person to whom it should be addressed.
- d) It shall also be mentioned in the provisional assessment order that, if consumer does not wish to challenge the provisional assessment, he shall pay the amount within seven days of serving the order to him. Accordingly, any person served with an order of provisional assessment may accept such assessment and deposit the assessed amount with the licensee within seven days serving of the assessment order on him.
- e) It shall be expressly mentioned in the order of provisional assessment that the consumer is entitled to file objection. Such objections shall be filed within seven days of receipt of the order. If the consumer does not file the objection within 7 days and also fails to deposit the assessed amount, the amount shall be treated as an arrear against him and his service connection shall be disconnected as per provision of section 56 of the EA, 2003, after the expiry of 15 days from the last date specified for payment (i.e. 22 days from the date of serving the assessment order).

7.4.4 Submission of consumers' reply/objection

- a) The consumer shall submit his objections within 7 days of receipt of provisional assessment order to the concerned officer mentioned in clause 7.4.2 of this Code.
- b) In such cases where the consumer files objections against the provisional assessment order, the process of hearing and assessment shall be as per clauses 7.4.5 and 7.4.6 of this Code.

7.4.5 Hearing in case of suspected Unauthorised Use of Electricity

- a) Within 5 days from the date of submission of consumer's objections, the licensee shall arrange a hearing with the consumer.
- b) During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, within 5 working days, an 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.

7.4.6 Final Assessment

- a) If consumer submits adequate evidence proving that unauthorised use of electricity is not committed, further proceedings shall be discontinued and case of unauthorised use of electricity shall be dropped immediately.
- b) After considering consumer's reply and submissions, the Assessing Officer comes to a conclusion that there is a case of unauthorised use of electricity, a reassessment of charges will be made taking into cognizance additional facts and material that may come into light. The final assessment will be made following the methodology adopted in the case of provisional assessment under clause 7.4.2 .
- c) 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 prescribed in clause 10.3 of this Code.

Any person served with the order of final assessment, shall accept such assessment order and deposit the assessed amount with the licensee within 30 days of service of assessment order upon him.

7.4.7 Appeal to Appellate Authority

- a) Any person aggrieved by the final order served by the Assessing Officer may, within 30 days of the said order, prefer an appeal to an Appellate Authority in such form, verified in such manner as prescribed and be accompanied by such fee as provided in the schedule of Assam Electricity Regulatory Commission (Payment of Fees etc.) Regulations, 2015.
- b) No appeal against an order of assessment under clause 7.4.6 (a) above shall be entertained unless an amount equal to half of the assessed amount is deposited in cash or by way of bank draft with the licensee and documentary evidence of such deposit has been enclosed along with the appeal.

- c) The Appellate Authority will dispose of the appeal after hearing the parties and pass appropriate order within 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.
- d) The consumer will be served with a revised bill as per final order of the Appellate Authority to be paid in 7 days.
- e) 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.
- f) 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 electricity bills of the immediately succeeding months along with interest.

7.4.8 Consequences of default

When a person defaults in making payment of amount, assessed by an Appellate Authority, he, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months.

7.5 Theft of Electricity

7.5.1 Provision in the Electricity Act (EA), 2003

The actions that amounts to 'Theft of Electricity' and convictions for such act are specified under sub-section (1) of section 135 of the Act and action on part of licensee in case of detection of theft of electricity are specified under sub-section (1A) to sub-section(4) of section 135 of the Act.

7.5.2 Inspection, search and seizure

- a) The officer as authorized by the State Government, suo-motu or on receipt of reliable information regarding theft of electricity, shall promptly conduct inspection and search such premises.

- b) The Authorized Officer shall, if required, produce photo ID card to the consumer / person in occupation or possession or in charge of the premises or place. Photo ID card shall be carried by all those persons who accompany the authorized officer.
- c) The Authorised Officer shall take action regarding entering premises, search and seizure and examining and seizure of books of accounts as specified under sub-section (2) and (3) of section 135 of the Act.
- d) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall apply, in case of searches and seizure mentioned above as specified under sub-section (4) of section 135.
- e) The meters, electric line, electric plant and other apparatus suspected to be used / involved in case of theft of electricity shall be removed and seized as considered necessary by the Authorised Officer.

A list of all items seized in course of search shall be prepared and signed by the consumer / persons present during the search and seizure. The occupant of the place or premises or any person on his behalf shall remain present during the inspection.

- f) In all cases of inspection, a report shall be prepared at site giving details of connected load, condition and details of old seals, working of meter, details of new seals and clearly mention any irregularity noticed which may lead to theft of electricity as per the **Format 16** of this Code.

Any damage/ destruction to the electric meter, metering equipments, apparatus, line, cable or electrical plant of the licensee caused or allowed to be caused by the consumer / person so as to interfere with the proper or accurate metering of electricity or for theft of electricity shall also be duly recorded in the report.

The Authorized officer shall also prepare a diagram illustrating the arrangements found during inspection for theft of electricity, wherever feasible and such diagram shall form a part of inspection report.

- g) The report shall clearly indicate whether a prima-facie case for theft of electricity has been established. The report shall be signed by the authorized officer and a copy of report along with the seizure list shall be served to the occupant of the premises or his / her representative at site immediately.

7.5.3 Disconnection of supply and lodging of complaint

- a) Upon detection of theft of electricity, the licensee shall disconnect the supply of electricity immediately.

- b) Provided that only such officer of the licensee, authorised for the purpose by the Commission or any other officer of the licensee of the rank higher than the rank so authorised shall disconnect the supply line of electricity.
- c) Further, such Authorised Officer shall lodge a complaint in writing relating to committing of offence in police station having jurisdiction within, twenty-four hours from the time of disconnection of supply of electricity to the premises.

7.5.4 Assessment of the electricity charges

- a) Method of assessment of the electricity charges payable in case of theft of electricity pending adjudication by the appropriate court shall be same as in the case of provisional assessment for unauthorised use of energy specified under clause 7.4.2.
- b) The format for serving the assessment bill is at **Format 17** of this Code.
- c) The licensee, on deposit or payment of the assessed amount or electricity charges in accordance with the provision of this Code, shall, without prejudice to the obligation to lodge the complaint as specified under clause 7.5.3 (c), restore the supply line of electricity within forty eight hours of such deposit or payment.
- d) If the consumer files an objection against the assessment specified in clause 7.5.4 (a) above, the officer authorised by the Commission shall afford to the consumer an opportunity of being heard in accordance with the procedure specified in clause 7.4.5 of the Code and shall issue final assessment order after a hearing and action as specified under clause 7.4.6 will be followed.
- e) If the consumer deposits the amount as per the final assessment order, the supply of electricity shall be restored within forty eight hours of such deposit.
- f) The restoration of supply of electricity shall be without prejudice to the right of the licensee to initiate criminal proceedings as per section 135 of the Act.
- g) The amount deposited by the consumer as specified in clause 7.5.4 (b) or 7.5.4 (d) for getting restoration of supply of electricity disconnected under sub-section (1A) of section 135 shall be appropriated in accordance with the provisions of sub-section (6) of section 154 of the Act.

7.6 Assessment of energy in case of Theft of Electricity for temporary connections

In the case of temporary connection, the assessment of units consumed for theft of electricity shall be done as per the following formula:

Units assessed = $L \times D \times H$, where

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

D = No. of days for which supply is used, and

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

7.7 Voluntary declaration of tampered meters

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

- a) 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 and the licensee shall raise the assessment bill at two times the normal tariff for the period of last twelve months reckoned from date of declaration as specified under clause 7.4.2.
- b) The energy bill, for the period the meter is not replaced, shall be sent as per the procedure as per clause 6.3.7.3.
- c) The licensee shall not move to the Special Court in case a consumer voluntarily declares the tampered meter and pays the requisite charges in time.

7.8 Interference with meters or works of licensee

Whoever is indulged in unauthorized connection or reconnection of any meter, lays or connect up any work for purpose of communication with any other work belonging to a licensee or maliciously injures any meter or apparatus of the licensee or wilfully or fraudulently alters the index of such meters or apparatus so as to manipulate registration, shall be punishable with imprisonment and fine specified under section 138 of the Act.

7.9 Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter

In order to reduce and prevent the menace of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, it is necessary to initiate following preventive measures-

- a) The licensee should keep record of all consumer meters supplied by the meter manufacturing company with meter sealing particulars with each meter Serial number. All suppliers should submit the soft copy of the particulars showing meter serial number along with Paper seal affixed to the meter body and other seals supplied, if any.
- b) The licensee shall arrange periodic inspection/ testing of meters as specified in this Code.
- c) The licensee shall arrange to provide tamper proof meter boxes on meters so as to ensure that meters installed at all the consumers' premises have tamper proof meter boxes.
- d) The licensee should intensify the efforts for regular inspection of premises of consumers and other persons to ensure prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter.
- e) The 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 10kW & above. Variations in the consumption should be carefully analyzed.
- f) The licensee shall install meters on all distribution transformers and carry out energy audit so as to identify localized loss /unauthorised use and theft of energy.
- g) The licensee shall endeavour to install remote metering devices on all HT/EHT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity. The licensee or Supplier shall further endeavour to install remote metering devices on high value LT connections.
- h) The license may provide overhead bare conductors with cables and HV distribution system in theft prone areas using small capacity distribution transformers, wherever necessary, to prevent theft by direct hooking and expenditure this account shall be a pass-through in the ARR.
- i) The licensee shall take all precautions to prevent 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 of the Electricity Act, 2003 if any damage or distress is caused to their lines/ plants, meters or other such equipments so as to deter/curb such practices.

CHAPTER-VIII

Disconnection and Reconnection

8.1 Disconnection

The supply may be disconnected by the licensee temporarily or on a permanent basis as described below-

The licensee may not remove service line, meter etc in case of temporary disconnection.

But in case of permanent disconnection, the licensee shall remove service line, meter etc.

The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges as may be specified in **Appendix IV** of this Code.

8.2 Temporary Disconnection

The supply may be disconnected temporarily in following cases:

8.2.1 Disconnection due to non-payment of bill amount

Where a person neglects to pay any charge for electricity or any other sum due from him to a licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days notice in writing to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer.

The licensee shall not be entitled to terminate the power supply in case the person deposits under protest -

- a) An amount equal to the sum claimed from him, or
- b) The electricity charges due from him for each month calculated based on the average of past 6 months for the period under dispute whichever is lower

8.2.2 Disconnection on other reasons:

The licensee may also disconnect power supply to a consumer on any of the following grounds serving proper notice:

- a) Mandated the licensee to do so by a person with legal authority to issue such mandate.
- b) Entitled the licensee to do so under an agreement with the consumer.
- c) The licensee reasonably believes that the consumer has contravened any of the provisions of this Code which entitle the licensee to disconnect the supply.
- d) The licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as prevalence of excessive leakage current as provided under clause 34 of the CEA (Measures Relating to Safety and Electricity Supply) Regulations, 2010. The licensee may disconnect power supply with approval of the Electrical Inspector serving 48 hours notice.
- e) The licensee reasonably believes that the consumers installation does not satisfy with the applicable rules or any other reasonable requirements prescribed by the licensee.
- f) The licensee reasonably knows that security provided by the consumer has become insufficient or the consumer has to provide additional security, which the consumer has failed to deposit/provide within time limit prescribed.
- g) In case of established case of theft as specified in clause 7.5.3 supply will be disconnected immediately without notice, by an officer of the licensee authorised for the purpose by the Commission.
- h) For not providing access to the licensee or its authorized representative.
- i) Where any consumer having more than one connection defaults in payment of dues relating to one of the connections.
- j) At the request of consumer.

Provided that Notice period for all disconnection shall be 15 days (except in the case when the disconnection is requested for by a consumer), unless specific provisions for shorter or longer notice period is provided in any rule or regulation or in any Act for disconnection under a specific reason as mentioned under sub-section (d) and (g) above.

However, the supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

The licensee shall intimate the consumer in case of his temporary disconnection in the **Format 18** of this Code within 24 hours of disconnection.

8.2.3 Reconnection/Restoration of Power Supply

If any service is disconnected on account of non-payment of electricity charges or any other charges due to licensee, the consumer has to pay the charges for disconnection and reconnection. The licensee shall restore the electrical supply within 24 hours in urban areas and within 48 hours in rural areas after the consumer has produced the proof of payment of charges by consumer or compliance report on removal of any defect or discrepancy. However restoration of power supply will be attended to only between 8.00 AM to 6.00 PM except in case of supply of electricity for essential services like water supply, hospitals etc., and other important government services. Such requests of consumers seeking reconnection after 6.00 PM, shall be attended the following day before 12 noon.

8.2.4 Unauthorised reconnection

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 a 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 clause 8.2.1

8.3 Permanent Disconnection

The supply shall be disconnected permanently in following cases:

- a) On the termination of the Agreement
- b) 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 180 days, not being a temporary disconnection upon request of the consumer, the Agreement

shall be deemed to be terminated on the expiry of 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. After termination of all agreement the licensee shall intimate the consumer in the **Format 20** of this Code.

8.4 Disconnection on Consumer's Request

- a) In case a consumer desires his meter to be permanently disconnected, he shall apply for the same as per the **Format 19** prescribed in this Code. The licensee shall give a written acknowledgment of receipt of such request, on the spot.
- b) The licensee shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within 5 days from receipt of the request. 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 2 working days after termination in the format given in **Format 20** to this Code.

- c) 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.
- d) 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.
- e) 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 10 working days of receipt of request.

CHAPTER-IX

Consumer's Installations

9.1 Compliance of Regulations and Standards

- a) Provisions of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010, hereinafter referred to as CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 and provisions in relevant Codes of practice of BIS (Bureau of Indian Standard), particularly the National Electric Code 2011, need be followed in all consumers' installations.

In case of inconsistency, the relevant provisions of CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 shall prevail.

- b) The material and apparatus used shall conform to relevant BIS specifications, where such specifications are available.
- c) A consumer will designate persons with proper competency to operate and carry out works in his electrical installation, as required under Regulation 3 of the CEA (Measures relating to Safety an Electric Supply), Regulations, 2010.
- d) Consumers with connected load more than 250 kW, as specified in the Regulation 5(4) of the CEA (Measures relating to Safety and Electric Supply), Regulations, 2010 shall designate Electrical Safety Officers having qualification and experience specified under Regulation 5(2) for observance of the safety provisions laid under the Act and Regulations made there under.

9.2 Supplier's Switchgear in consumer's premises

The supplier shall provide suitable switchgear in each conductor of every service line other than an earthed or earthed neutral conductor or the earthed external conductor of a concentric cable within a consumer's premises, in an accessible position and such switchgear shall be contained within an adequately enclosed fireproof receptacle.

Provided that where more than one consumer is supplied through a common service line, each such consumer shall be provided with an independent switchgear at the point of rigid junction to the common service.

9.3 Consumer's Control equipment at the Point of Supply

- a) Control equipment of requisite capacity to carry and break the maximum rated current of the consumer's installation, shall be placed at the 'point commencement of supply' (or as near as possible after the point of commencement of supply), so as to be readily accessible and capable of being easily operated, to completely isolate the supply to the installation.
- b) As mandated and specified under Regulation 35(2) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010, such control and isolating equipment to be installed by consumer shall be as below:
 1. **A linked switch with fuse or a circuit breaker** by consumers supplied at a voltage which does not exceed 650 V;
 2. **A linked switch with fuse or a circuit breaker** by a consumer
 - i. having aggregate installed transformer or apparatus capacity up to 1000kVA to be supplied at voltage above 650V but not exceeding 11 kV , or
 - ii. having aggregate installed capacity 2500kVA at higher voltages(above 11 kV and not exceeding 33 kV).
 3. **A circuit breaker** by a consumer at voltage exceeding 650 V (but not exceeding 33 kV) having an aggregate installed transformer and apparatus of capacity above 1000kVA and supplied at voltage up to 11 kV and above 2500 kVA at higher voltages (above 11 kV and not exceeding 33 kV);
 4. **A circuit breaker** by a consumer of voltage exceeding 33 kV.

9.4 Transformers

9.4.1 Installation of transformer

Transformers should preferably be placed in open areas in the consumer premises. In case, installation of a transformer in a room or closed area is unavoidable, all safety measures as per prevailing Rules and Regulations should be taken. Oil filled transformer installed indoor (other than in residential and commercial buildings) are to be placed at the ground floor or not below the first basement floor. Only dry type of transformer shall be installed inside in residential and commercial buildings.

9.4.2 Protection of transformers

The following protection as mandated under Regulation 35 (3) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010, shall be provided to every transformer-

a) Protection in the Primary side of the transformer

- i. In all transformer having capacity below 1000 kVA, a linked switch with fuse or circuit breaker of adequate capacity shall be used.
- ii. In all transformer having a capacity 1000kVA and above a circuit breaker shall be provided.

b) Protection in the Secondary side

On the secondary side of all transformers a circuit breaker of adequate rating shall be installed

Provided that for licensee's transformers of capacity below 1000 kVA, a linked switch with fuse or circuit breaker of adequate rating shall be installed on secondary side.

9.5 Equipment and Apparatus in Consumer's premises

- a) The consumer shall furnish, as far as possible and practicable, to the Distribution Licensee full particulars of all electrical plant and consuming apparatus to be installed by him. The design and operation of all plant and apparatus shall be such that it shall not interfere with the safety or efficient working of the Distribution Licensee's electric supply lines or other works or the supply of energy by the Distribution Licensee to any other consumer.
- b) Except in the case of composite control gear is designed as a unit, each distinct circuit is to be protected against excess energy by means of suitable cut-out or a circuit breaker of adequate breaking capacity suitably located and so constructed as to prevent danger from overheating, arcing or scattering of hot metal when it comes into operation and to permit for ready renewal of the fusible metal of the cut-out without danger.
- c) All transformers, switchgear and other electrical equipments belonging to the consumer and connected to the mains of the Distribution Licensee shall be maintained in accordance with the CEA (Measures relating to safety and Electric Supply) Regulations, 2010.

9.6 Use of earth leakage protective device

- a) An earth leakage protective device so as to disconnect the supply instantly on the occurrence of earth fault or leakage of current shall be connected, to every electrical installation of installed capacity 2 kW and above supplied at 230V (single phase) and in all installation supply at 400 V (3 phase), as provided under clause 42 of the CEA (Measures relating to safety and Electric Supply) Regulations, 2010. The maximum earth leakage threshold for tripping for such leakage protective device should not exceed 30 milliamps for domestic connections and 100 milliamps for all other installation, so as to disconnect the supply instantly on the occurrence of earth fault or leakage of current.
- b) In the event of removal of earth leakage protective device of the consumer after initial installation of it, Distribution Licensee may disconnect the supply, subject to the provisions of the Acts, Rules and Regulations for the time being in force, after giving fifteen days notice and shall not reconnect the same till earth leakage protective device is installed by the consumer.
- c) Notwithstanding the provisions in any agreement, an earth leakage circuit breaker of sufficient rating shall be provided, in accordance with clause 52 (v) and 54 (v) of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010 on the Low Voltage side to detect the leakage in all luminous sign installations and X-ray installations.

9.7 A. C. Motor Installations

- a) Motors shall be provided with control gear fitted with a no-volt release and overload release (triple pole fuses) so as to reduce the maximum starting current from the consumer's installation not exceeding the limits specified in the relevant standards and codes of practices at any time under all possible conditions. However, the Distribution Licensee may advise the consumer to improve the performance of AC installation in case the aggregate starting current AC installation is adversely affecting the system voltage. The relays should be maintained in good working order. Failure to comply with these conditions shall render the Consumer liable to disconnection on account of likely disturbance to the power supply to other Consumers, subject to the provisions of the Acts, rules and regulations for the time being in force. 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:

Size of Installation	Limit of Maximum Current Demand
Upto and including 1 HP	6 × full load current
Above 1 HP and upto and including 10 HP	3 × full load current
Above 10 HP and upto and including 15 HP	2 × full load current
Above 15 HP	$1\frac{1}{2}$ × 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.

Motors of above 2 HP shall be wound for 3 phase 400 volts between phases.

- b) Each three phase motor circuit shall be protected by an iron clad triple pole linked switch, which might have a ganged operation. Wiring for motors shall be run with all three phase wires bunched in a single metallic or rigid PVC conduit, which shall be effectively earthed or provided with wire throughout and connected to the frame of the motor from which two separate earth wires of adequate size shall be run. The minimum size of the earth wire permitted is 3.0 sq.mm (or 14 SWG).
- c) All the Consumers, using electricity for motive power purposes, shall ensure balanced loading on all three phases of Distribution Licensee's system at the incoming terminals of the Consumer's Premises.
- d) Consumers intending to use apparatus other than motors in their power installation may, prior to its procurement, seek advice from the Distribution Licensee about technical particulars so that they can be informed about any special conditions that may be applicable for connecting such type of Apparatus to the mains. The Distribution Licensee shall immediately respond with appropriate suggestions to such queries. In case, the Distribution Licensee requires time to collect the details on the performance characteristics of such Apparatus, the response shall be made as soon as may be practicable.

9.8 Power Factor Apparatus

- a) The installation having induction motors and other apparatus (like fluorescent tubes, CFLs and LEDs) shall have an overall power factor of not less than 85 % at the normal working load.

- b) Consumers installing motors rated 3.0 HP or 2 kW and above or having motors with aggregate installed capacity is 7.5 HP and above, shall install power capacitors of suitable rating to maintain minimum power factor of 0.85.
- c) Every consumer whose connected load includes welding transformer shall install LT shunt capacitors of adequate capacity to bring the power factor to at least 0.85. Supply to new consumers with welding transformer shall not be made unless L T capacitors of appropriate capacity are installed as per **Appendix V** of this Code. In case of failure to install capacitor for welding sets, an additional 10 % on the total monthly consumption shall be billed. In case of welding loads given from the licensee's L. T. Distribution mains, feeding other consumers as well, the licensee reserves the right to impose restriction on their operation during peak load hours.
- d) The existing consumers falling under the above mention categories, failing to install capacitor of required rating within such time as may be fixed by the licensee, an additional 10 % on the total monthly energy consumption shall be billed. If the power factor for any installation is below 0.85, penalty shall be levied as per prevailing Commissions Tariff order. In case of, average power factor is maintained by the consumer is more than 0.85, a rebate will be allowed as per prevailing Commissions Tariff Order. Units shall be rounded off to the second decimal place.
- e) If a consumer does not install capacitor as per **Appendix V** and he claims that the power factor in his installation is maintained at 0.85 lagging, he shall have to establish his claim by installation of continuous recording power factor recorder or similar equipments of type and accuracy acceptable to the licensee. In the event of power factor meter going out of order in any month, power factor for that period shall be calculated based on the power factor recorded by the meter in the previous month or the last month in which it was recording correctly. All such defective meters must be replaced by correct meters within 60 days.
- f) In case of welding loads given from the licensee's L. T. Distribution mains, feeding other consumers as well, the licensee reserves the right to impose restriction on their operation during peak load hours.

9.9 Wiring on Consumer's Premises

- a) All electric lines equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed installed ,protected worked and maintained in such a manner as to ensure safety of human beings, animal and property.

- b) All electrical installation works should be carried out by a licensed Electrical Contractor fulfilling all the requirements as required under Regulation 29 of the CEA (Measures Relating to Safety and Electric Supply) Regulations, 2010.

9.10 Extensions and Alterations

Should the consumer, at any time after the supply of energy has been commenced, desire to increase the number or size of lights, fans, motors, etc .and /or add new appliance such as Air conditioner or Geyser, in his premises or in any way alter the position of his wiring therein, notice thereof and need to change the connected load if any, shall be sent in writing to the licensee.

If as a result of such proposed extensions and alterations, there is possibility of an increase in connected load over the sanctioned demand; action as specified under this clause 5.8.1 of this Code shall be taken. Failure to regularise the increase in connected load will be treated as 'Unauthorised use of electricity' and action under clause 7.4 may be taken against it by the licensee.

9.11 Periodical inspection and testing of installations

Where an installation is already connected to the supply system of the supplier or trader, every such installation shall be periodically inspected and tested at intervals not exceeding five years either by the Electrical Inspector or by the supplier as may be directed by the State Government in this behalf or in the case of installations belonging to, or under the control of the Central Government, and in the case of installation in mines, oilfields and railways, by the Central Government, as per provision of clause 30 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010. Further, consumer connected at notified voltage or below notified voltage, may get periodic inspection and testing of their installations done by Chartered Electrical Safety Engineers authorised by the State Govt. and shall be self certified.

9.12 Generator and inverter in the Consumer's premises

No consent or intimation to the licensee is required to construct, maintain or operate a generating plant if operated in isolation from licensee's system.

However, under Regulation 32 of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010, for energizing generating stations or generating units above a specified capacity as notified by Govt. of Assam (As per existing notification, approval is necessary

for capacity of 20 kW and above), approval of Electrical Inspector shall be necessary as specified under clause 4.4.2 of this Code.

Further, when a generating plant has an interface with licensee's system for parallel operation, the Distribution Licensee and owner of the generating plant shall comply with provisions of the clause 9.13 of this code.

The plant, machinery and apparatus of any generating unit or an inverter (with battery backup for standby power supply), shall be operated in an isolated mode. The change over system should completely isolate the supplier's system including the neutral. The neutral wire of an installation connected to licensee's neutral in no case should be used for power supply from generator or inverter.

9.13 Parallel operation of the generator of the consumer with the supply system of licensee

- a) In case a consumer desires to operate his generating plant synchronized to the grid, the consumer shall obtain approval of the licensee and also arrange to protect his installation from the disturbances, if any, in the distribution system of the licensee.
- b) The licensee shall not be liable for any damage caused to the plant, machinery or apparatus of the consumer on account of such parallel operation, or any other adverse consequence arising there from.
- c) For parallel operation with the grid, the consumer shall follow the provisions of the Central Electricity Authority (Technical Standards for Connectivity to the Grid) Regulations, 2007, the Central Electricity Regulatory Commission (Indian Electricity Grid Code) Regulations, 2010, and the Central Electricity Authority (Technical Standards for Connectivity of Distributed Generation Resources) Regulations, 2013, depending on voltage of supply and shall pay to the licensee, the 'parallel operation charges' (POC) as may be specified by the Commission.
- d) The operations shall be carried out in co-ordination with the Distribution Licensee, the State Transmission Utility and State Load Dispatch Centre as applicable.
- e) Safety certificate from Electrical Inspector shall be obtained before the generating plant of the consumer is synchronized with the grid.
- f) In case of installation of Grid Interactive Solar PV Systems, the provisions of AERC (Grid Interactive Solar PV Systems) Regulations, 2015 should be complied with.

CHAPTER- X

General Provisions

10.1 General

The Distribution 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.

The Distribution 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 giving overall figure of such cases booked, decided and pending. The Distribution Licensee shall also upload at its website all the reports sent to the Commission in accordance with this Code.

10.2 Provision for scheduled load shedding

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 Distribution Licensee to maintain orderly grid operation. The Distribution Licensee shall inform consumers about such restrictions as early as possible by any convenient communication mode for minimizing inconvenience.

In case of scheduled load shedding, prior intimation needs to be given to the Commission regarding availability of power vis-à-vis demand as well as the proposal for load shedding along with reasons, etc.

The licensee shall also inform the consumer through print media, electronic media, sms etc. about load shedding schedule 7 days in advance.

10.3 Service of Notice

- a) Any order/ notice/document to the consumer by the Distribution Licensee, including the notice under section 56 of the Act, shall be deemed to be duly served if it is:
 - i. Sent by registered post/ speed post under certificate of posting/ courier at the correct postal address of the addressee with acknowledgement; or
 - ii. Delivered through special messenger to the person residing at the address notified to the Distribution Licensee by the consumer and obtaining signed acknowledgement;

Provided that in the case of an individual, service of notice to the consumer's spouse or his authorised representative residing in the premises 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.

- b) If a consumer refuses to receive or avoids receiving the notice or if there is no person to whom the same can with reasonable diligence be delivered, the service may be affected affixing the notice at a conspicuous place on the premises of the consumer which shall be deemed as sufficient for service of notice.
- c) A notice may also be delivered by any of the following means-
 - i. Fax
 - ii. E-mail or SMS or any other electronic mode

10.4 Demand Side Management

It shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the Distribution Licensee in implementation of the programs for Demand Side Management that may be launched by the Distribution Licensee. Both the licensee and the consumers will take all necessary action to comply with the provisions of AERC (Demand side Management) Regulations, 2012.

10.5 Unforeseen Circumstances and Exemption

- a) The Distribution Licensee, Trading Licensee, or Transmission Licensee or the consumer shall not be liable for any claim for loss, damage or compensation whatsoever arising out of failure of supply when such failure of supply is due, either directly or indirectly, to war, mutiny, civil commotion, riot, terrorist attack, flood, fire, strike (subject to certification by Labour Commissioner), lockout (subject to certification by Labour Commissioner), cyclone, tempest, lightning, earthquake or any other natural calamities .
- b) Non-compliance of a standard contained in this Code shall not be treated as a violation, and the Distribution 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.
- c) If any circumstance not envisaged by the provisions of the AERC (Electricity Supply Code) Regulations 2016, should arise which is likely to cause loss, damage or hardship, the Distribution Licensee shall, to the extent reasonable and practicable in the circumstance, determine necessary action in good faith and in consultation with all affected parties . The Distribution Licensee shall promptly refer all such unforeseen circumstances, and any such determination to the Commission for consideration.

10.6 Additional terms of supply

The licensee may require any person to who requires a supply of electricity in pursuance of section 43 of the Act to accept —

- a) Any restriction, which may be imposed for the purpose of enabling the licensee to comply with regulations made under section 53 of the Act.
- b) Any terms restricting any liability of the licensee for economic loss resulting from negligence of the consumer.

10.7 Pro rata charging of fixed charge in case of failure to supply power

In case the Distribution Licensee is unable to supply power to a consumer who is not otherwise a defaulter, disconnected or unconnected for a period of 240 hours or more in a calendar month, the Distribution Licensee shall charge the consumer applicable fixed charges if any, on pro-rata basis for the hours, power was available.

10.8 Special provision for Open Access consumers

In case of Open Access consumers, if there is any contradiction between Supply Code and the Assam Electricity Regulatory Commission (Terms and Conditions for Open Access) Regulations, 2005 and its Amendmends, then the Assam Electricity Regulatory Commission (Terms and Conditions for Open Access) Regulations, 2005 and its Amendmends will prevail.

10.9 Forms and Formats

All the forms and formats annexed to this Code are for guidance of the licensee. The licensee may make suitable changes in the forms/formats after obtaining prior approval of the Commission and such amended forms/ formats would be posted on the website of the licensee for use by all concerned.

The licensee may arrange to incorporate applicable official languages as may be considered appropriate in the forms and formats.

10.10 Power to remove difficulties and relaxation

- a) The Commission may in public interest and for reasons to be recorded in writing relax any of the provisions of this Code.
- b) If any difficulty arises in giving effect to any of the provisions of this Code, the matter may be referred to the Commission who after consulting the parties affected, may pass any general or special order, not inconsistent with the provisions of the Act or any other enactment relating to supply of electricity for the time being in force, which appears necessary or expedient, for the purpose of removing the difficulty.

10.11 Interpretation

This Code shall be read and construed as being subject, in all respects, to the provisions of the Electricity Act 2003, as amended from time to time and the Rules made there under, the CEA (Measures Relating to Safety and Electric Supply) Regulation, 2010 and to the provisions of any other law relating to the supply of electricity for the time being in force; and nothing contained in this Code shall abridge or prejudice the rights of the Distribution Licensee and the consumer under any Central Act or State Act or Rules made there under.

In case of any dispute in meaning or scope or interpretation of this Code, the interpretation of the Commission shall be final and binding on all concerned.

10.12 Repeal and Savings

- a) Save as otherwise provided in this Code, the AERC (Electricity Supply Code and Related matters) Regulations, 2004 along with all amendments to date, notified by the Commission, stands Repealed.
- b) Notwithstanding such repeal:
 - i) 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.
 - ii) The Commission may, at any time and on such terms as it may deem fit, amend, alter or modify any provision of this Code or remove any error or defect in this Code.
- c) Nothing in this Code shall-
 - i) Bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of this Code, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deem it necessary or expedient for dealing with such a matter or class of matters.
 - ii) Expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it deems fit.

(By the order of the Commission)

S. K. ROY,
Secretary,
Assam Electricity Regulatory Commission.

ANNEXURES

FORMAT - 1**NAME OF THE COMPANY****LOGO OF THE COMPANY****Registration Form No.:****Registration Form for New Service Connection for L.T. Consumer**

To,

The

..... Electrical Sub Division

.....

Registration for :

(a) Domestic Connection

(b) Commercial Connection

(c) Industrial-LT Connection

(d) General Purpose

Part I

(To be filled by Applicant)

1. Name of the applicant (In block letter) :
2. Address for communication :

House No./Plot No.: Road :.....

Lane : Area/Colony :.....

Town/Village : Post Office :.....

District : Pin :.....
3. Occupation: Service/ Business/ others :
4. Contact Phone nos. _____ (O) _____ (R) _____ (M)
5. Email ID (if any) :
6. Number of dependent :.....
7. Address of the premises where service connection is applied for:

House No./Plot No.: Road :.....

Lane : Area/Colony :.....

Town/Village : Post Office :.....

District : Pin :.....
8. Premises is situated in plain/hilly area :
9. Premises is constructed at Myadi Land/ Govt. Land :
10. Structural details :
 - (i) Assam Type/ R.C.C./Shed :
 - (ii) Single storied/ G+1/G+2/G+3 etc. storied :
 - (iii) Plinth area :
 - (a) Ground floor :.....sq. ft.
 - (b) First Floor :.....sq. ft.
 - (c) Second Floor :.....sq. ft.
 - (d) Third Floor :..... sq. ft.
 - (e) Forth Floor :.....sq.ft.
 - (f) Other Floors, if any.....
 - (iv) Height of the building :..... ft.

11. Whether the premises where the connection is applied for has an existing electric connection ?

No/Yes. If yes, please give details of the existing connections.

- (i) Consumer name (s) :.....
- (ii) Consumer number (s) :.....
- (iii) Category :.....
- (iv) Load :..... kW
- (v) Reason for applying for a new connection with justification:

12. Whether the applicant is the owner of the premises? Yes/No.

13. If yes, whether he is the first owner of the premises? Yes/No.

14. If the applicant is not the owner/sole owner of the premises,

- (i) Whether the owner/co owner will provide NOC? Yes/No.
- (ii) Whether the owner/co owner will provide indemnity bond? Yes/No.
- (iii) Whether there is any legal dispute with the owner? Yes/No.

15. If there is any permanent disconnection due to non-payment in the land or premises? Yes/No.

If yes, please give details of the permanently disconnected connection (s)

- (i) Consumer name (s) :.....
- (ii) Consumer number (s) :.....

16. Is there any other electricity connection in the Licensee's area in the name of the applicant's ? No/Yes

.....
.....

17. Is there any electricity due outstanding in Licensee's area of operation in the applicant's name?No/Yes

.....
.....

18. Any electricity dues outstanding for the premises for which connection is applied for : No/Yes

.....
.....

Note: For serials 16,17 & 18 if the answer is 'Yes' against any of the points, please provide details.

19. Requirement of power in kW :
20. Category of connection applied for : Domestic/ Commercial/Industrial/General Purpose
21. Name of the electrical sub-division :
22. Exact distance of the nearest LT pole from the premises, in meters (Measurement must be accurate) :.....
Mention the pole Number (If possible) :.....
23. Whether road crossing is required or not? : Required/Not required
24. Whether right of way for laying service connection wire/cable is available or not?
Available/Not available
25. Adjacent consumer :
 - (i) Name :
 - (ii) Consumer No.:
 - (iii) House No.:
26. Layout of premises in FORMAT -1(A)

I/we declare that the information given above is true to the best of my/our knowledge and belief. **If any information furnished above is found incorrect , the license will be at liberty to stop or discontinue the service connection procedure.**

Date :.....

Signature of the Applicant (s)

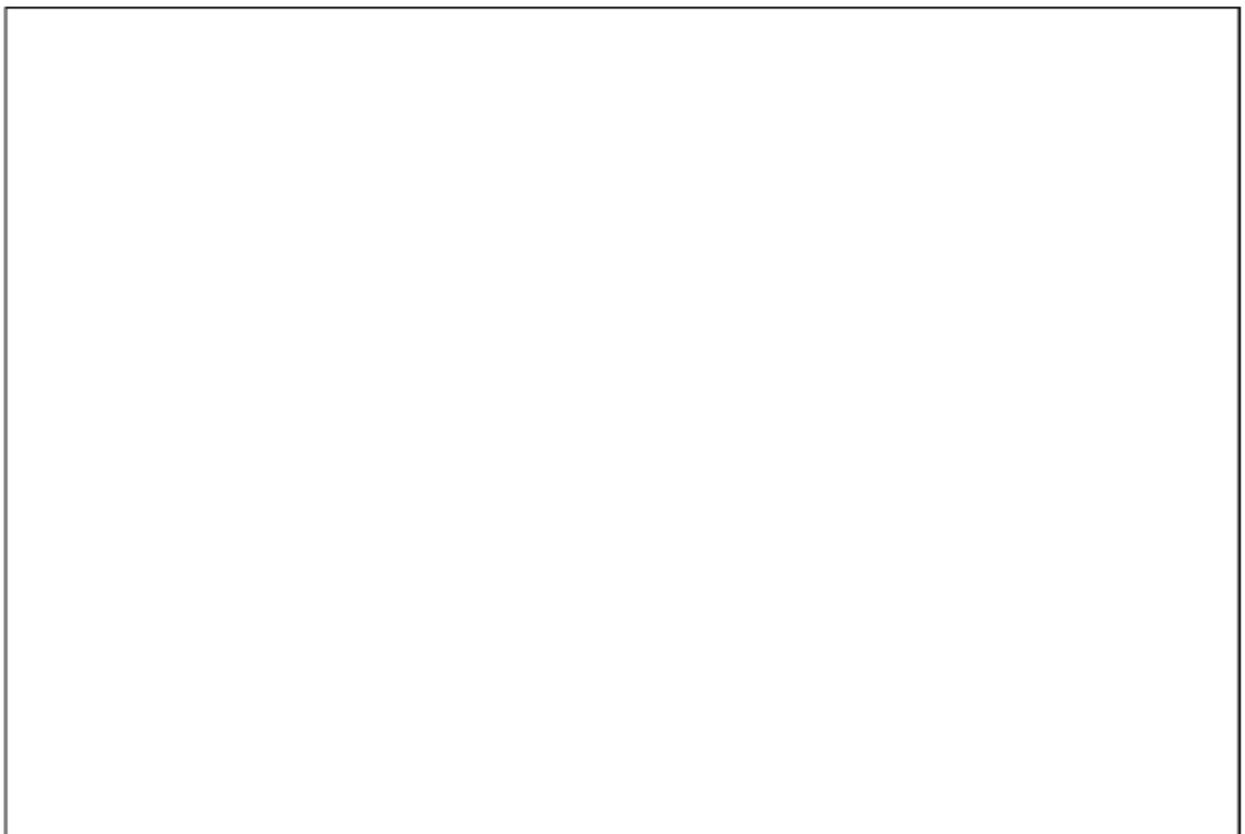
FORMAT -1(A)**Layout of premises**

Name of the applicant :.....

Address of the premises :.....

.....

A rough sketch of premises to be drawn indicating the building/structures, proposed point of power supply, nearby electric line from which power supply may be provided.



Part II

(For office use of licensee)

Inspection Report of visiting Officer

- Verified the registration form (comments).....
- Verified the sketch map (comments).....
- Existing Distribution Transformer details from where the proposed load is to be released-
 - Capacity
 - Make
 - Connected load
 - Peak load
 - Distance from existing supply
 - Any other observation/comments

LOAD ASSURANCE

_____ can supply _____ kW load through our _____ kVA 11/0.415 kV distribution sub-station at 0.415 kV Level in the designated premises from _____ 11 kV feeder fed from _____ 33/11 kV substation.

(a) The service connection is considered to be technically feasible

(b) The service connection is considered not feasible due to (reason to be indicated)

.....

(Name, Signature and Designation of visiting official(s) of licensee)

Date:

FORMAT – 2 (i)**Check list of Application submitted for New Connection (L.T.)**

A. To be filled by the Applicant in duplicable

Reference of the Registration form :

Sl no.	Item	Received
1	Application form	
2	Following documents/ materials as specified under item 4 of the Application form	
	(a) Two Photographs	
	(b) Identity Proof	
	(c) Proof of Ownership and Occupancy	
	(d) Any other documents as may be applicable (to be specified)	
3	Details of the Premises	
4	Agreement	
5	Affidavit, Consent letter and Indemnity Bond	
6	Test Report of Electrical Contractor	
7	Check and Test results of Licensee with observations (blank)	

B. To be filled in by the Licensee

Received a complete Application form with attachment as above from
having Registration no.

The unique Application no. recorded date time

Signature of the Authorised Recipient

Name:

Designation:

Office Seal:

Acknowledgement of Applicant

Received a copy of check list duly signed and sealed by the Licensee

Signature:

Name:

Date:

FORMAT – 2 (ii)

NAME OF THE COMPANY

LOGO OF THE COMPANY

Application Form for New Service Connection for L.T. Consumer

To,

The

..... Electrical Division

.....

Registration No.:

Affix coloured
passport size
photo

1. Name of the applicant (in block letter) :

2. (a) Address for communication:

House No./Plot No.: Road :.....

Lane : Area/Colony :.....

Town/Village : Post Office :.....

District : Pin :.....

(b) Address of the premises where service connection is applied for :

House No./Plot No.: Road :.....

Lane : Area/Colony :.....

Town/Village : Post Office :.....

District : Pin :.....

3. Proposed connected load :

(a) For Domestic, Commercial and General Purpose supplywatt

(please fill in and attached Format 2(iii) for determination of connected load.)

(b) For Industrial, please fill in the following (attach separate sheet, if required)

Sl. No.	Item Description	Load per item (kW)	No.	Total Load (kW)
1				
2				
3.				
4				
5				
6				
7				

4. Documents required to be furnished with an application form:

(a)	Photographs (2 nos) to be affixed on application form (Yes/No)	
(b)	Identity Proof submitted along with this application form	
	If the applicant is an individual (Tick any one)	<ul style="list-style-type: none"> ix. Voter identity card; x. Passport; xi. Driving license; xii. Ration card/BPL card; xiii. Photo identity card issued by Government or Government agency; xiv. PAN card; xv. AADHAAR/NRC/NPR card/record xvi. Photo identity Certificate from Panchyat Secretary, Sarkari Gaonburha or any village level Government functionary having Gazetted rank.
	If the applicant is a company, trust, educational institution, government department etc. (Tick any one)	The application form shall be signed by the authorized Signatory of the organization with a relevant document such as authority letter / resolution document of the organization concerned.
(c)	Proof of ownership or occupancy of premises for which electricity connection is required (Tick any one)	<ul style="list-style-type: none"> (i) Copy of sale deed or lease deed or in the case of agricultural connections as applicable; (ii) Registered General Power of Attorney; (iii) Municipal tax receipt or Demand notice or any other related document; (iv) Letter of allotment; (v) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (i) to (iv) above, also furnish a No Objection Certificate from owner of the premises.

(d)	Proof of current address	ix. Voter identity card; x. Passport; xi. Driving license; xii. Ration card/BPL Card; xiii. Photo identity card issued by any Government/ Government agency; xiv. Passbook/running Bank Account; xv. Most recent Water / Telephone / Electricity / Gas connection Bill; xvi. Income Tax assessment order. Note: The applicants who submit documents named under item (i) to (v) above, need to submit only one set of documents as proof of identity and proof of current address .
(e)	Additional documents applicable only for categories of consumers specified below	
	Partnership firm	The partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement.
	Public and/or Private limited Company	The Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement.
	Builder/developer, developing multi consumer complex or other property	Power of attorney
	Co-operative Societies and Societies formed under Societies Registration Act,1860 (including societies formed by occupiers/users of multi-consumer complex)	Copies of their Memorandum of Association and by laws.
	Industrial consumers	Valid Industrial License, if applicable
	Agricultural consumers	No Objection Certificate from competent Government Authority for bore wells, if applicable.
	Any other document/ approval as may be necessary for a particular connection.	

Note: Copies of all the documents submitted shall be self attested by the applicant and the original copy may be required to be produced at the time of submitting the application, if required by the licensee.

5. Carrying out of service connection / extension works :

Indicate whether you want to carry out the works of laying service line and/or dedicated distribution facility for the electricity supply requisitioned by yourself. Yes/No.

6. Payment:

- a) Crossed Demand Draft/ Banker's Cheque No.....dated for Rs..... Towards payment of service connection charge.
- b) Payment may also be made through bank transfer, debit/credit card and other electronic mode.

7. Documents for materials to be supplied by consumer :

In case of the materials are to be supplied by consumer, the materials should conform to relevant BIS/ ISI specification. Documentary evidence in respect of such material (Valid purchase document) related to specification and source of purchase will be required to be produced to the licensee.

8. Declaration:

I/We declare that the information given above and in the registration form are true to the best of my/our knowledge and belief. In case of any incorrect information is furnished by me/us intentionally or unintentionally, the licensee will be at liberty not to release service connection. The amount deposited if any will be refunded after deducting any expenditure actually made by the licensee for the work of the applicant.

Further:

- (a) I/we shall provide/arrange for the right of way for laying service connection cable/ wires.
- (b) I/we have read the Assam Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2017 and agree to abide by the relevant provisions mentioned therein.
- (c) I/we agree to deposit additional amounts from time to time as, may be due from me, against demand raised by the licensee within specified time.

- (d) I/we shall deposit electricity charges, every month, as per the applicable tariff and other charges as legitimately due from me.
- (e) I/we shall owe the responsibility of security and safety of the meter, MCB and Other appliances within my/our premises after release of service connection.

Date : _____ Signature of the Applicant (s)

Place : _____ Name: _____

(For official use)

1. Reference of the registration form
2. Unique application number (ref: clause 4.3.1(b) of AERC Supply Code, 2016)

Date: _____ Signature, name and seal of licensee's representative

Acknowledgement (To be handed over to applicant)

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

Date: _____ Signature, name and seal of licensee's representative

FORMAT- 2(iii)**Determination of Connected Load***For Domestic/ General Category/ Commercial Connection only***Name of the applicant** :**Address** :

.....

Electrical equipments proposed to be put to use: (The following table provides norm for assessment of the connected load. Normally the actual load of each item will be considered to assess 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.)

Sl. No.	Item	Load per item (Watts)		No.	Total Load (Watts)			
		Indicative (if actual rating is not available)	Actual		Ph-I	Ph-II	Ph-III	Total
1	Type of bulb/luminary							
	(i)							
	(ii)							
	(iii)							
	(iv)							
	(v)							
	(vi)							
	Total no. of bulb							
2	Fan	60						
3	Tape-recorder/Music system/ Computer	100						
4	Television	90						

2. In case of domestic category of consumers, the higher rating of only one equipment shall be considered for determination of connected load, if both Geyser and Air Conditioner (without heater) are installed and used for domestic purpose only.

Date :.....

Place :.....

Signature of the Applicant:	Signature of the Licensee's Assessing official (.....) Name :..... Accepted on behalf of Licensee: Signature (.....) Name :.....
-----------------------------	---

FORMAT – 2 (iv)**Standard Agreement Form for Supply of Electrical Energy to Low Tension Consumers**

THIS AGREEMENT made on the day of Two thousand and between(Name of the Licensee) (hereinafter called "THE LICENSEE" which expression, unless repugnant to the subject or context, shall include its successors and assigns) of the ONE PART

And

..... (which term or expression shall, unless excluded by or repugnant to the context, be deemed to include his heirs, executors, successors, representatives, administrators and assign include his legal representative) with present address
 ...hereinafter referred to as "CONSUMER" ON THE OTHER PART.

WHEREAS the consumer has requested the licensee to supply electrical energy to the premises of the consumer situated at in the district of , for the purpose of and the licensee has agreed to supply the same on terms and conditions stipulated hereunder.

Now therefore, IT IS HEREBY AGREED BY and between the two parties hereto as follows:

- 1) **Duration of Agreement:** This agreement shall commence from the date of supply or the day immediately following the expiry of thirty days' notice of intimation served by the licensee on the consumer that supply of electrical energy is available under this agreement, whichever is earlier. This Agreement shall continue to be in force until the expiry of 2 (two) years from the date of commencement of agreement and thereafter shall be deemed to be continued from year to year unless the agreement is terminated as per clause 9 of this agreement.

- 2) **Details of supply made:**

The details of supply made –

- (i) Voltage of supply
- (ii) Single/three phase
- (iii) Category of supply and tariff
- (iv) Connected load
- (v) Contract demand
- (vi) Extension of the service connection works will be done by (Strike off which is not applicable)
 - (a) licensee
 - (b) consumer
- (vii) Point of supply (to be specified)
- (viii) Supply and ownership of meter

The meter shall be generally supplied by licensee and charged to consumer.

However, the licensee may adopt any other modality of supplying/connecting meter with approval of the Commission.

3) Payment of outstanding electricity bill:

The consumer shall pay the outstanding electricity bill, if any due from the previous owner, if the premises had been purchased by the consumer, prior to release of the fresh service connection.

4) Compliance of provisions of Electricity Supply Code:

Both the parties hereby agree to comply with the provisions of Assam Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2017 to the extent they are applicable including amendments & addendums made to it from time to time. Any other regulation framed by the Commission in regard to supply of electricity shall also be deemed to form part of this agreement.

5) Security Deposit:

The consumer shall pay 'Security Deposit' as prescribed under regulations issued by the Commission. The consumer undertakes to make any additional security deposit, as and when called upon by the licensee under regulations issued by the Commission. Failure to pay the deficient security deposit will entitle the licensee to disconnect the supply after serving 15 clear days notice to comply with the deficiency.

6) Metering:

For the purpose of registering the electrical energy taken by the Consumer under this Agreement, a suitable meter and metering equipment shall be provided and maintained by the licensee.

7) Charges to be paid by the consumer:

The consumer shall pay to the licensee, for power demanded and electrical energy supplied under this agreement, charges in accordance with the Tariff, including other terms and conditions as applicable to the category of service and also as per the 'Schedule of Miscellaneous Charges' as in force from time to time. The consumer shall pay electricity duty, cess or such other levy, tax or duty as may be prescribed under any other law in addition to the charges payable under the Assam Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2017, Tariff, Schedule of Miscellaneous Charges and other charges as approved by the Commission from time to time.

8) Disconnection:

In the event of the consumer failing to comply with the terms & conditions of this agreement or any of them, then the licensee is free to discontinue the supply of energy to the consumer, as per the applicable rules and regulations and the licensee shall not be liable for any compensation or damages, if any, so suffered by consumer without prejudice to the right of the licensee to recover the outstanding dues and the applicable demand/ minimum charges during the period of such disconnection.

9) Termination of the agreement either by the licensee or the consumer:

(a) Domestic and single-phase Non-domestic category of consumers may terminate the agreement after giving a 30 days' notice. Other consumers can terminate the agreement after the expiry of the initial period of two years on giving 30 days notice. The licensee may also terminate the agreement by providing similar notice to the consumer and stating the reasons of such termination in writing. Provided that if power supply remains disconnected for a period of 180 days for non-payment of dues or non-compliance of the directions issued under the Assam Electricity Regulatory Commission (Electricity

Supply Code) Regulations, 2017 and even after issue of a show cause notice by the licensee, no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply within the period specified in the notice, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the period specified in the notice. The period of the show cause notice shall be seven days. However, if the agreement is to be terminated, for categories other than Domestic and Single phase non-domestic light & fan and power, before completion of the initial period of agreement, the consumer shall be liable to pay charges as per tariff for the balance period of the agreement.

(b) A

10) Stamp Duty:

The consumer agrees to bear the cost of the stamp duty and all costs incidental to the execution of this Agreement in full.

11) Disputes:

This agreement shall be deemed to be entered into at the location of registered office of the licensee and all disputes and claim, if any, in respect of this contract are to be settled at such locations as mentioned in the Guidelines for Redressal of Consumer Grievances or be triable only in any competent court situated within the area of operation of the licensee.

12) Consequences of submitting wrong information:

In the event of any wrong information furnished by the applicant(s) intentionally or unintentionally, the licensee will be at liberty not to release service connection and forfeit the money, if deposited.

In witness there of _____ (Name and designation of Licensee’s authorised Executive) acting for and behalf of the Distribution Licensee and _____ (consumer) have set their hands and seal on this _____ day of the month of _____ of the year _____.

On behalf of the Consumer:

On behalf of the licensee:

Signature:

Signature:

Name:

Name:

Seal:

Place:

Witness:

1. Name:

Signature

2. Name:

Signature

Witness:

1. Name:.....

Signature

2. Name:.....

Signature

FORMAT -2 (v)***(AFFIDAVIT, CONSENT LETTER, INDEMNITY BOND{S})*****(A)AFFIDAVIT**

I..... son/daughter/wife of

.....aged aboutYears, by caste.....

Resident of

..... in the district of Assam do hereby solemnly affirm and declare as follows:

1. That, I am a law abiding and bonafide Citizen of India and a resident of the aforesaid locality. This is true to the best of my knowledge and belief.

2. That, I am the owner /occupier of a Residential/Commercial House standing over the plot of land measuring covered by Dag No..... of Patta No..... situated at village

This is true to my knowledge and belief.

3. That, I have desired to take electric service connection in my aforesaid house as per as per AERC Supply Code, 2017 (as amended time to time)

This is true to my knowledge and belief.

4. That, I shall abide by the rules and regulations of the (Distribution Licensee) for such electric connection to my said house/ premises.

This is true to my knowledge and belief.

5. That, there is no legal impediment in giving electric connection to my aforesaid house/holding.

This is true to my knowledge and belief.

6. That, I hereby declare that electricity connection provided by will not confer on me any

right, privilege or claim for establishing my legal ownership/title in respect of the aforesaid house/buildings before any court of law or other forum.

This is true to my knowledge and belief.

- 7. That, I further declare that in the event of acquisition/requisition of my said property or my eviction by the Govt. or other lawful authority, the shall have all rights and powers to disconnect the supply of electricity and dismantle the electrical installations fitted in my said house/building immediately without serving any notice of such disconnection upon me.

This is true to my knowledge and belief.

- 8. That, it is further declare that all the amount to be paid or deposited by me on account of above for obtaining electricity connection will stand forfeited on the event of such disconnection by

This is true to my knowledge and belief.

- 9. That, I further undertake that I shall not claim any compensation or damages whatsoever fromin the event of disconnection of supply or disconnection of electricity lines to my said house/ buildings by the authority of the

This is true to my knowledge and belief.

- 10. That this Affidavit will be used as a piece of evidence to prove all the statements made in the foregoing paragraphs and also will be used in obtaining electricity connection to my aforesaid commercial house/ buildings.

VERIFICATION

I, S/o/W/o..... the abovementioned deponent do hereby solemnly declare that all the statements made therein in para 1 to 10 are true to the best of my knowledge and belief and information and I sign this Affidavit on this the day of

Identified by me

Deponent

Advocate

Solemnly affirmed and declared before me by the deponent who is identified by Advocate, Guwahati on this the day

(B) CONSENT LETTER

I..... title holder and absolute owner of the premises, holding no..... (name of panchayat /municipality/corporation situated at at the following address, hereby give my consent to Shri..... for the above said premises in his name as the consumer of is permitted to take all steps necessary for providing service connection to that premises.

Address of the property owner :

Place:

Date:

Witness: 1.

Signature of Owner

2.

(C) INDEMNITY BOND-1

(To be furnished by the intending consumer who is not the owner of the premises in stamp paper worth Rs.10.00 only)

From :

To : The.....
..... Electrical Sub-Division
.....

Whereas the land/premises detail hereunder belongs to me.

Shri, (Name of the Owner.....) I am the legal owner of the said land/premises.

And whereas my tenant/lessee/occupier of the said land/premises Shri/Smti (Name of the lessee/tenant/occupier)..... has applied for the electrical service connection to that premises (under category.....), I, in consideration of the grant of this power supply to my tenant/ lessee/occupier on the terms and condition of supply for which my tenant/ lessee/ occupier will execute the agreement, further agree to indemnify and keep harmless from all damages or claims whatsoever including also the cost of suit, and all manner of legal or other proceedings that may deem fit to initiate, when I hold myself answerable to cost of such recoveries and proceedings also.

I therefore agree that shall be at liberty to disconnect the service connection given to my premises at..... and also for loading the remaining unpaid by my tenant/ lessee/ occupier to that service connection (s) in my name.

Place :

Date :

Witness : 1.

2.

Signature of Owner

(D)INDEMNITY BOND- 2

(To be furnished by the intending consumer for any type of service connection in any Govt. land/ periodical patta land not having permanent title).

(To be obtained on a stamp paper worth Rs. 10.00 only)

Whereas the land detail hereunder belongs to the Govt. under periodical patta not having the permanent title I am only the occupier of the said land and premises herein.

And whereas I have applied for service connection in the same land/premises.

And whereas in consideration of the acceptance of the above for a service connection in my name, I Shri hereby agree to execute the agreement for the same. I further agree to indemnify and keep harmless from all damages of claims whatsoever including also cost of suit and all manner of legal of other proceedings that the Company may incur or

liable to incur on account of any action or threat. And, I further agree that such loss, damages and any other money claim resulting out of the said service connection being given to me, are also recoverable from me and my properties under the provision of revenue recovering acts in force at the time or by such other proceedings as the may deem fit to initiate, when I hold myself answerable to costs of such recoveries and proceedings also.

Place :

Date :

Witness: 1.

2.

Signature of Consumer

FORMAT – 2 (vi)
TEST REPORT OF ELECTRICAL CONTRACTOR
(L.T. INSTALLATION)

Name of the Electrical Contractor :

Full Address and Phone No. :

Licence No. of the Contractor :

Class and limit of Competency :

Licence valid upto (Copy of the licence to be enclosed) :

Whether licence valid on the date of preparing the Test Report: Yes/No.

Date of Commencement of the work :

Reference of work commencement report:

To,

.....

(Concerned Officer of Licensee)

We hereby certify that new/electrical installation work in the premises (full address) of owned/occupied by is duly completed and is ready for your Engineer for Test and connection to mains.

1.

Load	Phase 1		Phase 2		Phase 3	
	No. of Points	Total Wattage	No. of Points	Total Wattage	No. of Points	Total Wattage
Light						
Fan						
Plug						
Other apparatus						

Note : Full details of apparatus other than lights and fans are to be given separately

2. System of wiring:

3. Test Result of test carried out by

The Electrical Supervisor on (Date)

- (a) Insulation between Phase to Neutral:
- (b) Insulation between Phase to Phase:
- (c) Insulation test between Phase to Earth:
- (d) Polarity to S.P. Switches:
- (e) Earth resistance value of consumer's earth:

Voltage of Insulation Meggar:

Sl. No. of Insulation Meggar:

Sl. No. of Earth Tester :

Date of Test:

4. Signature of Licensed Supervisor who supervised and tested the work with date.....

Supervisor's Permit No. :

Permit valid up to :

5. Signature of the Licensed Wiremen who carried out the work with date:

(a) Permit No.

(b) Permit No.

(c) Permit No.

6. Signature of Licensed Contractor with date :

Contractor's licence No. :

Class: Limit up to:

Validity up to :

For Prospective Consumer:

I am satisfied and confirmed that the Electrical Supervisor of the Contractor has carried out the required tests.

Signature

Date:

Name:

FORMAT- 2 (vii)**Test Report of Licensee****(with authorization of Applicant)**Authorisation of Applicant

In my absence, I hereby authorize as my representative for providing on behalf of me, different technical and legal information as may be required by the licensee and also to be present at the time of Licensee's Physical verification of load and conducting of different tests in my installation to ascertain eligibility of safe connection.

Signature of the authorized person

Signature of the applicant

Name:

Signature attested by the applicant :

Inspection and Test Report of Licensee

For the use of Licensee :

Consumer Name:

Address:

Unique application no.:

Results of Tests arrived by Licensee under Regulation 31(3) of the CEA (Measures relating to Safety and Electric Supply)Regulations, 2010

Test	Results	Remarks
1. Insulation		
2. Earth Test		
3. Additional Remarks		

Note: Indicate the Test voltage applied and Sl. no. of the Insulation Meggar::

The above mentioned installation is inspected and tested and found to be safe for connection to supplier's mains. : Yes/No.

If 'No', provide the details as below-

The following defects/discrepancies are noted during inspection and testing of the installation-

- (a)
- (b)
- (c)
- (d)

The defects may be rectified so as to render the installation safe and a fresh Test Report is required to be submitted.

Signature of Authorised Officer of the Licensee

Name :.....

Name of the Electrical Sub Division :.....

FORMAT- 3

NAME OF THE COMPANY

LOGO OF THE COMPANY

Registration Form No.:

Registration Form for New Service Connection for H.T./E.H.T. Consumers

To,

The

.....

.....

Part I

(To be filled by Applicant)

General Information			
Consumer Category :		Supply Type:*	
Consumer Sub Category :		Service Requested :	
Application Details			
Name:			
Occupation/Type of organisation:		Name of Authorised/ Contact person with address	
Contact phone/ mobile number:		Contact person Email ID:	
Address at which supply is required(Please enter complete details)			
Street Name1 :		Street Name2:	
Town/Village:		District:	
Pincode :		Existing/ Nearest Consumer Number :	
Billing address			
Street name1 :		Street name2 :	
Town/Village :		District :	
Pincode :			
Type of Premises :		Consumer Sub Category :	
Mouza No. :		Dag No. :	
Requested Load :		Contract Demand :	

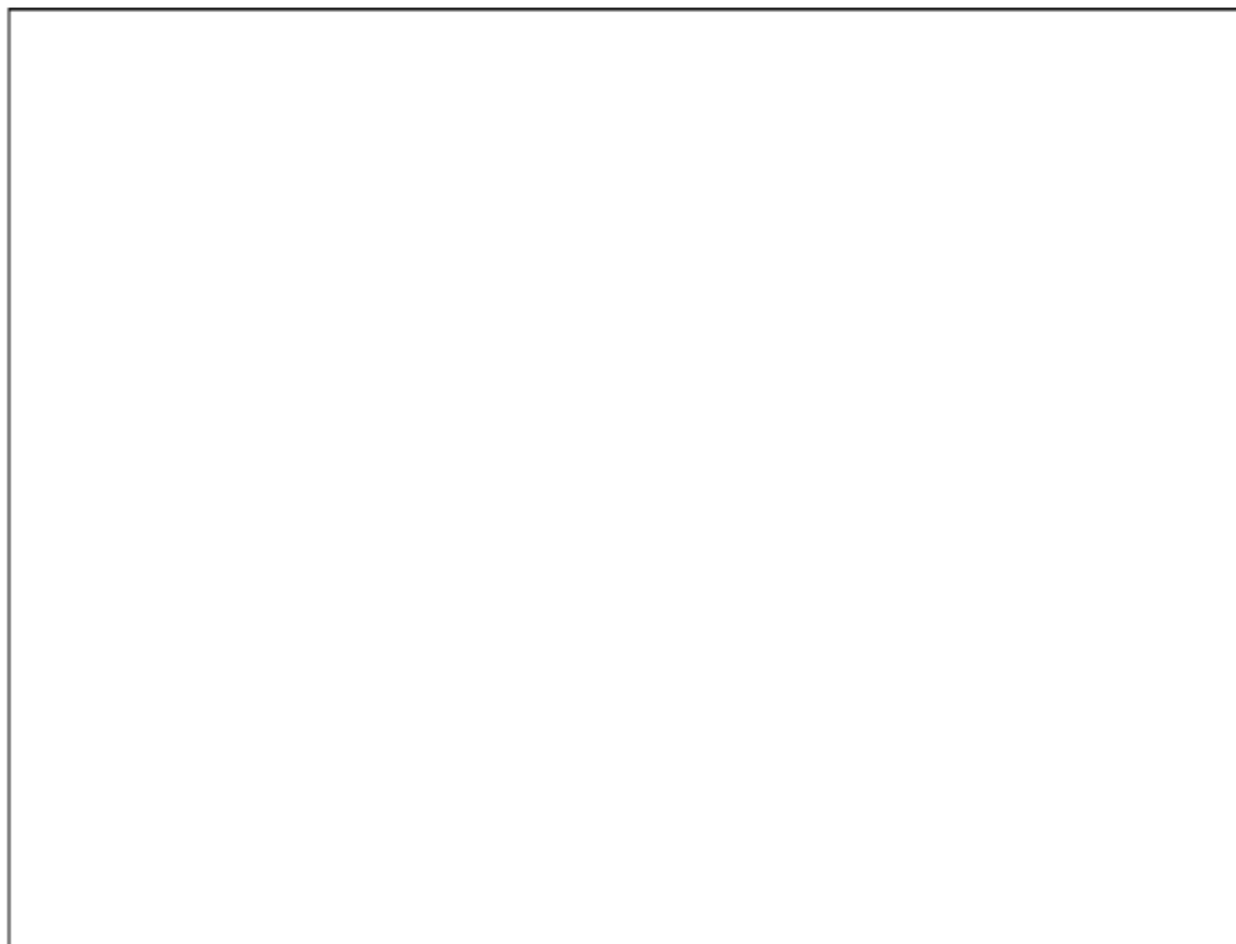
FORMAT -3(A)**Layout of premises**

Name of the applicant :.....

Address of the premises :.....

.....

A rough sketch of premises to be drawn indicating the building/structure, proposed point of power supply, nearby electric line from which power supply may be provided.



Part II

(For office use of licensee)

Inspection Report of visiting Officer

- Verified the registration form (comments).....
- Verified the sketch map (comments).....
- Power supply may be provided
 - (i) Transformer at of size kVA at voltage
 - (ii) Extension of line required at km at kV
- Observation on availability of power / infrastructure for meeting the power demand and feasibility of providing supply.

(Name, Signature and Designation of visiting official(s) of licensee)

Date:

FORMAT- 4 (i)**Check list of Application submitted for New Connection (H.T.)**

C. To be filled by the Applicant in duplicable

Reference of the Registration form :

Sl.no.	Item	Received
1	Application form	
2	Following documents/ materials as specified under item 4 of the Application form	
	(i) Two Photographs	
	(ii) Identity Proof	
	(iii) Proof of Ownership and Occupancy	
	(iv) Any other documents as may be applicable (to be specified)	
3	Details of the Premises	
4	Agreement	
5	Affidavit and any other documents as may be required (to be specified)	
6	Test Report of Electrical Contractor	
7	Check and Test results of Licensee with observations (blank)	

D. To be filled in by the Licensee

Received a complete Application form with attachment as above from
having Registration no.

The unique Application no. recorded date time

Signature of the Authorised Recipient

Name:

Designation:

Office Seal:

Acknowledgement of Applicant

Received a copy of check list duly signed and sealed by the Licensee

Signature:

Name:

Date:

FORMAT – 4(ii)

NAME OF THE COMPANY

LOGO OF THE COMPANY

Application Form for New Service Connection for H.T. Consumer

To,

The

.....

.....

Registration No.:

Sir,

I / We, request you to supply electricity to my / our premises. The requisite information is furnished below:

1. Name of Applicant (IN BLOCK LETTERS):

2. Individual / Govt. Deptt. / Other Organisation:

3. (a) Name of father / husband (in case of individual):

(b) Name of Department / Organisation :

(With Designation of Applicant if applicable)

4. (a) Full Address for correspondence and sending bills:

(b) Address of the premises where a new temporary connection is

required: House No. / Plot No.:

Road:

Lane:

Area / Colony:

Town:

District:

PIN:

Telephone:

E-Mail:

5. Voltage at which supply is required (KV): 11 kV / 33 kV / 132 kV / 220 kV

6. Present Status of progress electrical installation works:

7. Total Connected Load:

8. Phasing of Contract Demand:

Sl. No.	Contact Demand Required (KVA)	Tentative Date from which required	Remarks

9. Purpose for which electricity is required:

10. Category of tariff opted for:

11. Production Capacity (If applicable):

12. Category of Industry (If applicable): HT Small / HT-I / HT-II (Option-1) / HT-II (Option-2)

13. Any Electricity dues outstanding in area of operation in the Consumer's name: Yes / No

14. Any Electricity dues outstanding for the premises for which connection applied for: Yes / No

15. Any Electricity dues outstanding with the Licensee against any firm with which the consumer is associated with any firm as an owner, Partner, Director or Managing Director:

Yes / No

(For serial number 13, 14, 15 if answer is 'Yes' in any case please provide details)

I / We hereby declare that

The information provided in the form above is true to my knowledge.

I / We have read the AERC (Electricity Supply Code) Regulations, 2017 and agree to abide by the conditions mentioned therein.

I / We agree to deposit an amount as security deposit for load and also for meter (If applicable) before the connection is provided to me / us and also additional amounts as may be due from me / us, against demand raised by at the end of specified time period for which connection is required.

I / We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges

I / We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Signature of the consumer / authorised signatory

Name:

Designation (If any):

Date:

Place:

FORMAT- 4(iii)**Model Agreement Form for H.T. categories of consumers**

Agreement for the supply at High/Extra High Pressure Energy.

By

.....

Memorandum of Agreement made on this day of (Month) (Year) between the Constituted under the Electricity Act, 2003 hereinafter referred to as the "Company" on one part and the (shall include his legal representative, successor in office and permitted assignees) hereinafter called the "PURCHASER" on the other part. Whereas the "PURCHASER" has requested the Company to provide the purchaser with a supply of electricity of (kW/kVA) for Purpose and the company has agreed to provide the power supply on the terms and conditions hereinafter set-forth.

Now therefore, IT IS HEREBY AGREED BY and between the parties hereto as follows:

1. Supply of Energy :

The "COMPANY" shall supply electricity to the "PURCHASER" and the purchaser shall take the supply at points detailed in Schedule at Annexure I.

2. Points of Supply :

The points of supply and nature of supply in the Schedule may be altered as mutually agreed on receipt of three months notice from either side.

3. Payment of outstanding electricity bill :

The Consumer shall pay the outstanding electricity bill, if any due from the previous owner, if the premises had been purchased by the consumer, prior to release of the fresh service connection.

4. Compliance of provisions of AERC (Electricity Supply Code) Regulations, 2017:

Both the parties hereby agree with the provisions of Assam Electricity Regulatory Commission (Electricity Supply Code) Regulation, 2017 to the extent they are applicable including amendments & addendums made to it from time to time shall be deemed to a part of this agreement. Any regulation framed by the Commission in regard to supply of electricity shall also be deemed to form part of this agreement.

5. Connected Load :

Subject to the Provisions of clause 23 hereinafter contained and during the continuance of the Agreement, the "PURCHASER" shall be entitled for the said purpose to such supply up to but not exceeding the maximum number of kW as mentioned in Format 2 (iii) attached hereto hereinafter referred to as the "Connected Load". This may, however, be changed to in accordance with AERC (Electricity Supply Code) Regulation in force.

6. Contracted Demand :

100% of the connected load converted into kVA at 0.85 pf, shall be the contracted demand unless separate contract demand agreement is executed as per provision of Tariff Order in force.

7. Company's Apparatus :

At the supply point mentioned at Schedule the company shall, subject to the conditions hereinafter contained, provide and erect such switch-gear and metering equipment (hereinafter referred to as the "Company's Apparatus") as may be necessary to afford control by the Company of the supply and to measure the same.

8. Purchaser's apparatus :

- (i) All transformers, switch-gears and other electrical equipments belonging to the purchaser directly connected to the line drawn from the company's..... shall be of design approved by company and be maintained to the reasonable satisfaction of the Company. The setting of fuses and relays on the purchaser's control gear as well as rupturing capacity of any of its circuit breakers shall be subject to the approval of the company.
- (ii) If the purchaser discovers any serious defect in any part of the installation, it should forthwith disconnect the same from the circuits of the supply.

- (iii) The Company shall have no responsibility of any of defects in connection with the purchaser's installation or any apparatus or line on the Purchaser's side of the supply point.
- (iv) If, after initial operational experience, it is found that installation of a shunt reactor or synchronous condenser is essential at the supply point (Sub-Station) for maintenance of Proper voltage and imparting stability to the company's system and for better operation thereof, the same shall be installed by the purchaser at its own cost.

9. Right of entry to Purchasor's Substation:

The Company or any officer or person authorised in that behalf, shall be entitled to have access to the Purchaser's sub stations at all times for inspection and testing, of the metering installation and other equipments installed therein. Company's officials will be allowed immediate entry on production of identity cards. In no case such officers shall be detained for more than 5 (five) minutes at the entrance.

10. Failure of Supply:

The Company shall not be responsible for any failure, interruption or defect in the supply due directly or indirectly to War, Strike, Lock out, Riot, earthquake, Tempest, Lighting, Flood, Cyclone, non availability of power at source or any other force or accident or cause beyond its control, whether similar to the above or not.

11. Failure to draw power:

The Company shall not be responsible for failure of the purchaser to draw power to reason attributable to the purchaser.

12. Sealing of metering system of supply :

(i) The meters referred to in clause (ii) below shall be properly sealed on behalf the parties and shall not be interfered with by either party except in the presence of the other party or its representative duly authorized in that behalf.

(ii) At company's option apart, form energy meters, the metering equipment shall include a device for registering the maximum demand occurring in the load connected. The integrating period of such maximum demand indicator shall be controlled by a time switch of a suitable type, one time switch being provided for each maximum demand for each point of supply and shall be arranged to reset every 30 minutes so that the reading shall show the maximum demand during each such period.

13. metering :

For the purpose of registering the electrical energy taken by the Consumer under this agreement, a suitable meter and metering equipment shall be provided and maintained by the licensee.

14. Meter reading :

The readings of the said meter shall be taken by the authorized representative of the company on any day and the readings so taken shall be binding and conclusive.

In the event of any meter being found defective and additional/check meter not having been installed, the power drawn during the period when the meter was defective shall be determined as per relevant provisions in the clause 6.3.7.3 of this Code.

15. Security Deposit:

The consumer shall pay 'Security Deposit' as prescribed under regulation issued by the Commission. The consumer undertakes to make any additional security deposits, as and when called upon by the licensee under regulations issued by the Commission. Failure to pay the deficient security deposit will entitle the licensee to disconnect the supply after serving 15 clear days notice to comply with the deficiency.

16. Inspection:

The authorized officer of the company shall have the right to inspect the metering installation as well as take photograph of the same at any time with on the spot notice. The purchaser or his representative should be present during the inspection and shall provide all facilities to conduct the inspection. Any independent witness/witnesses from either side may also be present during the inspection if the company or Purchaser so desires. The inspection report prepared at site shall be signed by both the company's officer and the purchaser or his representative present during the inspection. In case of non compliance of above action will be initiated as per provision of relevant rules and regulations. The report such prepared at site shall be conclusive.

17. Charges to be paid by the consumer:

The consumer shall pay to the licensee for power demanded and electrical energy supplied under this agreement, charges in accordance with the Tariff, including other terms and conditions as applicable to the..... category of service and also as per the 'Schedule of Miscellaneous Charges' as in force from time to time. The consumer shall pay electricity duty, cess or such other levy, tax or duty as may be prescribed under any other law in addition to the charges payable under the Assam Electricity Regulatory Commission (Electricity Supply Code) regulations, 2017. Tariff, Schedule of Miscellaneous Charges and other charges as approved by the Commission from time to time.

18. Bills :

The company shall as far as possible, within fifteen days of taking monthly meter reading deliver to the purchaser a bill stating the number of units supplied to the Purchaser by the company in accordance with the reading of the said meters and the amount payable thereon and also the amount payable in respect of the maximum demand charges if

applicable and other charges, taxes and duties if any, payable by the purchaser, to the company and the Purchaser shall pay the same within fifteen days from the date of issue of such bill. All bills will be sent by post/by Hand delivery unless otherwise mutually agreed and the company shall have no liability for non receipt of bills in time by the Purchaser. In case of non receipt of a bill in time the purchaser should approach concern billing office and obtain duplicate copy of the bill for payment within due date. Non receipt of bill in time cannot be a plea for non payment.

19. Non-payment of Bills :

In the purchaser fails to pay the full amount of any bill under this agreement within fifteen days from, the date of issue of the bill, he shall pay as per relevant Tariff per month. The company reserve the right to discontinue power supply if the dues are not paid even after serving of disconnection notice. The power supply once disconnected will not be reconnected until full payments of all outstanding dues are made including charges for reconnection and disconnection.

20. Disputed bills :

No payment shall be withheld on the ground that a bill is disputed. Refund/recovery arising out of any disputed bill shall be adjusted from the bill issued after settlement of the dispute.

21. Duty to Give Information :

The purchaser shall have to furnish the following information to the company if asked for :

- (i) Ownership details of the Company/Industry with name and address of Proprietor/Director.
- (ii) Production figures and data supplied to other Govt. Deptt. Such as Industries Deptt./Tax Deptt./Excise Deptt. Etc. Data regarding purchase of raw materials etc.
- (iii) Energy generated by the purchaser's Standby Captive Generator.
- (iv) Any changes of ownership of the Company/Industry.

22. Period of Agreement :

The agreement shall remain in force till it is terminated/cancelled either mutually or any other reasons. The consumer may apply for termination of agreement after expiry of initial period of 2 (two) years by providing a 30 days notice. Even after termination of the Agreement, the right of the parties for settlement of accounts and disputes shall remain in force in respect of a claim arising during the currency of the Agreement so far as the Tariff is concerned and the claim may be revised if there be any revision of Tariff, by the Company. Fresh agreement to be executed for any increase or decrease of connected load.

23. Revision of connected load/contracted demand :

In the event of company agreeing to supply any increased demand, the Purchaser shall, when called upon pay to the company any expense incurred by reason of alteration and/or extension in respect of any service line, switchgear, meters and other equipments necessitated to meet such increased Connected load/Contracted demand and also undertake to pay to the Company a minimum monthly charge as per relevant Schedule of Tariff on the revised Connected load/Contracted demand, the revision of the Connected load/Contracted demand shall be allowed.

The purchaser shall have the option to reduce his contract demand at interval not less than 1(one) years or at interval as per provision stipulated in AERC (Supply Code and related matter) Regulation in force after completion of 2 (two) years the date of connection.

24. Termination of Agreement either by the Licencee or the Cnsumer:

(a) A consumers can terminate the agreement after the expiry of the initial period of two years on giving 30 days notice. The licensee may also terminate the agreement by providing similar notice to the consumer and stating the reasons of such termination in writing. Provided that if power supply remains disconnected for a period of 180 days for non-payment of dues or non-compliance of the directions issued under the Assam Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2017 and even after issue of a show cause notice by the licensee, no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply within the period specified in the notice, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the period specified in the notice. The period of the show cause notice shall be seven days. However, if the agreement is to be terminated, for categories other than Domestic and Single phase non-domestic light & fan and power, before completion of the initial period of agreement, the consumer shall be liable to pay charges as per tariff for the balance period of the agreement.

b)An Agreement shall be deemed to be terminated upon permanent disconnection of the consumer under provision of clause 8.3 of this Code

c)Even after termination of the Agreement, the right of the parties for settlement of accounts and disputes shall remain in force in respect of a claim arising during the currency of the Agreement. So far as the Tariff is concerned, the claim may be revised if there is any revision of Tariff, by the Company. In case of the tariff category of a consumer is changed, supplementary agreement between the two parties will be executed.

25. Damage of company's apparatus :

The Purchaser shall compensate the company for any damage to or loss of any apparatus or equipment of the company installed in the premises of the Purchaser due to the negligence on the part of the Purchaser by fire or accidents in the premises and/or causes not beyond his control.

26. Disconnection of supply :

In the event of the purchaser failing to comply with the provisions of the Terms and Conditions of supply as set out herein or failing to observe and fulfill the terms and conditions of this agreement on its part, it shall be left to the company after giving thirty day's notice in writings to the purchaser to discontinue the supply of energy.

The company shall, however, on the cessation of such breach of non-observance or non-fulfillment of the terms and conditions of Agreement and on payment by the Purchaser of the expenses incurred by the company in cutting off and reconnecting the supply, restore the supply with all reasonable speed.

27. Maintenance of lines:

The company undertakes to maintain free of cost the Purchaser's portion of the lines from its sub-station at _____

28. Tapping of line:

The company covenants that the Company shall, while tapping the lines between the substation and the supply points of the consumer, will ensure that the supply to the purchaser is not there by affected. The company shall inform the purchaser of all such tappings made from time to time. The company under takes to provide adequate device at such tapping points to enable disconnection of the loads should any fault develop in the feeder.

29. Saving clause as the company's rights:

The agreement shall be read and construed as subject in all respect, to the provisions of the Electricity Act, 2003 and all the rules and regulations for the time being in force there under so far as the same respectively may be applicable. In respect of matters not specifically provided herein the Terms and Conditions, Regulation and the Schedule of Tariff of the company for the time being in force or as may be revised from time shall apply.

In witness there of (Name and designation of Company authorized Executive) acting for and behalf of the Distribution Licensee and(consumer) have hereunto

set their hands and seal on thisday of the month of
..... of the year

30. Consequences of submitting wrong information:

In the event of any wrong information furnished by the applicant(s) intentionally or unintentionally, the licensee will be at liberty not to release service connection and forfeit the money, if deposited.

In witness there of _____ (Name and designation of Licensee's authorised Executive) acting for and behalf of the Distribution Licensee and _____ (consumer) have set their hands and seal on this _____ day of the month of _____ of the year _____.

On behalf of Company	Consumer Name and Address
Signature	Signature
Seal	Seal
Place	Place
Witness (name and Address)	Witness (Name and Address)

ANNEXURE-I**Schedule**

The particular required from all Consumer, having load more than 25 kW:

1. The name of the consumer:

Full Address and

Licence No. (if any)

2. Name of Licensee:
3. Load applied for..... kW (0.85 power factor)/ kVA.
4. Load sanctioned kW (0.85 power factor)/ kVA.

Vide Order No. Dated

5. Sanctioning Authority:
6. Date of sanction:
7. Connected Load in kW :
8. Contracted Demand in kVA (For category HT, Bulk Supply, HT-I & HT-II Industries, Tea, Coffee & Rubber, Oil & Coal)
9. Category of supply :
10. Sub-Station (If Company's Distribution Substation)
 - (a) Name of the Substation:
 - (b) Name of the Feeder with operating Voltage : (If Company's Distribution Feeder):
 - (c) Feeder No.:
 - (d) Name of the Feeder with operating Voltage : (If Dedicated feeder of the Purchaser)
11. Sub-Station (If Special for the consumer)
 - (a) Name of the Substation:
 - (b) Capacity & Voltage Ratio :
 - (c) Transformer (Supplied by the owner/supplied by the COMPANY)
12. Maintenance Charges (If done by COMPANY):

Maintenance Charges (If done by the consumer):

13. Service Connection
 - (a) H.T. (Voltage)
 - (b) L.T. (Voltage)
 - (c) Point of commencement of supply

14. Meter or meters
 - (a) H.T. capacity etc.
 - (b) L.T. single Ph/3-Ph.
 - (c) Meter no.
 - (d) Multiplying factor
 - (e) C.T. Ratio
 - (f) P.T. Ratio

15. Whether new/augmented/renewal

16. Working period of the Industry
 - (a) Whether runs for
 - (i) One shift
 - (ii) Two shifts or
 - (iii) Three shifts
 - (b) Whether restricted supply
 - (c) Whether seasonal load
 - (d) Minimum Demand :
 - (e) Load Factor :
 - (f) Demand Factor :

17. Ratings of Capacitors Installed

Signature of the consumer
With date

Signature and Designation
of the Authorized officer
of the Company with date

N.B.:The officers authorized to sign the agreement with the consumers shall maintain the original documents in the guard file, which shall be made available, as and when necessary.

FORMAT-4 (iv)
TEST REPORT OF ELECTRICAL CONTRACTOR
(H.T./E.H.T.)

Electrical Contractor's details

Name of the Electrical Contractor :

Full Address and Phone No. :

Licence No. of the Contractor :

Class and limit of Competency :

Licence valid upto (Copy of the licence to be enclosed) :

Date of Commencement of the work :

Reference of work commencement report:

To,

.....

.....

(Concerned Officer of Licensee)

We hereby certify that new/electrical installation work in the premises at (full address).....of..... owned/occupied by..... is duly completed and is ready for your Engineer for Test and connection to the mains.

1. Details of connected load:

Appliances/ equipment	Load (in kW)						
	3 ph load / total load	Phase 1		Phase 2		Phase 3	
		No. of Points	Total	No. of Points	Total	No. of Points	Total
Total							

Note : Full details (specification, rating, make etc.) of equipments and appliances other than lights and fans are to be given separately.

2. Contract demand:**3. Particulars of the installation and test results:**

(a) Name and address of the Consumer:

.....
.....

(b) Unique application no.

(c) Details of the installation (to be submitted separately)

(d) Short circuit fault level of the installation:

(e) Prospective date of Commissioning of installation.

Note: Items from the table as available and tests as permissible may only be considered and additional item/ if any need be incorporated.

Results of the tests conducted

Sl. 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	
1a.	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.		(1) Rating of the Circuit Breaker (i) Type (ii) Voltage (iii) Normal Current (iv) Rupturing capacity (2) IR Values Open Condition Closed Condition (3) Contact Resistance (4) Mechanical Operation (5) Remote Operation	_____ _____ kV _____ Amps _____ KA Ph-Ph Ph-E _____ _____ Micro Ohm Instant Smooth/ Time Gap (Sec)	

		(6) Local Operation (7) Interlocking with Isolator (8) Interlocking with Earth switch (9) Alarm and Trip for OTI/WTI/Buchholz/PRV (10) Earth Fault Relay	OK/Not OK OK/Not OK OK/Not OK OK/Not OK OK/Not OK	
		11) Over Current Relay 12) Under Voltage Relay 13) SF6 Pressure Alarm and trip Operation Test	OK/Not OK OK/Not OK OK/Not OK	
3.	Transformer Sl. No.	(1) Insulation resistance Value (i) HT to LT (ii) HT to Earth (iii) LT to Earth (2) Break down Voltage Test Oil Sample-I (top) Oil Sample-II (Bottom) (3) Vector Group Test (4) Polarity Test (5) Magnetizing Balance (6) Tan Delta Test (as per capacity) (7) Oil Level in conservator tank (8) Oil Level in breather cup (9) OTI/WTI settings (10) OTI/WTI Alarm and Trip operation (11) Operation of Buchholz relay (12) Operation of PRV (13) Oil leakage (14) Interlock of door switch for dry transformer (15) 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 A/T_°C A/T_°C OK/Not OK OK/Not OK OK/Not OK ____ Cms ____ Meters N1 ____ Ohm N2 ____ Ohm	
4.	DG sets S No for 1. Alternator 2. Engine	(1) Interlocking with other Supply Sources (2) Body Earth resistance (3) Neutral Earth resistance		

5.	Cable Size : Sq mm	1) Insulation Resistance Values (i) Ph-Ph (ii) PH-Earth (iii) Oh-Earth+Other Ph (2) Bending Radius		
6.	Earthing	(1) Metal and Size of Earth Strips (2) Type of Earthing (i) Plate Earthing (ii) Pipe Earthing (iii) Counter Poise Earthing (3) Value of Earth resistance of earth electrodes for (i) Reactor Neutral (ii) LAs (iii) Structure (iv) Frame/Bodies of equipment (v) Motors	N1__ Ohm N2__ Ohm (R) __ Ohm (Y) __ Ohm (B) __ Ohm __ Ohm __ Ohm Ohm	
7.	Potential Transformer	(1) Ratio Test (2) Polarity Test (3) BDV of Oil (4) 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	(1) Ratio Test (2) Polarity Test (3) BDV of Oil (4) 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	(1) Physical condition of conductor/tower (2) Check of tower accessories (3) Tower footing resistance (4) Conductor continuity test (5) Check of ground clearance (6) Check of electrical clearance along the route	OK/Not OK OK/Not OK __ Ohm OK/Not OK OK/Not OK OK/Not OK	

4. System of wiring:

5. Additional observation , if any:

6. List of Authorised Technical Personnel involved in installation and testing ;

i) Electrical workmen and their signature

(a) Permit No. Signature:

(b) Permit No. Signature:

(c) Permit No. Signature:

ii) Supervisor who supervised and tested the work

Name.....

Supervisor's Certificate No. :..... Grades.....

Permit valid up to :

. Voltage of Insulation Meggar and Sl.No.....

Sl. No. of Earth Tester :..... Weather.....

Date of Test:

Remarks,if any

.....

.....

Date

Signature.....

7. Licensed Electrical Contractor

Name

Contractor's licence No. :.....

Date

Signature.....

For Applicant:

I am satisfied and confirmed that the Electrical Supervisor of the Contractor has carried out the required tests.

Signature

Date:

Name:

FORMAT- 4 (v)
Test Report of Licensee
(with authorization of Applicant)

Authorisation of Applicant

In my absence, I hereby authorize as a representative on behalf of me at the time of Licensee's Physical verification of load and other technical, legal information, declared by me and also at the time of conducting different tests in my installation to ascertain eligibility of safe connection.

Signature of the authorize person

Signature of the applicant

Name:

Signature attested by the applicant :

Inspection and Test Report of Licensee for H.T. installation

For the use of Licensee

Name of consumer:

Address:

Unique application no.:

1. General Observations

Sl. 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 electrical contractor's/ installers 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)	

2. Tests conducted by licensee

Results of Tests arrived by Licensee under Regulation 31(3) of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010

(i) Result of Insulation Resistance Test

To be measured on applying a potential of 2.5 kV for one minute between phase conductor and earth. (for installations above 650 volt)

Phase-1 & Earth Phase-2 & Earth Phase-3 & Earth

Between Phase and Earth _____ _____ _____

(Note: Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.)

(ii) Checking and Tsting of Earth

(a) Certified that an Earth Terminal as required under the Central Electricity Authority (CEA Safty Regulations, 2010) has been provided by the company in the consumer's primises at an accessible position or near the point of supply.

Also, certified that the in addition to the a for mention earthing arrangement as provided his own earthing system with independent electrode.

(b) Results of earth test

Sl. No.	Earthing for	Test results	remarks

Indicate weather on the day of testing e.g. rainy/hot/dry/cold

Name, signature and designation of the person conducting the test:

Note: The tests mentioned above are mandatory under the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010. The licensee may conduct any other test as may be considered proper and necessary.

Observations of the authorised person of licensee:

1. The above mentioned installation is inspected and tested and found to be safe for connection to supplier's mains.

Or

2. The following defects/discrepancies are noted during inspection and testing of the installation-
 - (a)
 - (b)
 - (c)
 - (d)

The defects may be rectified so as to render the installation safe and a fresh Test Report is required to be submitted.

Signature of Authorised Officer of the Licensee

Name :.....

Designation:

Date:.....

Name of the Electrical Sub Division.....

FORMAT – 5

NAME OF THE COMPANY

LOGO OF THE COMPANY

Application form for Temporary Service Connection (LT & HT)

To,

.....
.....
.....
.....

Sir,

I / We, request you to supply electricity to my / our premises. The requisite information is furnished below:

1. Name of Applicant (IN BLOCK LETTERS):
2. Individual / Govt. Deptt. / Other Organisation:
3. (a) Name of father / husband (in case of individual)

(b) Name of Department / Organisation

(With Designation of Applicant if applicable)

4. (a) Full Address for correspondence and sending bills:

(b) Address of the premises where the temporary connection is required:

House No. / Plot No.:

Road:

Lane:

Area / Colony:

Town:

District:

PIN:

Telephone:

E-Mail:

(c) If in the same premises, the applicant already has a service connection? Yes or No

If 'Yes' attached the latest Bill(s) duly paid

5. (a) Built-up area of the premises:

(b) Height of the building:

6. Purpose / Category of Supply:

7. Connected Load:

Sl. No.	Fitting/appliances	Rating (watts)	No.s	Total Watt (kW)

8. Distance from the nearest distribution mains to the expected point of connection:

9. Voltage at which supply is required :230 Volt /400 Volt/ 11 KV / 33 KV

10. Tentative time period for which the supply is required (indicate date)s:

From to.....

Note: A Temporary connection may be granted for a period up to 3 months at a time and maybe extended up to one year.

11. Any Electricity dues outstanding in APDCL's area of operation in the Consumer's name: Yes / No

If 'Yes' please provide details)

12. The date and time when the temporary supply is required-

Month.....(Year.....)

Date..... Time.....

Note :The supply shall normally be given 48 hours before the time when supply is required, subject to receipt of payment within the time frame specified under clause 4.5.2 (p) of the AERC Electricity Supply Code, 2017.

I / We hereby declare that

The information provided in the above is true to my knowledge

I / We have read the AERC Electricity Supply Code, 2017 and agree to abide by the conditions mentioned therein, particularly those related to 'Temporary Power Supply' as incorporated under clause 4.5.2. .

I / We agree to deposit an amount as security deposit for load and also for meter (If applicable) before the connection is provided to me / us and also additional amounts as may be due from me / us, against demand raised by the Licensee at the end of specified time period for which connection is required.

I / We will deposit electricity dues, as and when Bills are served by the Licensee, as per the applicable electricity tariff and other charges.

I / We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Signature of the consumer / authorised signatory

Name:

Designation (If any):

Date:

Place:

FORMAT- 6**Application form for Change in Name of Registered Consumer (Change in ownership)**

1. Consumer No.....
2. Name of Registered Consumer (at present)
3. Consumer category :.....
4. Contracted load :.....
5. Address
:.....
.....
...
.....
...
6. Telephone No :.....
7. Name of the person in whose name connection is 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 Certificates 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 :

FORMAT- 7**Application form for Transfer of Ownership to Legal Heir**

1. Service Connection No.....
2. Name of Registered Consumer (at present)
3. Consumer category :.....
4. Contracted load :.....
5. Address
:
:
:
6. Telephone No :.....
7. 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 chaged the name of one 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

FORMAT-8

**Application form- Conversion of Service/ Shifting in existing
connection/Reclassification of consumer category
(Tick the applicable purpose)**

1	Consumer No.	
2	Name of the Consumer with contact details A copy of latest Bill duly paid need be attached	
3	Consumer category	
4	Contracted load	
5	Full address of the consumer's electrical installation, if the consumer's contact address is different from that of the connection under consideration	
6	Request for change in existing service (Tick whichever applicable)	
	i)If request is for conversion of service .	A.Change requested- 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) B) Reason for the request

	(ii) If request is for change in consumer category, mention the tariff category to which Consumer wants to shift	A. Change requested- a). Existing Category b) Category proposed now B) Reason for the request
	(iii) If request is for shifting in existing service connection	A. New address and equipment required to be shifted (a) New address to which service connection is to be shifted : (b) Details of equipment to be shifted (Meter/ Service line, LT/HT line, transformer, etc.): B) Reason for the request

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

1. In case any change in electrical installation work is done Electrical Contractor's Test Report
2. Proof of ownership/legal occupancy of premises, if request is for shifting of premises
3. Any other relevant document as considered necessary (*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 :

FORMAT- 9**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 :	Enhanced load requested (in k W):
	Existing sanctioned load (in k W) :	
5.	In case of Load Reduction :	Reduced load requested (in k W) :
	Existing sanctioned load (k W) :	
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)	
8	Electrical contractor's Test Report with details of connected load and Test results in the Test Report Format (Format 2(vi) or 4 (iv) as applicable)	

Date :

Signature of the Consumer

Place :

Name :

Note : The following documents are 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 authorized signatory.
3. Latest Electricity Bill duly paid

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:

FORMAT- 10**Meter Testing Result Report****1. Consumer Particulars**

Service Connection No.....Name of Consumer :.....

Consumer Category : Contracted Load :

Address of Consumer :

2. Meter Particulars

Meter No. Size

Type C.T. Ratio

E/L-Led Status Rev LED status

3. Revolution/Pulse Rest

meter Constant Load

Reading Before test Reading after test

No. of Revolution/pulse taken Actual Time Taken 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 has been carried out as per the producer 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 scanner for counting the pulses/revolutions.

Signature of Consumer

Signature of Company Official Name :
Name and Designation :

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

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

FORMAT- 11

Meter Related Complaints/Request for Testing of meter
(Tick the applicable purpose)

Complaint reference No. :

1. Service Connection No. :
2. Name of the consumer :
3. Address and Telephone No. of the consumer :
.....
.....
4. Brief description of 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:

FORMAT- 12
Application for Self Assessed Bill

1	Name of the Consumer	
2	Service Connection Number	
3	Address	
4	Average consumption of last 6 months	
5	Amount paid by Consumer based on reading (Self assessed) (Must not be less than average consumption of last 6 months)	Previous reading
		Current Reading
		Net Consumption
		Amount
6	Mode of Payment	Cheque
		DD/Money Order
		Cash

Signature of Consumer

Name of Consumer :

FORMAT- 13

Format for Application of Advance Payment

Service Connection No.

Name of consumer :

Consumer category :

Contracted Load :

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- 14**Format for Inspection Report in case of Unauthorised use of Electricity
(Section 126 of EA, 2003)**

Date of Inspection :

Sl. No. :

Inspecting Agency :

Service Connection No.		
Name of Consumer		
Consumer category		
Address :		
Load Details		
a) Sanctioned/Contracted Load		
b) Billing Load		
c) Total Connected Load		
Type of Irregularity : <i>(Tick whichever applicable)</i>		
Unauthorised Use of Electricity	Excess Load	Theft
		Other (Specify in detail)
INSPECTION RESULTS :		
Metter 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 installed with/without permission

Details of Seals:

.....

Other observations by Inspection Team:

.....

Concluding Note: From the details recorded above, it is substantiated that there is sufficient evidence to conclude that unauthorized use of electricity has been made in the consumer’s premises and a provisional assessment of consumption will be made as per provision of section 126 of the Electricity Act, 2003.

Signature of Consumer:

Name of Consumer :

Assessing Officer: Name.....Signature.....

Signature, name and Designation of accompanying officers of licensee:

Signature : 1. 2. 3. 4.

Name : 1. 2. 3. 4.

Designation : 1. 2. 3. 4.

Employee No. : 1. 2. 3. 4.

Note: The Assessing Officer is to record in case the consumer/consumer's representative refuses to accept or sign the document and/or accept the document.

.....

Signature of Assessing Officer:

.....

Mode of serving the order:

(Strike off which are not required)

- (i) By Hand to consumer or consumer's representative
- (ii) By pasting the report at a conspicuous place and photographed
- (iii) Sent by registered/speed post

Date:.....

Signature of Assessing Officer

Acknowledgement by consumer:

Signature:.....

Name:.....

Date:

FORMAT-15**Provisional assessment order along with 15 days disconnection notice****(Unauthorized use of electricity- section 126 of the EA, 2003)**

Memo No. Date:

Time:

Place:

From :

To :

Reference:

Dear Sir (s)/ Madam,

Request refer to the Inspection Report of the inspection done in your electrical installation on (date) which was served earlier on you in the Format 14. A copy of the report is enclosed herewith for your ready reference.

It is concluded in the Report that 'From the details recorded above, it is substantiated that there is sufficient evidence to conclude that unauthorized use of electricity has been made in the consumer's premises and a provisional assessment of consumption will be made as per provision of section 126 of the Electricity Act, 2003.'

Annexed herewith (Annexure I), a Provisional Assessment, with a statement showing the reasons and basis of the assessment along with detailed calculations, under provision of clause 7.4.3 of AERC (Electricity Supply Code) Regulations 2017.

You are entitled to file an objection, if any, within 7 days from the date of serving this order.

If you do not want to file an objection and accept the assessed order, you are requested to pay the amount of the assessed bill within 7 days from the date of presentation of the order, failing which the amount in the assessed bill shall be treated as arrear dues against you and your service connection will be disconnected as per section 56 of the Electricity Act, 2003,

after expiry of 15 days from the last date specified for payment (i.e. 22 days from the date of serving this order) mentioned above.

Please acknowledge receipt.

Thanking you,

Yours faithfully

Signature
Authorized officer of the licensee

Acknowledgement

I/We, Shri Consumer No.

Meter No. hereby acknowledgement hereby
acknowledge receipt of your assessment bill No Dated

Place :

Signature of consumer

Date :

Address :

Hours of acknowledgement

Format 15 - Annexure I

**Provisional assessment bill with a statement showing the reasons and
basis of the assessment**

Bill No.

Consumer No.

Name of consumer:

Consumer category:

Date of Inspection:

(i) **Statement of reasons and basis of assessment:**

(a)

(b)

(c)

(d)

(e)

(ii) Assessment

Assessment done as per provision of section 7.4.2 of the AERC (Electricity Supply Code),
Regulation 2017.

Signature and Name of the Assessing Officer:

Signature:

Name:

FORMAT- 16**Inspection/Seizure Report****(Under Section 135 of the EA, 2003)**

Sub Division :

1) Inspection/Seizure notes of Sri

Dated.....20__

Time of Inspection/Seizure :

Total time of Inspection/Seizure :

2) (a) Name and Address of the occupant of the place/premises:

(b) Person present at the time of Inspection/Seizure:

NameSignature

(i)

.....

(ii)

.....

(iii)

.....

3) (a) Any other person available at the time of inspection and his/her relationship with the occupant of the place/premise :

(b) Any other departmental staff present :

4) (a) Service Connection No., if any :

(b) Distribution :

(c) Nature of premises :

(d) Category :

5) (a) meter diagram indicating the seals position & their condition, if meter installed :

Location of the meter:

Height of the meter:

Impression on Seals:

Impression on Seals:

Before Inspection:

After Inspection:

6) (a) Meter Reading, if installed :

(i) kWH

(ii) kVA

(iii) kVAH

(iv) kW

- (v) Power factor
- (b) Status of meter, if installed : Running/Stop/Defective/Burnt
- (c) CT/PT Connected Load with phase sequence
- 7) Details of Connected Load
 - (i) kW/HP
 - (ii) kW/HP
 - (iii) kW/HP
 - (iv)
 - (v)

In case of HT Transformer details and connected load details are to be given separately

8) List of items with full details seized during inspection/search:

9) Findings and Conclusion of the Inspecting Team:

Signature of all members of the inspecting team with name and designation and occupant of the premises or his representative:

- (i)
- (ii)
- (iii)

FORMAT-17**Assessment bill**

(Serving of assessment bill consumers disconnected under section 135 of EA, 2003)

Memo No.

Date

.....

Hours of issue

Place :

Form :

To :

Reference :

Dear Sir (s)/Madam,

This provisional assessment bill is being served on you, which has been assessed on the basis of the clause 7.5.4 & 7.4.2 of AERC Electricity Supply Code, 2017.

Evidences revealed that you were directly or indirectly involved in the act of theft of energy for which your service connection was disconnected on as per provision of clause 7.5.3 of AERC (Electricity Supply Code) Regulation, 2017 read with section 135 (1A) of EA, 2003.

A statement showing your involvement along with the assessment bill is being enclosed herewith.

Unless the amount of the assessment bill along with the reconnection charges are received, the service connection shall not be reconnected.

A representation in writing may be preferred by you if you so desire against the amount of the assessment bill before the undersigned within seven days time.

Please acknowledge receipt.

Thanking You

Yours faithfully

Place :

Date :

Signature

Seal of authorized officer of licensee

Acknowledgement

I/We, Shri Consumer No. meter No.hereby acknowledge receipt of your provisional assessment bill No. dated

Place :

Date :

Signature

Address.....

Annexure I (of Format 17)

Provisional assessment bill with a statement showing the reasons and basis of the assessment

Bill No.

Consumer No.

Name of consumer:

Consumer category:

Date of Inspection:

(i) Statement of reasons and basis of assessment:

(a)

(b)

(c)

(d)

(e)

(ii) Assessment

Assessment done as per provision of section 7.5.4 of the AERC (Electricity Supply Code), Regulation, 2017.

Signature and Name of the Assessing Officer:

Signature:

Name:

FORMAT- 18**Intimation to Consumer after Temporary Disconnection of Supply**

Licensee's Office Address _____ Date _____

Service Connection No.: _____

Name of consumer: _____

Consumer category: _____

Contracted Load: _____

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

FORMAT - 19**Request for Permanent Disconnection & Termination of Agreement**

Service Connection No. _____

Name of the consumer: _____

Consumer category: _____

Contracted load: _____

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: _____

Signature of the Consumer

Place: _____

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- 20**Intimation to Consumer after Termination of Agreement**

Licensee's 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/MW (contracted load) 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.

(In case, the payment is not enclosed, the same may be intimated with an endorsement that payment will be made within 15 days of issue of this intimation.)

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:

APPENDICES

Appendix I

**Assessment of monthly consumption per kW load of
different category of consumers**

Sl. No.	Category of Consumer	Estimated consumption kWh (per kW load per month)
	LT Consumers	
1	Jeevan Dhara	60
2	Domestic A	100
3	Domestic B	100
4	Commercial Load above 0.5 kW to 20 kW	120
5	General Load	200
6	Public Lighting	250
7	Agriculture upto 7.5 HP	120
8	Small Industries Rural upto 20 kW	100
9	Small Industries Urban	120
	HT Consumers	
10	HT Domestic 20 kW and above	100
11	HT commercial 20 kW and above	120
12	Public Water Works	200
13	Bulk Supply 20 kW and above	
13 A	Government Educational Institution	200
13 B	Others	250
14	HT Small Industries upto 50 kVA	150
15	HT Industries-I 50 kVA to 150 kVA	300
16	HT Industries-II above 150 kVA	350
17	Tea, Coffee & Rubber	350
18	Oil & Coal	350
19	HT Irrigation Load above 7.5 HP	120

Annexure II

Norm of Preparation of Estimates for works			
Sl. No.	Item	Cost	Example
1	Material Cost (As per estimate to be attached)	A	1,00,000
2	Transportation & Storage	5% of A	5,000
3	Sub Total	B	1,05,000
4	Labour Charge	15% of B	15,750
5	Contingency	3% of B	3150
6	Supervision	15% of 4	2,363
	Total		1,26,263

Note-

- 1) In case material is supplied by consumer, such cost are to be deducted for item 1.
- 2) In case materials are supplied by consumer at site, transportation and storage charge shall not be charged.
- 3) In case a consumer himself takes up the service connection work, only supervision charge (item 6 above) will have to be paid by the consumer.

Appendix III (A)

Recommended time limit for different activities for various types of services
(Low Tension Connections)

Type of connection	Issue of notice specifying date for preliminary inspection On receipt of registration form		Initial inspection, Preparation of feasibility report & issue of application form		Submission of application		Issue of demand note after receipt of complete and proper application form		Serve notice about availability of supply after receipt of payment #		Final inspection, testing and commencement of supply		Total Recommended time limit in days (from the date of receipt of the registration form)	
	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural	Urban	Rural
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
(i) Low Tension Connection														
(A) No extension work is required, connection is given from existing network	1	1	4	6	3	4	2	3	12	14	2	2	30	36
(B) Applicant who has to pay charges for extension work	1	1	4	6	7	10	3	5	34	40	2	2	57	70
(C) Applicants who has to pay for enhancement of transformer capacity or a new transformer is required	1	1	4	6	10	15	5	10	50	55	5	5	82	99
(D) Agriculture connection (a) with clear access		1		7		15		10		57		5		101
(D) Agriculture connection (b) without clear access		1		7		15		10		75		5		119

Notes: 1) 'Zero date' is the date of receipt of the complete registration form.

2) Application forms will be issued if the connection is considered feasible and the registration and processing fee is paid.

3) In case of agriculture connections, the total time taken will depend upon site requirements as per (i) (A,B,C).

4) # In working out the total time 6 days are stipulated for time taken by an applicant for payment after receipt of demand note. The time limit will be automatically increased corresponding to delay in payment beyond 6 days.

Appendix III (B)

Recommended time limit for different activities for various types of services
(High Tension & Extra High Tension Connections)

Type of connection	Issue of notice specifying date for preliminary inspection On receipt of registration form	Initial inspection for feasibility study & issue of Application form	Submission of Application form	Issue of demand note subject to the connection is found to be feasible	Serve notice about availability of supply (after receipt of estimated charges)	Final inspection, testing and commencement of supply	Total Recommended time limit in days (from the date of receipt of the registration form)
1	2	3	4	5	6	7	8
(ii) High/Extra high Tension Connection							
(A) No extension work is required or extension work is limited to 50 m	3 days	5 days	7 days	3 days	10 days	4 days	42#
(B) if extension work is more than 50 m	3 days	5 days	5 days	3 days	90 days	4 days	128#
(iii) Extra High Tension	3 days	7 days	20 days	8 days	100 days	4 days	160#

Notes: 1) 'Zero date' is the date of receipt of the complete registration form.
2) Application forms will be issued if the connection is considered feasible and the registration and processing fee is paid.
3) # In working out the total time, 10 days for H.T. without extension and 18 days for H.T. with extension and for E.H.T are stipulated to be time taken by an applicant for payment after receipt of demand note. The time limit will be automatically increased corresponding to delay in payment beyond days specified.

Appendix IV

GENERAL AND MISCELLANEOUS CHARGES

Sl. No.	Particulars	Charges	
1A	Cost of registration form	Upto 2 kW- Nil Above 2 kW- Rs. 20	
1B	Cost of application form and processing fee		
	LT Supply	Upto 2 kW and 30 meter - Nil Upto 2 kW and beyond 30 meter - Rs.100 From 2 kW to 5 kW- Rs 100. Above 5 kW- Rs.300	
	HT Supply	Rs.25 per kW subject to Maximum Rs.10,000	
	EHT Supply	Rs. 20,000	
2	Testing of consumer Installation on request of consumer		
	Testing/Inspection charge subsequent to the first inspection if the installation is found to be defective/unsafe for connection or on request of consumer	Single ph -Rs.100 Three ph- Rs.200 HT/EHT Supply- Rs.1000	
3	Meter test		
		Laboratory testing	Field testing
	Single phase (EM)	Rs. 75	Rs. 200
	Single phase (Static) including Prepaid meter	Rs. 100	Rs. 200
	3 Ph, 4 Wire meter, without CT including Prepaid meter	Rs. 200	Rs. 450
	3 Ph, 4 Wire meter, with CT including Prepaid meter	Rs. 150	Rs. 250
	3 ph, CT operated LT static without CT	Rs. 200	Rs.450
	3 ph, 4 wire whole current static meter without MD indicator	Rs. 200	Rs. 450
	3 ph, CT/PT operated HT static (without CT/PT)	Rs. 300	Rs. 450
	Tri vector / special type meter	Rs. 250	Rs. 500
	33/11 kV metering equipment		
	11 kV CT/PT with accessories	Rs. 400	Rs. 800
	33 kV CT/PT with accessories	Rs. 400	Rs. 800
	132/220 kV metering equipment	Rs. 1000	Rs. 1200
	LT CT (per unit/set)	Rs.120	Rs. 450
	HT CT (per unit/set)	Rs.500	Rs.1000
4	Removing/Fixing/Re-fixing of meter on consumer request		

	Single phase	Rs. 200
	Three phase	Rs. 400
	Tri vector / special type meter	Rs. 600
	Three phase meter with CT	Rs. 500
	HT metering equipment	Rs. 1200
5	Resealing of meter/meter box or any other seals when seals are found broken (per seal)	
	LT (Single phase/ Three phase)	Rs. 50
	HT/EHT Installation	Rs. 900
	Maximum Demand Indicator / CT Chamber/ PT fuses	Rs. 900
6	Disconnection and Reconnection	
	Single phase	Disconnection - Rs. 200 Reconnection - Rs. 200
	3 ph LT up to 25 HP/19 Kw	Disconnection - Rs. 350 Reconnection - Rs.350
	3 ph LT above 25 HP / 19 Kw	Disconnection - Rs.350 Reconnection - Rs. 350
	LT industrial Supply	Disconnection - Rs. 350 Reconnection - Rs. 350
	HT Connection up to 5 MVA	Disconnection - Rs. 750 Reconnection - Rs. 750
	HT Connection above 5 MVA	Disconnection - Rs. 750 Reconnection - Rs. 750
7 A	Processing fee for change of name/ownership	Rs. 20 up to 4 kW and above 4 kW Rs.10/ kW subject to max Rs.5,000
7B	Processing fee for reduction or enhancement of load/conversion of service/ reclassification of consumer category/request for permanent disconnection	
	LT single phase	Rs. 75
	LT three phase	Rs. 200
	LT industrial	Rs. 300
	HT connection	Rs. 750
8	Meter Security Charges (If the Consumer is not charged for the cost of the meter)	
	Single phase (EM)	Rs. 1200
	Single phase (Static)	Rs. 2400
	3 Ph, 4 Wire meter, without CT	Rs. 6000
	3 Ph, 4 Wire meter, with CT	Rs. 1800
	3 ph, CT operated LT static without CT	Rs. 18000
	3 ph, CT/PT operated HT static (without CT/PT)	Rs.16000
	Tri vector / special type meter	
	33/11 kV metering equipment	
	11 kV CT/PT with accessories	Rs. 36000
	33 kV CT/PT with accessories	Rs. 90000
	132/220 kV metering equipment	
	LT CT (per unit/set)	Rs. 800
	HT CT (per unit/set)	

	ABT meter	
	3 ph, 4 wire whole current static meter without MD indicator	Rs. 4500
	Prepaid meter- Single phase	Rs 7000
	Prepaid meter- Three phase	Rs. 12500
9	Meter Rent (If the cost of the meter is not charged to the consumer)	
	Single phase (EM)	Rs. 20
	Single phase (Static)	Rs. 20
	3 Ph, 4 Wire meter, without CT	Rs. 175
	3 Ph, 4 Wire meter, with CT	Rs. 40
	3 ph, CT operated LT static without C	Rs. 400
	3 ph, CT/PT operated HT static (without CT/PT)	Rs. 400
	Tri vector / special type meter	
	33/11 kV metering equipment	
	11 kV CT/PT with accessories	Rs. 600
	33 kV CT/PT with accessories	Rs. 1500
	132/220 kV metering equipment	Rs. 20
	LT CT (per set of 3)	
	HT CT (per set of 3)	
	ABT meter	Rs. 75
	3 ph, 4 wire whole current static meter without MD indicator	
	Prepaid meter- Single phase	Rs. 60
	Prepaid meter- Three phase	Rs. 100

Appendix V

Guidelines for installation of power capacitors by the consumer

Sl. No.	Rating of individual motor HP	kVAR rating of capacitor for various RPMs of the motors			
		700 rpm	1000 rpm	1500 rpm	3000 rpm
(i)	(ii)	(iii)	(iv)	(v)	(vi)
1	3	1	1	1	1
2	3	2	2	2	2
3	7.5	3	3	3	3
4	10	4	4	4	4
5	15	6	5	5	4
6	20	8	7	6	5
7	25	9	8	7	6
8	30	10	9	8	7
9	40	13	11	10	9
10	50	15	15	12	10
11	60	20	20	16	14
12	75	24	23	19	16
13	100	30	30	24	20
14	125	39	38	31	26
15	150	45	45	36	30
16	200	60	60	48	40

For welding transformer rating upto 12 kVA

Sl. No.	Name plate rating in kVA of individual welding transformer	Capacity of the capacitor in kVAR
1	1.00	1 kVAR
2	2.00	2 kVAR
3	3.00	3 kVAR
4	4.00	3 kVAR
5	5.00	4 kVAR
6	6.00	5 kVAR
7	7.00	6 kVAR
8	8.00	6 kVAR
9	9.00	7 kVAR
10	10.00	8 kVAR
11	11.00	9 kVAR
12	12.00	9 kVAR