

# **SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED**



## **General Terms & Conditions of Supply**

Under Clause 21 of the Distribution and Retail Supply Licence no. 13/2000  
Approved by the APERC in proceedings No. Secy/01/2006, dated 06.01.06 and  
amended up to 26.10.2016

As adopted by the TSERC vide Reg.1 of 2014

(The Provisions pertaining to theft of electricity under Clause 10 of the GTCS come into  
effect from 04-03-2006)

## **ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION**

General Terms and Conditions of Supply of Distribution and Retail Supply Licensees – Approval - Issued.

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Proceedings No. Secy/01/2006

Dated: 06.01.06

### **Read the following:**

1. Lr.No.APERC/Secy/F: /D.No.379 dated 09-03-2004
2. Lr.No.Lr.No.CGM(Comml)/DE(RAC)/F-GTCS/D.No.715/04 dt. 15-06-2004.
3. Lr.No.CMD/NPDCL/CGM/P&RAC/F-GTCS/D.No.240/04 dated 17-06-2004
4. Lr.No. CMD/SPDCL/GM/RAC/F-GTCS/D.No.1160/04 dated 18-06- 2004
5. Lr.No. CMD/EPDCL/VSP/CGM/C&R/DE/RAC/F-GTCS/ D.No.1195/04 dated 19-06-2004444444
6. Ministry of Power, Government of India , Order No.S.O.790(E) dated 08-06-2005

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Pursuant to the provisions of clause 21 of the Distribution and Retail Supply Licences granted by the Commission (Nos. 12,13,14 and 15 of 2000) and in accordance with the provisions of the Electricity Act, 2003 and the Regulations made by the A.P. Electricity Regulatory Commission (hereinafter called 'the Commission') thereunder, the four Distribution Companies, namely, Eastern Power Distribution Company of A.P. Ltd., Central Power Distribution Company of A.P. Ltd., Northern Power Distribution Company of A.P. Ltd., and Southern Power Distribution Company of A.P. Ltd., (hereinafter referred to collectively as the 'DISCOMs' or the 'Distribution Licensees') have submitted the draft General Terms and Conditions of Supply (GTCS), for approval of the Commission.

2. These draft General Terms and Conditions of Supply were circulated by the Commission to twenty (20) Organisations representing different consumer groups and Non- Government Organisations including FAAPCI and CII. The Commission also circulated the draft GTCS to the members of the State Advisory Committee for their views.

3. The responses received from the organizations/SAC members were referred to DISCOMs along with the comments of the Commission Staff for their remarks duly supported by the opinion of their Legal Counsel on certain matters especially those pertaining to the un- authorised use (Section 126) and theft of electricity (Section 135). The Commission also held meetings with the Distribution Licensees to discuss certain issues concerning the provisions of sections 126 and 135 of the Act.

4. Subsequently, the Ministry of Power, Government of India, notified the Order dated 08-06-2005 read above, in exercise of the power vested with it u/s 183 of the Electricity Act, 2003, to remove certain difficulties that have arisen in implementation of the provisions of the Act in controlling theft of electricity, by Distribution Licensees. The said Order enables Distribution Licensees to take measures to control theft of electricity as specified by State Commission, pending adjudication by the appropriate court.

5. Having considered all the comments/suggestions of the organizations/SAC members/Commission staff and response of the Distribution Licensees, and the said order dated 08-06-2005 of Ministry of Power, Govt. of India, the Commission hereby approves the General Terms and Conditions of Supply of the Distribution and Retail Supply Licensees within the State of Andhra Pradesh as contained in the document enclosed herewith.

6. These GTCS supersede the existing General Terms and Conditions of Supply. All the clauses of these GTCS except clause 10 shall come into force with effect from the date of these proceedings. The provisions of clause 10 will take effect from the date of notification of the first amendment Regulation to the APERC (Electricity Supply Code) Regulation, 2004 (No.5 of 2004).

7. The Distribution Licensees shall make available the copies of these GTCS at all their offices down to the Section Level for reference by any consumer who desires to refer to the same during working hours.

**(BY ORDER OF THE COMMISSION)**

S. SURYA PRAKASA RAO  
SECRETARY

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**CENTRAL POWER DISTRIBUTION COMPANY OF AP LTD.,  
GENERAL TERMS AND CONDITIONS OF SUPPLY**

**1. Short title**

This document may be called “General Terms and Conditions of Supply of Distribution & Retail Supply Licensees in AP”. This document is formulated as envisaged under clause 21 and other relevant provisions of the Company’s Distribution and Retail Supply License. This may be called in short name as “General Terms and Condition of Supply”, or “GTCS”.

**2. Definitions and Abbreviations**

**2.1.** Words, terms and expressions used in this General Terms and Conditions of Supply or ‘GTCS’, unless the context otherwise requires, shall have the same meanings as defined or used in the provisions of the Electricity Act, 2003 or Rules and Regulations framed under the said Act read with the Company’s Distribution and Retail Supply License or in absence thereof, the meaning commonly understood in the electricity industry.

**2.2. Definitions:** In this General Terms and Conditions of Supply, unless the context otherwise requires:

2.2.1. “Act” means the Electricity Act, 2003.

2.2.2. “Agreement” or “Supply Agreement” shall have the meaning ascribed to it under clause 5.9 herein.

2.2.3. “Area of supply” shall have the meaning ascribed to it under Section 2 (3) of the Act.

2.2.4. "Provisional Assessing Officer" or "Final Assessing Officer" shall have the meaning ascribed to "Assessing Officer" under sub-clause (a) of the Explanation to Section 126 of the Act.

2.2.5. “Appellate Authority Order” means order passed by the Appellate Authority to the consumer as per Section 127 of the Act on completion of the appeal proceedings.

2.2.6. “CC” means current consumption generally used in the context of electricity bills/charges (CC bills/CC charges).

2.2.7. “Commission” means AP Electricity Regulatory Commission constituted under Section 3 of AP Electricity Reform Act, 1998 read with the first proviso of sub-section (1) of section 82 of the Act.

2.2.8. “Company” means Central Power Distribution Company of Andhra Pradesh Limited, which has been granted the License.

2.2.9. “Connected load” means the aggregate of the manufacturer’s rating of all

the apparatus including portable apparatus on the consumer's premises. This shall be expressed in kW or HP. If the ratings are in kVA the same should be converted to kW by multiplying the kVA with power factor of 0.90. If some or any of the apparatus is rated by manufacturers in HP, the HP ratings shall be converted into kW by multiplying it by 0.746.

- 2.2.10. "Consumer's installation" means any composite electrical unit including the electric wires, fittings, motors, transformers and apparatus erected and wired by the consumer or on his behalf, in one and the same Premises.
- 2.2.11. "Contracted demand" or "contracted maximum demand" means the maximum demand the consumer intends to put on the system, as described in clause 2.2.35 and is so specified in the supply Agreement between the parties.
- 2.2.12. "Contracted load" means the connected load in kW, kVA or HP which the consumer requires in his installation and is so specified in the supply Agreement between the parties.
- 2.2.13. "Date of commencement of supply" means the date when the Company activates the consumer's installation by connecting to the distributing main, or the date of expiry of the notice period mentioned in clause 5.9.2.1, whichever is earlier.
- 2.2.14. "Date of service of notice" shall have the meaning ascribed to it under clause 19.1 herein.
- 2.2.15. "Designated Officer" means all officers or persons of the Company as specified by the Company, or any other person authorized by the Company to carry out a particular task from time to time, in accordance with the *Designated Officers' Notification*.  
Provided that the officers authorized by the State Government only shall discharge such of the functions as are required to be discharged by the officers authorized by the State Government under the relevant provisions of the Act.
- 2.2.16. "Designated Officers' Notification" means the list of its officers authorized by the company for different purposes as referred to in clause 4 herein.
- 2.2.17. "Distributing main" shall have the meaning ascribed to it under Section 2(18) of the Act.
- 2.2.18. "Distribution system" shall have the meaning ascribed to it under Section 2(19) of the Act.
- 2.2.19. "Electrical Inspector" shall have the meaning ascribed to it under Section 2(21) of the Act.
- 2.2.20. "Electricity Supply Code Regulation" means the Andhra Pradesh Electricity Regulatory Commission (Electricity Supply Code) Regulation, 2004 (No.5 of 2004).

- 2.2.21. “Extra High Voltage (EHV)” means the voltage exceeding 33,000 volts under normal conditions subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956<sup>1</sup>.
- 2.2.22. “Extra High Tension (EHT) consumer” means a consumer who is supplied electricity at Extra High Voltage.
- 2.2.23. “Feeder” means a HT or EHT distributor, emanating from a sub-station, to which a distribution sub-station or HT or EHT consumers are connected.
- 2.2.24. “Final Assessment Order” means an order issued by the ‘Assessing Officer’ mentioned in clause 2.2.4 on completion of the final assessment in the case of un-authorized use of electricity u/s 126 of the Act in terms of clause 9.4 herein, as contained in Appendix X herein.
- 2.2.25. “High Voltage (HV)” means the voltage higher than 440 volts but which does not exceed 33,000 volts under normal conditions and which has 50 cycles subject, however, to the percentage variation permissible under the Indian Electricity Rules, 1956<sup>1</sup>.
- 2.2.26. “High Tension (HT) consumer’ means a consumer who is supplied electricity at High Voltage.
- 2.2.27. “HT agreement” shall have the meaning ascribed to it in clause 5.9 and Appendix II A herein.
- 2.2.28. “Inspecting Officer” means the officer or person authorized by the company to carry out inspections as stated in the Designated Officers’ Notification.
- 2.2.29. “Inspection report” means a report issued by the Inspecting Officer to the consumer on completion of the inspection and is contained in Appendix IV.
- 2.2.30. “License” means the license number 13/2000 to undertake distribution and retail supply of electricity, granted by the Commission under Section 15 of the AP Electricity Reform Act 1998<sup>2</sup>.
- 2.2.31. [Intentionally kept blank]
- 2.2.32. “LT Agreement” shall have the meaning ascribed to it in clause 5.9 and as, described in (Appendix I A for LT-III and LT-IV categories and the LT application and Appendix I for other LT categories).
- 2.2.33. “Low Voltage (LV)” means the voltage, which does not exceed 440 volts under normal conditions and which has 50 cycles subject, however, to the percentage variation allowed under the Indian Electricity Rules, 1956<sup>1</sup>.
- 2.2.34. “Low Tension (LT) consumer” means a consumer who is supplied electricity at Low or medium voltage.
- 2.2.35. “Maximum demand” means twice the maximum number of kilo volt-ampere hours (kVAH) delivered at the point of supply to the consumer during any

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<sup>1</sup> Subject to sub-section 2 (c) of Section 185 of the Act

<sup>2</sup> Subject to sub-section 2 (a) of Section 185 of the Act

consecutive 30 minutes during the Month in respect of consumer having contracted demand of less than 4000 kVA. However for the consumer having contracted demand of 4000 kVA and above the maximum demand means four times the maximum number of Kilo volt ampere hours (kVAH) delivered at the point of supply to the consumer during any consecutive 15 minutes during the Month.

- 2.2.36. [Intentionally kept blank]
- 2.2.37. “Meter” means an equipment used for measuring electrical quantities like energy in kWh, kVAh<sup>3</sup>, Maximum Demand in kW or kVA, reactive energy in kVArh etc. including accessories like Current Transformers (CT) and Potential Transformers (PT) where used in conjunction with such Meter and any enclosure used for housing or fixing such Meter or its accessories and any devices like switches or MCB or fuses used for protection and testing purposes.
- 2.2.38. “Minimum charges” means the charges payable by the consumer even if no electricity is actually consumed for any reason whatsoever and also when the charges for the quantum of electricity consumed are less than the minimum charges specified by the Commission.
- 2.2.39. “Month” means the calendar month. The period between the two consecutive meter readings shall also be regarded as a month for purpose of billing the charges.
- 2.2.40. “Occupier” means the owner or person in occupation of the premises where energy is used or proposed to be used.
- 2.2.41. “Point of supply” or “point of commencement of supply” means the incoming terminals of the cut-out of the consumer.
- 2.2.42. “Power Factor” or “Average Power Factor” means the ratio of Kilowatt-hours consumed in the Month to kilovolt ampere-hours registered during the Month, which shall be calculated to two decimal places.
- 2.2.43. “Premises” is as defined in sub-section 51 of Section 2 in the Act.
- 2.2.44. “Protective load” means a load not subjected to normal rostering.
- 2.2.45. “Provisional Assessing Officer” means a person authorized by the company to make provisional assessment of revenue loss in respect of the cases of theft of electricity in terms of clause 10.2 herein and so designated in the ‘Designated Officers Notification’.
- 2.2.46. “Provisional assessment notice” means a notice issued by the Provisional Assessing Officer in respect of the cases of theft of electricity in terms of clause 10.2.3 and as contained in Appendix VI herein.
- 2.2.46(A) “Provisional assessment order” means an order issued by the ‘Authorized Officer’ in respect of the cases of un-authorized use of electricity u/s 126 in

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<sup>3</sup> Modified as per Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

terms of clause 9.2 herein and as contained in Appendix V.

- 2.2.47. “Service” means a service connection given by the Company for use of electrical energy by the consumer in terms of the Agreement executed by him.
- 2.2.48. “Service line” means an electric supply line through which energy is supplied, or is intended to be supplied by the Company from a distributing main to a single or group of consumers from the same point of the distributing main.
- 2.2.49. “Tariff Order” in respect of the Company is the most recent order issued by the Commission for that Company indicating the tariffs/charges to be charged by the Company from various categories of consumers for the supply of electrical energy and services.
- 2.2.50. “Tariff schedule” is the most recent schedule of charges for supply of electricity and services issued by the Company as per the provisions of the Tariff Order for that Company.
- 2.2.51. “Test report” means a report signed by the consumer and the Designated Officer of the Company which indicates the total Connected Load, Meter particulars including date of meter installation, seals position, etc. and the date of signing such report indicates that the Company is ready for release of supply.
- 2.2.52. “Theft of electricity” shall have the meaning ascribed to it in Section 135 (1) of the Act.
- 2.2.53. “Unauthorized use of electricity” shall have the meaning ascribed to it under (b) of the explanation to Section 126 of the Act.
- 2.2.54. “Units” means the kilo Watt hours (kWh) or kilo volt ampere hours (kVAh)<sup>4</sup> or kilo volt ampere reactive hours (kVARh) as applicable and indicated by the energy meter meant for billing.
- 2.2.55. “Wiring completion report” means the report or letter issued by the local licensed electrical contractor stating that the wiring of the consumer Premises is completed.

### **2.3. Abbreviations used in the GTCS**

<b>Abbreviation</b>	<b>Full Form</b>
Amp	Ampere
APERC	Andhra Pradesh Electricity Regulatory Commission
APGPCL	Andhra Pradesh Gas Power Corporation Limited
APTS	Anti-Power Theft Squad

<sup>4</sup> Modified as per Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

<b>Abbreviation</b>	<b>Full Form</b>
CB	Circuit Breaker
CC	Current Consumption
CT	Current Transformer
Discom	Distribution Company
EHT	Extra High Tension
EHV	Extra High Voltage
FAO	Final Assessment Order
GTCS	General Terms & Conditions of Supply
HG	Horn Gap
HP	Horse Power
HT	High Tension
HV	High Voltage
Hz	Hertz
KV	Kilo Volt
KVA	Kilo Volt Ampere
KVAR	Kilo Volt Ampere Reactive
LT	Low Tension
LV	Low Voltage
KW	Kilo Watt
KWh	Kilo Watt hour
MCB	Miniature Circuit Breaker
MPP	Mini Power Plant
MRI	Meter Reading Instrument
MRT	Meter Relay Testing
PAN	Provisional Assessment Notice
PT	Potential Transformer
TC	Tinned Copper

<b>Abbreviation</b>	<b>Full Form</b>
UCM	Unconnected Minimum
UIW	Unit of Irrigation Work
V	Volts
W	Watt

### **3. System of Supply**

#### **3.1 Declared Voltage and Frequency**

- 3.1.1. The Company shall supply electricity at a frequency of 50 Hz with variation limits as per Rule 55 of the Indian Electricity Rules 1956<sup>5</sup>. The power supply shall be uninterrupted, as far as possible.
- 3.1.2. The Company's declared voltage of supply with variation limits as per Rule 54 of IE Rules 1956<sup>5</sup>, shall be generally as follows

<b>Voltage level</b>	<b>Declared Voltage</b>
Low Tension (LT)	Single Phase: 240 volts between phase and neutral; and Three Phase: 415 volts between phases of alternating current – 50 cycles
High Tension (HT)	Alternating current 3-phase, 50 cycles, 11 kV between phases for loads upto 1500 kVA. For loads exceeding 1500 kVA, the Company reserves the right to supply at higher voltage of 33 kV, 132 kV or 220 kV
Extra High Tension (EHT)	Three Phase: 132 kV/ 220 kV Two Phase: 132 kV/ 220 kV for existing Railway Traction

#### **3.2 Classification of Connection**

- 3.2.1. Supply to be availed by LT consumers shall be generally given at the following voltages on the basis of the Contracted Load:

<sup>5</sup> Subject to sub-section 2(c) of Section 185 of the Act

<b>Contracted Load</b>	<b>Voltage level</b>
i) General supply not exceeding 15 kW ii) Motive Power installation not exceeding 2 HP <sup>6</sup> .	Single phase at 240 volts 3 phase supply also will be given wherever required subject to minimum connected load of 5 KW <sup>6</sup> for LT category – I (Domestic) , for LT category – II and for LT category - VII and subject to feasibility <sup>6</sup> .
i) General Supply exceeding 15 kW ii) Motive Power installations exceeding 2 HP; and up to 100 HP as per the categorization prescribed in this regard in the Tariff Order of the Commission as applicable from time to time <sup>6</sup> .	Three Phase, 415volts between Phases and 240 volts between Phase and Neutral <sup>7</sup>

3.2.2. Deleted<sup>6</sup>

3.2.2.1 HT consumers intending to avail supply on common feeders:

For total Contracted Demand with the Company and all other sources like APGPCL, Mini Hydel, Wind Power, MPPs, Co-Generating Plants etc:

<b>Contracted Demand</b>	<b>Voltage level</b>
Upto 1500 kVA	11 kV
1501 kVA to 5000 kVA	33 kV
Above 5000 kVA	132 kV or 220 kV as may be decided by the Company

3.2.2.2 HT consumers intending to avail supply through independent feeders from substation.

For total Contracted Demand by applicants seeking HT supply through independent feeders from the sub-stations, with the Company and all other

<sup>6</sup> Modified as per Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

<sup>7</sup> Subject to sub-section 2(c) of Section 185 of the Act

sources like APGPCL, Mini Hydel, Wind Power, MPPs, Co-Generating Plants etc shall be:

<b>Contracted Demand</b>	<b>Voltage level</b>
Upto 2500 kVA	11 kV
2501 kVA to 10000 kVA	33 kV
Above 10000 kVA	132 kV or 220 kV

3.2.2.3 The relaxations under this clause are subject to the fulfilment of following conditions as stated in the Tariff Order:

- i. The consumer should have an exclusive dedicated feeder from the sub-station.
- ii. The consumer shall pay full cost of the service line as per standards specified by Company including take off arrangements at sub-station.

### **3.3 Classification of consumer Categories**

The classification of consumers under different categories both under LT supply and HT supply shall be as specified by the Commission in the Tariff Orders issued from time to time or by any other order of the Commission

### **3.4 Reclassification of consumer Category**

3.4.1. 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 (subject to the condition that the consumer does not alter the category/ purpose of usage of the premises without prior intimation to the Designated Officer of the Company), 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 15 days. The Company after due consideration of the consumer's reply if any, may alter the classification and suitably revise the bills if necessary even with retrospective effect, the assessment shall be made for the entire period during which such reclassification is needed, however, the period during which such reclassification is needed cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection<sup>8</sup>.

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<sup>8</sup> Modified as per Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

- 3.4.2. If a consumer makes a written request for reclassification of his service connection (change of category) the company shall comply with the request within the time frame specified in the APERC (Licensees' Standards of Performance) Regulation, 2004 (No.7 of 2004).

### **3.5 Definition of Separate Establishment**

- 3.5.1. For the purpose of the GTCS, separate establishments shall include the following types of establishments:
- i. Having distinct set-up and staff;
  - ii. Owned or leased by different persons;
  - iii. Covered by different licenses or registrations under any law where such procedures are applicable; and
  - iv. For domestic category, the households having a separate kitchen.
- 3.5.2. Each separate establishment will be given a separate point of supply.
- 3.5.3. Notwithstanding the above provisions, the Company reserves the right, where it is reasonably established, that the consumers of the same group or family or firm or company who are availing supply under different service connections situated within a single premises by splitting the units, the Company may treat such multiple connections existing in the single premises as a single service connection and charge the total consumption of all the consumers at the appropriate tariffs applicable for a single service connection. Any officer authorised by the Company shall issue notices to the concerned consumers asking them to furnish a single application for all such services and to pay required charges for merging the services into a single service.
- 3.5.4. Wherever the total connected load of all such multiple connections exceeds 75 HP, the consumers must necessarily switch over to HT supply or LT III(B) as the case may be and regularize their services duly following the procedure for availing such supply, within 60 days from the Date of Service of such notice,. If the consumer still fails to pay the necessary charges to convert to the specified category, the services will be disconnected after 60 days from the date of service of the notice. Pending such switch over, the licensee shall be entitled to bill the service at HT tariff as per the procedure mentioned under clause 12.3.3.2(i).

#### **4. Designated officers of the Company**

All officers and personnel authorized by the Company with regard to various tasks for conduct of business are notified by the Company in the Designated Officers' Notification, issued with the approval of the Commission from time to time.

Provided that the officers authorized by the State Government only, shall discharge such of the functions which are required to be discharged by the officers authorized by the State Government under the relevant provisions of the Act.

#### **5. Supply of Electricity**

##### **5.1. Company's Duty to Supply**

The Company shall, on an application by the owner or occupier of any Premises, located in his area of supply, give supply of electricity to such Premises in accordance with Section 43 of the Act and the APERC ('Licensees' duty for supply of electricity on request) Regulation, 2004 (No.3 of 2004) as well as the APERC (Licensees' Standards of Performance) Regulation, 2004 (No.7 of 2004). The applicant must however ensure compliance with the procedure specified in the GTCS.

##### **5.2. Requisition for Supply**

5.2.1. Requisition for supply for a new connection or additional load must be submitted in the prescribed format of Application for supply of Electricity at Low Tension (LT) (Appendix I) and the Application for supply of Electricity at High Tension (HT) (Appendix II) as the case may be. The Company will make available the prescribed form free of cost at the offices specified by the Company and will also provide the same on the Company's Internet website for free downloading. Photocopies of a blank application form duly filled in, shall also be accepted by the Company. Any assistance or information required in filling up the application form will be given to the applicant at the offices specified in the Designated Officers' Notification.

5.2.2. The requisition shall be made by the owner or occupier of the premises for which supply is required. The application form complete in all respects and accompanied with the undertaking and prescribed fees, charges and security, shall be submitted at the office of the Officer specified in the Designated Officers' Notification. The Company shall verify the application and

the enclosed documents at the time of receipt of application, and shall issue a written acknowledgement.

- 5.2.3. An applicant who is not the owner of the premises he occupies and intending to avail of supply shall submit an Indemnity Bond drawn by the owner of the premises in favour of the company whereby the owner of the premises undertakes to indemnify the company for any loss caused to the company by the applicant (who is the tenant/ occupant of the Premises) arising out of the release of service to the tenant/ occupant. Otherwise he shall be required to pay three times the normal security deposit apart from providing proof of his being in lawful occupation of the premises.
- 5.2.4. Where the consumer's premises has no frontage on a street and the supply line from the company mains has to go upon, over or under the adjoining premises of any other person (and whether or not the adjoining Premises owned jointly by the consumer and such other person), the consumer shall arrange at his own expense for any necessary way-leave, license or sanction. The Company shall not be bound to afford supply until the way-leave or sanction is granted. Any extra expenses incurred in placing the supply line in accordance with the terms of the way-leave, license or sanction shall be borne by the consumer. In the event of the way-leave, license or sanction being cancelled or withdrawn, the consumer shall, at his own cost, arrange for any diversion of the service line or the provision of any new service line thus rendered necessary.
- 5.2.5. It shall not be incumbent on the Company to ascertain the legality or adequacy of way-leave, license or sanction obtained by the consumer.
- 5.2.6. A consumer requiring supply for industrial or commercial purposes for new or additional loads shall obtain the necessary license or permission or no-objection certificate from the local authority or any other competent authority as might be required under the statute.
- 5.2.7. After receipt of the complete application form along with required supporting documentation and charges, the Company takes action to release supply within the time frames prescribed in the APERC (Licensees' duty for supply of electricity on request) Regulation, 2004 (No.3 of 2004) as well as the APERC (Licensees' Standards of Performance) Regulation, 2004 (No.7 of 2004) issued by the Commission.

### **5.3. Charges to be paid for New Connection/ Additional Load**

#### **5.3.1. Security Deposit:**

The security deposit payable by a consumer for the electricity supplied/ to be supplied, and the consequences of non-payment thereof, interest payable thereon, etc., shall be in accordance with the APERC (Security Deposit) Regulation, 2004 (No.6 of 2004).

#### **5.3.2. Service Line Charges**

5.3.2.1. The Service line charges payable by the consumers for release of new connection/ additional load under both LT and HT categories shall be levied at the rates notified by the company in accordance with regulations /orders issued by the Commission from time to time These charges shall be paid by the consumer in advance failing which the work for extension or supply shall not be taken up. These charges are not refundable.

Provided that where any applicant withdraws his requisition before the Company takes up the work for erection of the service line, the Company may refund the amount paid by the consumer after deducting 10% of the cost of the sanctioned scheme towards establishment and general charges. No interest shall be payable on the amount so refunded.

5.3.2.2. Notwithstanding the fact that a portion or full cost of the service line has been paid for by the consumer, the service line shall be the property of the Company, which shall maintain it at its own cost. The Company shall also have the right to use the service line for supply of energy to any other person(s).

#### **5.3.3. Development Charges**

5.3.3.1. The amounts payable by the consumer towards development charges of new connection/ additional load under LT and HT categories shall be at the rates notified by the Company with the approval of the Commission from time to time. The consumer shall pay these charges in advance, failing which the works for extension of supply shall not be taken up. These charges are non-refundable.

Provided that where any applicant withdraws his requisition before the Company takes up the works of the sanctioned scheme, the Company may refund the development charges paid by him without any interest. However where the service line charges are not sufficient to cover the 10% of the cost of the sanctioned scheme, mentioned in clause 5.3.2.1. above, the balance amount of 10% of the cost of the sanctioned scheme shall be deducted from

the development charges paid by him.

5.3.4. **Charges for shifting of service:**

The estimate for shifting the existing service will cover the following items as chargeable to the consumer:

- i. Dismantling charges at the old site;
- ii. Transport charges from the old site to the new site.
- iii. Re-erection charges at the new site;
- iv. Depreciation on the old materials if any not reused at the site;
- v. Overhead charges;
- vi. Cost of new materials if required; and
- vii. Cost of irretrievable materials.

The consumer shall pay the above charges included in the estimate in advance before taking up shifting operations.

5.3.5. **Charges for Electricity consumption**

5.3.5.1. Unless otherwise specified, all HT and LT rates refer to one point of supply and each separate establishment will be given a separate point of supply, subject to provisions of clause 3.5.

5.3.5.2. Tariff and other charges for the supply of electricity shall be as specified by the Commission in the tariff orders issued from time to time.

5.3.5.3. The consumers shall pay, in addition to the rates set out in the Tariff Order or schedule of rates prescribed by the Commission, all amounts leviable by the Government or any other authority by way of taxes, electricity duty, octroi or any other duties in the context of supply of electricity to the consumers unless there is a specific mention in the Tariff Order that the rates set out are inclusive of such taxes, duty, octroi, etc.

**5.4. Service Connection Cable**

5.4.1. **Service Connection Cable for LT Supply**

5.4.1.1. **New service:** The prospective consumers are required to lay the service connection cable and also fix up the Meter box and MCB (cut-out) as per the standards and procedures prescribed by the Company as specified in Appendix XI of the GTCS on 'Procedure for Fixing Service Connection Cable and Meter Box/Cut-out/MCB in the Premises of LT consumers'. For such jobs, the consumer shall utilize the services of licensed electrical contractors only. The Company shall supply only the Meter and Metering unit such as the CT & PT wherever required. No charges are payable by the consumer to the

Company towards the Service connection. In case of agriculture and street lighting categories, the procedure notified by the Company with the approval of the Commission from time to time shall be followed.

- 5.4.1.2. **Modification of existing service connections:** The consumer in respect of whom the existing service connection cabling and position of cut-out and Metering is not as per the prescribed procedure, will be required to modify the same within three Months from the date of receipt of notice in this regard from the Designated Officer of the Company. Failure to comply with the notice shall be treated as violation of this GTCS and the consumer will be liable for disconnection of supply.
- 5.4.1.3. The consumer shall provide land belonging to the consumer free of cost to the Company and the consumer shall incur all reasonable expenses for setting up facilities for bringing in the cables or overhead lines from the Company's Distribution System for providing the supply. If it is required for the extension of the Distribution System, the Company may install the requisite switchgear and other connection equipment on this land to provide supply to other consumers.
- 5.4.1.4. The service line once laid shall not be transferred or shifted from one place to another except with permission of the Company. If a consumer desires to have the position of the existing service line altered the Company will take action for shifting of service in possible cases subject to the provisions in clause 5.3.4.

## **5.5. Approval of consumer's installations**

- 5.5.1. Before, wiring or apparatus in the case of LT consumers, and transformers switchgear and other electrical equipment in the case of HT consumers, is connected to the Company's system, the same shall be subject to the inspection and approval of the Designated Officer of the Company and no connection will be made without his approval. In addition, all HT installations will have to be approved by the Electrical Inspector as required under the Indian Electricity Rules, 1956<sup>9</sup>.

## **5.6. Wiring on consumer premises**

- 5.6.1. For the protection of the consumer and public in general, it is necessary that the wiring on the consumer's premises should conform to the Indian Electricity Rules, 1956<sup>9</sup>, and the rules of the Fire Insurance Company in terms of

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<sup>9</sup> Subject to sub-section 2 (c) of Section 185 of the Act

which the building is insured and be carried out by a licensed electrical contractor. As soon as the consumer's Installation is completed in all respects and tested by the consumer's licensed electrical contractor, the consumer should submit the contractor's Wiring Completion Report to the Designated Officer of the Company. A form for this purpose shall be supplied at the office of the Company notified in the Designated Officers' Notification. It is important that the clauses named therein are fully complied with, as otherwise there will be a delay in obtaining the supply.

5.6.2. As required by Rule 45 of the Indian Electricity Rules, 1956<sup>10</sup> no electrical installation work (including additions alterations, repairs and adjustment to existing installations) except such replacement of lamps, fans, fuses, switches and other component parts of the installations, as in no way alter the capacity or character of the installation, shall be carried out upon the Premises on behalf of any consumer or owner, for the purpose of supply of energy to such consumer or owner except by a licensed electrical contractor and under the direct supervision of a person holding a certificate of competence issued by the Government. Any person committing breach of Rule 45 shall render himself liable to punishment under Rule 139 of the Indian Electricity Rules, 1956<sup>10</sup>.

5.6.3. Consumer's Installation shall be in accordance with the provisions of Rule 32 of the Indian Electricity Rules, 1956<sup>10</sup>. No cut-out link or switch other than a linked switch arranged to operate simultaneously the earthed and live conductors shall be inserted in the conductor of the consumer's Installation to be connected to the neutral conductor of the Company's system.

## **5.7. Inspection and Testing of consumer Installation**

### **5.7.1. Inspection and testing of the LT consumer installation**

5.7.1.1. Upon receipt of the Wiring Completion Report under clause 5.6, the Company will, notify the consumer as and when the Company's representative proposes to inspect and test the installation. It shall then be the duty of the consumer to arrange for a representative of the licensed electrical contractor technically qualified and employed by him, to be present at the inspection to give the Company's representative any information required by him concerning the inspection.

5.7.1.2. No connection shall be given until the consumer's Installation has been inspected and tested by the Company and found satisfactory. No charge shall be made for the first test by the Company but subsequent tests due to

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<sup>10</sup> Subject to sub-section 2 (c) of Section 185 of the Act

faults found at the initial test or failure of the contractor's representative to keep the appointment shall be charged for in accordance with the miscellaneous and general charges in force from time to time. The Company does not accept responsibility with regard to the maintenance or testing of wiring on the consumer's premises.

- 5.7.1.3. Before taking the insulation test of the installation wiring must be completed in every aspect. All fittings such as lamps, fans, cookers, motors etc., must be connected up, fuses inserted and all switches closed before the tests are carried out. Temporary wires or fittings or dead ends should not be included in the installation and no part of the work should be left incomplete. The insulation resistance of the entire installation to earth shall be tested from the installation side of the Company's terminals.
- 5.7.1.4. The Company shall not connect the conductors and fittings on the consumer's premises with its works unless it is reasonably satisfied that the connection will not at the time of making connection cause a leakage from those conductors and fittings exceeding one-five thousandth part of the maximum supply demand on the consumer's premises.
- 5.7.1.5. The insulation resistance shall be measured by applying between earth and the whole system of conductor or any section thereof with all fuses in place and all switches closed, and except in earthed concentric wiring, all lamps in position of both poles of installation otherwise electrically connected together a DC voltage of not less than twice the working voltage provided that it does not exceed 500 volts for medium voltage circuits. When the supply is derived from three wire (AC) or poly-phase system, the neutral pole of which is connected to earth either direct or through added resistance, the working voltage shall be deemed to be that which is maintained between the outer or phase conductor and the neutral. The insulation resistance in mega-ohms of an installation measured shall be not less than 50 divided by the number of points on the circuit, provided that the whole installation need not be required to have an insulation resistance greater than one mega-ohm. Heating and power appliances and electric signs may, if desired, be disconnected from the circuit during the test, but in that event the insulation resistance between the case of framework and all live parts of each appliance shall be not less than that specified in the relevant ISS or when there is no such specification, shall be not less than half a mega-ohm.
- 5.7.1.6. The insulation resistance shall also be measured between all conductors connected to one pole or phase conductor of the supply and all the conductors connected to the middle wire or to the neutral on the other pole of phase

conductors of the supply. Such a test shall be made after removing all metallic connection between the two poles of the installation and in these circumstances; the insulation resistance between conductors of the insulation shall be not less than those specified in clause 5.7.1.5 above.

5.7.1.7. In the case of a reconnection of supply after a period of six months or more, the consumer shall submit a fresh wiring completion report of the licensed electrical contractor before the supply is reconnected, in accordance with the provisions of clause 5.6.1.

5.7.2. **Inspection and Testing of the HT Consumer Installation**

5.7.2.1. All transformers, switchgear and other electrical equipment in the installation of the consumer and also those directly connected to the feeders or lines of the Company shall be of suitable design and be maintained to the reasonable satisfaction of the Company. The setting of fuses and relays on the consumers' control-gear as well as the rupturing capacity of any of his circuit breakers shall be subject to the approval of the Company.

The starting current of motors shall not exceed the limits prescribed in clause 5.11.9. However the Company, depending upon the location and conditions of working, can relax the condition of limiting the starting current purely at its discretion.

5.7.2.2. All Low Tension (LT) wiring and equipment will be tested in accordance with the foregoing condition.

5.7.2.3. Manufacturer's Test Certificate in respect of all HT apparatus shall be produced, if required. In addition, the Company may test the HT installation by applying standard test voltage in accordance with the Indian Electricity Rules, 1956<sup>11</sup>.

5.7.2.4. Testing of an HT installation by the Company shall, however be taken up only after the HT consumer obtains approval of installation by the Electrical Inspector as required under the Indian Electricity Rules, 1956<sup>11</sup>.

**5.8. Point of Commencement of Supply**

5.8.1. Unless otherwise agreed to, the point of commencement of supply shall be the incoming terminals of the cut-outs of consumer

5.8.2. For housing all the equipment of the Company including switchgear and Metering cubicles in case of HT supply, the consumer shall provide at the

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<sup>11</sup> Subject to sub-section 2 (c) of Section 185 of the Act.

agreed location and maintain at his/ her own expenses locked weatherproof and fireproof enclosure of design approved by the Company. The enclosure should preferably be in a building separate from consumer's sub-station and installation. Where this is not feasible, the equipment of the Company shall be completely segregated from the consumer's apparatus by fireproof walls or other approved structure.

## **5.9. Agreement with the consumer to Avail of Supply**

### **5.9.1. Agreement for Supply**

5.9.1.1. All applicants for LT categories except LT-III and LT-IV are required to fill in and sign the 'undertaking' contained in the Application for Supply of Electricity for Low Tension, in the prescribed format (Appendix I). The application containing the undertaking shall become a binding Agreement governing the supply of electricity by the Company to the consumer. LT-III and LT-IV consumers are required to fill in and sign the LT Agreement, as provided in Appendix I A herein.

5.9.1.2. All applicants for HT categories are required to fill in and sign the HT Agreement, as provided in Appendix II A herein. This HT Agreement shall govern the supply of electricity by the Company for HT consumers.

5.9.1.3. Every Agreement is for a specific purpose and specified location. The Company shall permit in possible cases, a consumer to shift or change the point of supply from one place to another on such terms, and rates as notified from time to time and as provided under clause 5.3.4 herein.

5.9.1.4. In case of title transfer, the transferee shall enter into a fresh Agreement with the Company duly following the prescribed procedure.

5.9.1.5. The consumer may, at any time, assign or transfer his right under the Agreement for electrical energy being supplied, to any other person approved by the Company who shall execute another Agreement to this effect in a fresh Application for Supply of Electricity for Low Tension for LT consumers (excluding LT-III and LT-IV) or a fresh LT Agreement as provided in Appendix I A for LT-III and LT-IV, and a fresh HT Agreement for HT consumers as provided in Appendix II A, as the case may be.

### **5.9.2. Commencement of Supply**

5.9.2.1. The Company shall, after the consumer has completed all the pre-requisite formalities in respect of execution of Agreement and security deposit, etc., make arrangements to supply electricity in the manner prescribed and issue a

notice to the consumer indicating that it is ready to provide supply within the time period specified in the APERC (Licensees' duty for supply of electricity on request) Regulation, 2004 (No.3 of 2004) read with Section 43 of the Act. Such supply should be availed by the applicant within a period of three months from the date of issue of the notice. Every consumer shall pay to the Company from the Date of Commencement of Supply of energy or from the date of expiry of three months' notice whichever is earlier, Maximum Demand charges, energy charges, surcharges, Meter rents and other charges, as provided in the Tariff Order and the GTCS. In case the consumer fails to avail supply within the three months' notice period, he shall have to pay monthly minimum charges and/or the fixed charges as specified in the Tariff Order in force, as the case may be, from the date of expiry of the period of the above said notice.

5.9.2.2. The Company may relax this condition, for the reasons to be recorded, in respect of any class of consumers for a period not exceeding one year considering the need for improving metered sales and for improvement of revenues.

5.9.3. **Period of Agreement**

5.9.3.1. **Period of LT Agreement:** The minimum period of LT Agreement for supply of power at Low Tension shall be one year<sup>12</sup> from the date of commencement of supply. Even after expiry of initial period of one year, the LT Agreement shall continue to be in force unless it is terminated by the consumer or the Company as provided in clause 5.9.4.1 hereof.

Provided that where an agreement is amended or a revised agreement executed pursuant to sanction of an additional load / demand, the minimum period liability for the additional load shall commence from the date of commencement of supply for the additional load / demand.

5.9.3.2. **Period of HT Agreement:** The minimum period of HT Agreement for supply at High Tension shall normally be one year<sup>12</sup> from the date of commencement of supply. The Agreement shall continue to be in force till it is terminated by the consumer or by the Company as provided in clause 5.9.4.2 hereof.

Provided that where an agreement is amended or a revised agreement executed pursuant to sanction of an additional load / demand, the minimum period liability for the additional load shall commence from the date of commencement of supply for the additional load / demand.

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<sup>12</sup> Modified as per Proceedings No:TSERC/Secy/59-16/2016 Dated:26.10.2016

#### 5.9.4. **Termination of Agreement**

5.9.4.1. **Termination of Agreement in respect of LT Supply:** The consumer may terminate the LT Agreement after the expiry of the minimum period of the Agreement by giving not less than one Month's notice in writing expressing his intention to do so. The Company can terminate the Agreement at any time by giving one month notice if the consumer violates the terms of Agreement or the GTCS or the provisions of any law touching the Agreement including the Act and the AP Electricity Reform Act, 1998 and the Rules / Regulations made thereunder.

5.9.4.2. **Deration of CMD or Termination of Agreement in respect of HT Supply:** The consumer may seek reduction of contracted maximum demand or termination of the HT Agreement after the expiry of the minimum period of the Agreement by giving not less than one month<sup>13</sup> notice in writing expressing his intention to do so. However, if for any reason the consumer chooses to derate the CMD or terminate the Agreement, before the expiry of the minimum one year<sup>14</sup> period of the Agreement, the CMD will be derated or the Agreement will be terminated with effect from the date of expiry of the initial one year<sup>14</sup> period of the Agreement or after expiry of one month<sup>13</sup> notice period whichever is later. The Company can also terminate the HT Agreement, at any time giving one month<sup>13</sup> notice if the consumer violates the terms of the HT Agreement, or the GTCS or the provision of any law touching the Agreement including the Act and rules made thereunder, and AP Electricity Reforms Act, 1998<sup>15</sup>. On termination of the HT Agreement the consumer shall pay all sums due under the Agreement as on the date of its termination.

5.9.4.3. **Termination of LT Agreement and HT Agreement on account of disconnection:** Where any consumer, whose supply is disconnected for non- payment of any amount due to the Company on any account, fails to pay such dues and regularize his account within three Months from the date of disconnection, the Company shall after completion of 3 months period, issue one Month notice for termination of the LT or HT Agreement, as the case may be. If the consumer still fails to regularize the account, the Company shall terminate the Agreement with effect from the date of expiry of the said one-Month notice. Such termination shall be without prejudice to the rights and obligations incurred or accrued prior to such termination.

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<sup>13</sup> Modified as per Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

<sup>14</sup> Modified as per Proceedings No.TSERC/Secy/59-16/2016 Dated:26.10.2016

<sup>15</sup> Subject to sub-section (3) of Section 185 of the Act

Provided that where the Company fails to issue notice or terminate the Agreement as prescribed above, the consumer shall not be liable to pay the minimum charges for the period beyond 4 months from the date of disconnection and the Agreement shall be deemed to have been terminated at the end of 4 months period from the date of disconnection.

Provided further that where the minimum period of the Agreement is not yet completed by the date of such termination, the consumer shall be liable to pay the minimum charges as otherwise applicable calculated up to the date of completion of the period of Agreement.

In the case of consumers who were sanctioned phased Contracted Demand and supply 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 three Months' notice in advance or in lieu thereof pay three months charges towards such deferment or cancellation of such phased demands.

5.9.5. On release of supply, all agreements under HT categories and LT categories III and IV shall be signed by the Designated officers of the Licensee and a copy of the same shall be sent to the consumer along with a copy of the test report. Similarly a copy of the LT application containing the undertaking shall be signed and sent to the consumers of other LT categories along with the test report.

5.9.6. **Dismantlement of Service Line after Termination of Agreement:** On the termination of the LT or HT Agreement, the company is entitled to dismantle the service line and remove the materials, Meter, cut out etc. After termination of the Agreement, the consumer shall be treated as a fresh applicant for the purpose of giving supply to the same premises when applied for by him provided there are no dues against the previous service connection.

5.9.7. **Agreement in case of Shifting of Service:** A consumer desiring to shift his service to a new premise shall execute a fresh agreement in respect of new premises and on his doing so the agreement relating to the old premises shall be deemed to have been terminated from the date of coming into force of new agreement.

## **5.10. Extension & Alteration**

5.10.1. Consumers shall not make any alteration to his installation or make any extension to any other adjacent premises, except as provided hereunder. 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 on his premises or in any way alter the position of his wiring therein, notice thereof shall be sent in writing to the Company whose representative will call and inspect the proposed alteration within two weeks of the receipt of the request in writing and if, necessary, change the Meters and fuse and alter the service lines.

- 5.10.2. In the event that the contracted demand or connected load of the consumer is modified, the consumer shall submit a wiring completion report duly signed by the licensed electrical contractor in case of LT, and the report issued by the Electrical Inspector, in case of HT and shall bear the cost of the alteration to service line, if any as a consequence of the modification in contracted demand or connected load.
- 5.10.3. The procedure for inspection/testing of the alterations and additions in the installation shall be in accordance with clause 5.7 above. In the event of increase in load, the consumer shall be served a notice by the Designated Officer in this regard. Non-payment of the requisite amount will result in its inclusion in the CC charges bill after 3 Months.
- 5.10.4. During such time as alterations, additions or repairs are being executed, the supply to the circuit which is being altered added to or replaced must be entirely disconnected and it shall remain disconnected until the alterations, additions or repairs have been tested and passed by the Company.

## **5.11. General Wiring Conditions**

- 5.11.1. **Mains:** The consumer's mains shall, in all cases be brought back to the Company points of supply and sufficient cable shall be provided for connecting up with the Company's apparatus.
- 5.11.2. **Switches and Fuses:** The consumer shall provide linked quick break main switches of requisite capacity to carry and break current in each conductor near the point of commencement of supply. All the consumer's switches should be on the live wire and the letter 'N' should be painted on the wooden board directly underneath the neutral conductor for connecting upto the Meter. No single pole switch where it leaves the consumer's main switch or cut-out should remain inserted in any neutral conductor.
- 5.11.3. **Balancing of Load:** If the Connected Load of any installation exceeds fifteen amperes at 240 volts, the installation shall be wired on the group system separate neutral wires being brought back in each case to the Company's point of supply. An approved type of double pole linked with fuses

shall control each main circuit.

- 5.11.4. The lamps, fans or any other apparatus of which the installation consists shall be so grouped that under normal working condition, the current will be balanced and no current will flow in the neutral wire.
- 5.11.5. **Caution Board:** All wires, between which a difference of potential above 240 volts exists, shall be made inaccessible to unauthorized persons or enclosed in an earthed metallic casing or conduit. A 'CAUTION' board printed in Telugu, Urdu, Hindi and English depending upon the mother tongue of the consumer shall be affixed thereto.
- 5.11.6. **Overhead Mains:** In order to save the expense of a long underground service on private property a consumer may with Company's approval, erect a pillar on that portion of his property which is nearest to the Company's supply mains into which the service shall be laid and from which the consumer shall run overhead mains to his premises. These overhead mains shall constitute a portion of his installation and shall be laid in compliance with the Indian Electricity Rules,1956<sup>16</sup>. An efficient lightning arrester may be fixed at the commencement of the overhead line at the consumer's cost should he desire the same as an additional protection for his installation.
- 5.11.7. **Earthing:** Gas and water pipes shall on no account be used for earthing purposes. All wiring shall be kept as far as possible away from gas and water pipe.
- 5.11.8. **Wall Plug:** Wall plugs used on the circuits for domestic appliances shall be of the three-pin type, the third pin connected to 'earth'. All plugs shall be provided with switches on the live wire and not on the neutral.
- 5.11.9. **General Wiring Conditions - AC Motor installations:** The motor shall be provided with control gear so that the maximum demand of the consumer's installation does not in any case exceed the limit given in the following schedule:

<b>Nature of supply</b>	<b>Size of installation</b>	<b>Limit of Maximum Current Demand</b>
Single Phase	Up to and including 1-1/2 BHP	5 x full load current
Three Phase	Up to and including 3	6 x full load

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<sup>16</sup> Subject to sub-section (3) of Section 185 of the Act

	BHP	current
	Above 3 BHP and up to and including 15 BHP	2 x full load current
	Above 15 BHP and Up to and including 100 BHP	1-1/2 x full load current
	Above 100 BHP	1-1/4 x full load current

**NOTE:**

Providing of Automatic Switching facility to the motors with Direct on line starters is prohibited.

The use of phase shifters by consumer is prohibited. This shall be treated, as an offence under Section 135 of the Act and the consumers shall be liable for prosecution as well as compensation towards the loss sustained by the Company.

Failure to comply with these regulations will render the service of the consumer liable for disconnection.

- 5.11.10. All 3-phase motor circuits shall be controlled by a triple pole switch/ MCB protected by a no-volt relay and TC fuses. It is important that the relay should be maintained in thorough working order. Wiring for motors shall be run with all wires bunched in a single metallic conduit, which shall be efficiently earthed through and connected to the frame of motor from which two separate and distinct earth wires shall be run. The minimum size of the earth wire permitted is No.10 or 2 x 14 S.W.G Installation of all motors shall comply in every respect with the Indian Electricity Rules, 1956<sup>17</sup>.

**5.12. Apparatus in the consumer premises**

**5.12.1. Company's Supply Mains and Apparatus for HT Supply**

- 5.12.1.1. The Company shall provide necessary cut-outs with necessary isolators for HT consumers. These equipment shall remain the property of the Company notwithstanding the fact that the cost of such equipment is paid by the consumer, and must on no account be operated, handled, or removed by anyone who is not an employee of the Company unless authorized by the Company. Likewise the seal, the name plate and the distinguishing numbers

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<sup>17</sup> Subject to sub-section 2 (c) of Section 185 of the Act

or marks of the Company affixed on the said property shall not be interfered with on any account, or broken, removed or erased, except by employees of the Company duly authorized for the purpose.

- 5.12.1.2. To facilitate easy access to the officers or representatives for checking the installation and equipment of the Company, the consumer should provide a separate gate, which shall facilitate direct access to the Company's installation from the public road. Such gate shall have a grilled door instead of any metallic/ opaque sheet so as to facilitate observation of the Company's equipment from the public road.
- 5.12.1.3. The Company may, in the case of HT consumers, grant permission, in writing, on application by the consumer, permitting him to operate the Company's terminal switches, fuses or circuit breakers for purpose of isolating the consumer's HT apparatus in case of emergency provided such operation by the consumer does not affect continuity of supply to other consumers.
- 5.12.1.4. The Company shall have the right to use its supply lines and apparatus provided under clauses 5.12.1.1 and 5.12.1.2 above and to lay cables, across, over or through the consumer's Premises or fixing apparatus upon the said premises for supply to other premises in the neighborhood.

5.12.2. **Apparatus of LT consumers**

- 5.12.2.1. In the case of a LT consumer, the consumer must in all cases provide linked quick break main switch and a main fuse on each pole other than the earthed neutral. The said switch must be erected within one Meter of Company's Meter board or in such other position as shall be approved by the Company.
- 5.12.2.2. The Pump set installation of every agricultural service connected to the system shall comply with the guidelines stipulated in this regard or have energy efficient index specified to ensure that the complete installation is energy efficient.
- 5.12.2.3. The efficiency index of the pumping system should not be more than 0.70 kWh/ UIW for pumps with more than 5 HP Motor, or not more than 0.80 kWh/UIW for small motor up to 5 HP (UIW i.e. Unit of Irrigation work is defined as lifting one Lakh litres of water through static lift of one metre).
- 5.12.2.4. The pump set installations connected to the supply system shall be maintained such that the efficiency index is within the limits. If the efficiency index of such installation is found to be not within the prescribed limits as defined in clause 5.12.2.3, an additional charge on the bill amount prescribed by the Company shall be levied for every increase of efficiency

index by 0.01.

5.12.2.5. Every consumer of agricultural service shall rectify his pump set installation such that the efficiency index is within the limit prescribed in clause 5.12.2.3 failing which the Company may carry out the rectification work. Upon such rectification, the Company shall be entitled to recover an amount fixed by the Company from time to time, or the actual expenditure incurred, whichever is higher, either as a one-time payment or recovery in energy bills in 12 equal Monthly installments together with interest at the rate prescribed by the Company.

5.12.3. **Apparatus of HT consumers:**

5.12.3.1. HT consumers requiring a supply of 500 kVA and above, shall install suitable breakers on the supply side fitted with automatic overload protective devices so adjusted that they operate before the overload protective device in the Company's terminal cubicle, and further, must be of sufficient rupturing capacity to be specified by the Company to protect the consumers installation under short circuit conditions.

5.12.3.2. Consumers requiring supply of less than 500 kVA, need not provide circuit breakers on the HT side. However, the consumer shall provide on the supply side a gang operated triple pole isolating switch with high tension fuses of fast blowing characteristic which would be graded to so operate that they blow off before the overload protective devices in the Company's terminal cubicle operate. In either case, suitable automatic circuit breakers of a make approved by the Company must be installed on the LT side of the transformers or on each feeder. The technical conditions are subject to alteration by the orders of the Commission from time to time.

5.12.3.3. Notwithstanding the provisions under clauses 5.12.3.1 and 5.12.3.2 foregoing, it is necessary that the consumers should obtain prior approval of the Electrical Inspector about the suitability of protective devices or circuit breakers in accordance with the provision of the Act and the rules made thereunder.

5.12.3.4. HT consumers shall consult the Company in their own interest before ordering HT switchgear or apparatus and deciding on the layout thereof. They shall strictly comply with all direction specifications, clearances and layout prescribed by the Company from time to time.

5.12.3.5. **Prohibition of star/ star transformers with HT installation of consumers:** HT consumers shall install step down transformers having vector group with

windings connected in DELTA on high voltage side and in STAR on low voltage side.

- 5.12.3.6. The consumers installing equipment, which generate harmonics shall provide harmonic suppression units to avoid dumping of harmonics into the Company's distribution system. The Company shall be at liberty to provide suitable Metering equipment to measure such harmonics and the consumers are liable for penalty as may be specified by the Commission from time to time if such harmonics are beyond the prescribed levels.

5.12.4. **Defects in Consumer Installation**

In the event of any defects being discovered in the consumer's wiring or apparatus connected to the system or any earth leakage on any section of consumer's circuit or apparatus, that might lead to serious safety and security in the electrical system, the Designated Officer of the Company shall be entitled to disconnect the supply duly following provisions made in clause 7 and 12 of APERC (Consumer's Right of Information) Regulation, 2000 (No.7 of 2000) until the defects are removed, after issuing a notice to the consumer.

5.12.5. **Ownership of Company Equipment in consumer premises**

All Meters and other equipment belonging to the Company and installed in the Premises of the consumer, shall be and continue to be at all times the property of the Company. This is notwithstanding the fact that such Meters and other equipment or any part thereof, may be fixed or fastened to or embedded, in any part of the consumer's Premises. Such equipment shall not be disturbed or dealt with in any manner except by the Designated Officers of the Company.

5.12.6. **Maintenance of Company Equipment**

- 5.12.6.1. The consumer shall not interfere in any manner with the property of the Company and shall be fully responsible for the safety of the Company's property on the consumer's premises. In the event of any loss or damage caused to Company's property by any act, neglect or default of the consumer, his servants or persons employed by him or due to any reason other than force-majeure conditions, the consumer shall compensate the Company for the cost of necessary repairs or replacement as may be assessed by the Company and in addition shall pay penalties prescribed or lawfully due to the Company for unauthorized interference with the Company property or seals, within thirty days of the issue of the bill, in this behalf. Non-payment of such bill by the consumer will entail all the consequences attendant on failure to

pay the Monthly bill for current consumption.

- 5.12.6.2. The Company has to provide quality power supply in accordance with the 'Standards of Performance' Regulation and the Distribution & Retail Supply license issued by the Commission.

### **5.13. Power Factor Apparatus**

#### **5.13.1. Power Factor Apparatus of LT Consumers**

- 5.13.1.1. Every LT Consumer using induction motors and or welding transformers shall install LT shunt capacitors as specified in Appendix VIII Supply to new LT Consumers with induction motors and welding transformers in Connected Load shall not be released unless LT shunt capacitors of the appropriate rating specified in Appendix VIII are installed.

- 5.13.1.2. If so required by the consumer the Company may at its discretion install at the expense of the consumer, capacitors of required ratings and recover the total expenditure incurred thereon, subject to the provisions of clause 8.1 by including the sum in the Monthly bill of CC charges.

- 5.13.1.3. In respect of installations with induction motor and/or welding transformers the Company may refuse to provide supply to new consumers if capacitors of required rating are not installed or disconnect the supply with prior notice to the existing consumers, if the capacitors installed are defective and/or cease to function, apart from levy of surcharge as indicated in clause 12.1.1.

#### **5.13.2. Power Factor Apparatus for HT Agricultural Consumers**

- 5.13.2.1. Every HT Agricultural consumer using induction motor shall install LT shunt capacitors as the specified rating in accordance with Appendix VIII. Supply to new consumers with induction motors will not be released unless the consumers install LT shunt capacitors of the appropriate rating. If the existing HT Agricultural consumers fail to install capacitors of required rating within such time as might be prescribed by the Company, they shall be liable to pay surcharge as may be fixed by Commission in the Tariff Order issued from time to time.

- 5.13.2.2. In respect of the HT agricultural services to which metered tariff is applicable and for those opting for metered tariff as per the provisions of Tariff Order of Commission, the Licensee will provide tri-vector metering and for such connections the surcharge for Low Power Factor applicable for HT consumers as specified by the Commission in the Tariff Orders will be applicable.

## **6. Access to Premises and Apparatus**

- 6.1.** Any officer or person duly authorized by the company as per 'Designated Officers Notification' may, enter any premises to which electricity is, or has been, supplied by him for the purpose provided by and in accordance with the provisions of sub-section (1) or (2) of Section 163 of the Act and the APERC (Electricity Supply Code) Regulation, 2004 (No.5 of 2004) issued by the Commission.
- 6.2.** Where a consumer or any person purporting to be his representative refuses to allow any officer or person authorized by the Company to enter his Premises or land in pursuance of the provisions of clause 6.1 above and when such an officer or person has so entered, refuses to allow him to perform any act which he is authorized by the company to perform, or fails to give reasonable facilities for such entry or performance, the Company may act in accordance with Section 163 (3) of the Act.
- 6.3.** The Authorized Officers of the Company shall have the right of access to the consumer's premises at any time without notice and shall be authorized to carry out inspection and check the installations where there is a reason to suspect that the consumer is indulging in Unauthorized Use of Electricity, or is using devices to commit Theft of Electricity.
- 6.4.** No inspection, testing or checking of any domestic premises or places shall normally be carried out between sunset and sunrise, except in the presence of an adult male member occupying the premises.

## **7. Metering**

### **7.1. Installation of Meters:**

- 7.1.1. No service shall be released without a proper meter. Unless the consumer elects to have his own meter the Company shall provide the meters required for measuring the consumption of electricity and shall charge monthly rental as may be prescribed by the Commission in the Tariff Order. The consumer shall pay the rental charges every month along with the CC bill. This shall be mentioned in the Agreement entered into by the consumer for supply of electricity.
- 7.1.2. The consumer is entitled to have his own meter to ascertain the energy

supplied to him if he so desires. The consumer shall be allowed to purchase meters from manufacturers recognized by the Company, duly conforming to the Company's technical specification. The Company shall notify the list of the manufacturers recognized from time to time. The Company shall calibrate such meter at the consumer's cost and seal the meter. In such cases, the Company will not collect any monthly rental charges.

7.1.3. Where a check meter of consumer is allowed to be provided in addition to the main meter installed by the Company, the electricity recorded by the Company meter shall be taken as the electricity actually supplied by the Company as long as main meter is not declared faulty. The Company may calibrate such check meter at the consumer's cost.

7.1.4. Meters shall be installed according to the convenience of accessibility for reading and inspection at any time.

To enable easy accessibility, reading and inspections and to enable issue of bills to the consumers promptly, the Licensee shall have a right to install meters for LT consumers at a suitable location as the Licensee considers it necessary, including in the boxes mounted on the poles. This shall be subject to the provisions of the Regulation of the CEA under section 55 read with Section 177 (2) (c) of the Electricity Act, 2003.

In respect of meters in the boxes mounted on the poles, the Designated officer of the Licensee should inform the consumer at the time of meter reading so that the consumer has the opportunity to be present and see the meter reading.

In respect of the meters installed within the premises of the consumers, the meter box should be fixed at a height of not more than about 5' in the first room/verandah etc., located at the entrance of the building to enable easy reading of the meter. In such cases, it shall be the consumer's responsibility to ensure the safety of the main meter as well as the check meter, if any.

7.1.5. No HT Service shall be released without an HT tri-vector meter.

7.1.6. The LT services shall be normally metered at LT with necessary Current Transformers wherever necessary. However, the Company may at its discretion provide metering on HT side of the distribution transformer installed exclusively for feeding a single LT service. In such cases, the energy recorded on HT side of the transformer shall be reduced by a quantum specified by the Commission for the purpose of billing at the applicable LT tariffs.

## **7.2. Accuracy of Meters**

- 7.2.1. The accuracy class of meters and apparatus shall be as per the standards mentioned in the Distribution Code approved by the Commission or the regulations made by the Central Electricity Authority u/s 55 of the Act or the Indian Electricity Rules 1956<sup>18</sup> as the case may be.
- 7.2.2. The Company shall ensure that the meter errors are within permissible limits as specified in the Distribution Code approved by the Commission. Or the regulations made by the Central Electricity Authority u/s 55 of the Act or the Indian Electricity Rules 1956<sup>18</sup> as the case may be.

## **7.3. Testing of Meters**

- 7.3.1. The Company shall arrange periodical inspection/ testing and calibration of energy meters fixed to the consumer premises to ascertain the energy consumption as per Rule 57 of the Indian Electricity Rules, 1956<sup>18</sup>. The Company shall ensure that HT Meter shall be re-calibrated once in every year and standardized if so desired by either the consumer or the Company by means of standard instrument by the Company in the presence of the consumer or his representative. The LT meters shall be tested every five years.
- 7.3.2. Provided however that the Company may conduct test check of meters (HT as well as LT) at any time as the Company may consider it necessary. The Company shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the Meter and the consumer shall provide the Company the necessary assistance in the conduct of testing. However, the consumer shall be allowed to be present during the testing.
- 7.3.3. The consumer shall be entitled on submission of application along with required fees to the Company's Designated Officer to have a special test of the meter carried out at any time. If the meter is found defective the Company shall bear the cost of testing and if the meter is found to be correct the expenses of such test shall be borne by the consumer. Such meter shall be deemed to be correct if the limits of error do not exceed those laid down as per Rule 57 of the Indian Electricity Rules, 1956<sup>18</sup>.
- 7.3.4. In case of any complaint from the consumer relating to meter correctness, the Company shall inspect and check the correctness of the meter within the timeframe specified in the 'Standards of Performance' Regulation issued by the Commission.

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<sup>18</sup> Subject to sub-section 2 (c) of Section 185 of the Act

- 7.3.5. When the meter is found to be slow/fast beyond permissible limits, as specified in Rule 57 (1) of the Indian Electricity Rules, 1956<sup>19</sup> and the consumer does not dispute the accuracy of the test, the Company/ consumer, as the case may be, shall replace/ rectify the defective Meter as per the APERC (Licensees' Standards of Performance) Regulation 2004 (No.7 of 2004).
- 7.3.6. Where any difference or dispute arises as to where any meter fixed to a service to record the amount of energy supplied to a consumer is or is not correct, the matter shall be decided by the Forum for Redressal of consumer Grievances constituted in accordance with Section 42 (5) of the Act, on application by consumer.
- 7.3.7. Any Designated Officer of the Company shall, at any reasonable time and after informing the consumer of his intention, before entry into the Premises, have access to and at liberty to inspect and test the meter and for that purpose, if it thinks fit, take off and remove any meter to its laboratory, after providing an alternate meter.

#### **7.4. Reading of Meters**

- 7.4.1. The persons/ officers authorized by the Company will take meter readings once in each month or such other interval of time as prescribed in the 'Electricity Supply Code' Regulation issued by the Commission. Meter readers shall have access to the consumer's Premises at all reasonable times for the purpose of such reading. The meter reader shall enter each meter reading in the Pass Book, provided by the Company to the consumer.
- 7.4.2. If a consumer leaves his installation connected to the Company mains, but locks up the meter or otherwise makes it inaccessible for reading by the authorized person of the Company, he will be provisionally charged for this door lock billing period. For the first billing period (1 month or 2 months or 3 months as the case may be), the same consumption recorded during the previous period (1 month or 2 months or 3 months as the case may be). If, on the next meter reading date the meter is accessible for reading, the consumer will be charged for the actual consumption after adjusting the consumption provisionally charged for during the door lock billing period, subject to the monthly Minimum Charges as per tariff conditions. If, however, the meter remains inaccessible for reading even for the second billing period, the consumer will be served with a 24 hours notice to open his premises for reading of the meter at a fixed time and date. Consequent on such notice, if the meter is available for reading, the consumer will be charged

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<sup>19</sup> Subject to sub-section 2 (c) of Section 185 of the Act

for actual consumption after adjusting the consumption provisionally charged for during the first door lock billing period, subject to the monthly Minimum Charges as per tariff conditions.

7.4.3. If the meter remains inaccessible despite the 24 hours notice, the supply to the premises will be disconnected and the consumer will be charged for the second door lock billing period also provisionally for same consumption as in the case of first door lock billing period.

7.4.4. If the meter is made accessible subsequent to the disconnection, for the purpose of reading and settling the account for reconnection of service, the consumer shall be charged for the actual consumption less the provisional consumption already charged for the first and second door lock billing periods, subject to monthly Minimum Charges as per tariff conditions and reconnection shall be made only on payment of the bill amount outstanding and re-connection charges as per tariff conditions.

## **7.5. Replacement of Meters**

7.5.1. **Defective Meters:** The following procedure shall be adopted by the Company in respect of defective meters (other than stuck up meters which do not involve any dispute).

7.5.1.1. The authorized Inspecting Officer as per Designated Officers' Notification shall record the observations made at the time of inspection by preparing the Inspection Report as per the format prescribed in Appendix IV (Appendix IV A for LT consumers or Appendix IV B for HT consumers) and serve a copy of the same to the consumer at the end of the inspection. The authorized Inspecting Officer shall send a copy of such Inspection Report by the next working day to the officer authorized for preparation of the assessment notice in case of defective meter.

7.5.1.2. The associated circuitry including CT/PT shall be tested at the premises of the consumer. In addition wherever the consumer disputes or otherwise considered necessary, the Inspecting Officer shall also ensure that the meter, which is found to be defective at the time of inspection, is sent to the MRT laboratory for testing after replacement with a correct meter. The testing at MRT shall be conducted by an officer notified by the company as per Designated Officers' Notification in the presence of the consumer (or his authorized representative) who should be given at least two weeks advance notice by the company. He shall send the Meter Test Report to the Officer authorized as per Designated Officers' Notification to issue assessment notice,

within 3 days from date of testing with copy to consumer and all other concerned.

- 7.5.1.3. Such Designated Officer shall issue the Assessment Notice as per the format provided in Appendix VII, to the consumer within two days from the date of receipt of the Meter Testing Report from the MRT laboratory, wherever applicable.
- 7.5.1.4. When a meter is found to be defective during meter reading or on inspection or otherwise, the following guidelines shall be followed for computation of the assessed units
  - 7.5.1.4.1. The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles were not different from those which prevailed during the period in which the Meter ceased to function or became defective.
  - 7.5.1.4.2. If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 Months when the conditions of working were not different.
  - 7.5.1.4.3. Where it is not possible to select any 3 (three) consecutive billing cycles consumption, as indicated in clause 7.5.1.4.1 or 7.5.1.4.2 above, or if there is no meter installed, the number of units shall be assessed on the basis of the Assessment Rules in Appendix XII herein. Industrial consumers shall be given due consideration for the production figures and conditions of working in the period under question. For all services/ equipment, which cannot be classified with the aid of the groupings under LT I, II, III, Annexure XII (V) of Appendix XII of the GTCS may be used for the calculations. Annexure XII (V) of Appendix XII is also applicable for services under LT IV, V, VI, VII and VIII.
  - 7.5.1.4.4. The assessment shall be made for the entire period during which the status of defective meter can be clearly established, however, the period during which such status of defective meter cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection<sup>20</sup>.
  - 7.5.1.5. In all the cases where a consumer disputes the status of defectiveness of

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<sup>20</sup> Modified as per Proceedings Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

the meter at the time of Inspection or Testing at MRT laboratory, as the case may be, the Designated Officer designated for issue of the assessment notice shall indicate the details based on which the assessment was made in accordance with the procedure indicated herein in the notice above.

- 7.5.1.5.1. The consumer may close the case by paying 100% of the assessed amount to the Company and may obtain a receipt for the same. The Designated Officer shall not pursue the case to further determine or revise the payment of electricity charges due to the Company and would close the case within one working day, on production of the full payment receipt by the Consumer.
- 7.5.1.5.2. In the event that the consumer disputes the assessment, he may make a representation within 15 days from the date of service of the notice to the designated officer in this regard mentioned in the Designated Officers Notification, who shall examine the matter and also permit the consumer to represent his case in person, if the consumer so desires. The decision of such designated officer shall be final.
- 7.5.1.5.3. In the event that the consumer does not make a representation within 15 days from the date of service of the said notice, the electricity charges payable by the consumer shall be included as 'arrears' category in the subsequent CC bill due from the consumer.
- 7.5.1.5.4. Wherever the test results indicate a clear level of error, the bills for the period of defectiveness of the meter, Bills for the period prior to the month in which the dispute has arisen may be adjusted as per the test results. In case the meter is found to be fast, the refund shall be adjusted in the next bill. In case meter is found to be slow, additional charges shall be recovered along with the next bill.
- 7.5.1.6. In the cases where the bills are made on the basis of the energy assessed in terms of clause 7.5.1.4 without a notice, the consumer shall be entitled to make a representation to the designated officer who shall dispose the same in terms of clause 7.5.1.5.2.

#### 7.5.2. **Burnt Meters**

In case a meter, on a complaint from the consumer or upon the inspection of the Company is found burnt, the Company shall restore the supply immediately by- passing the burnt meter after ensuring that necessary preventive action at site is taken to avoid future damage. Further, a new meter shall be installed by the Company within the timeframe specified in the 'Standards of Performance' Regulation issued by the Commission, duly

obtaining the consumer's consent to pay the computed consumption charges for the non-metered period. The Company shall replace the burnt meter on payment by the consumer within 7 days, if the burning of the meter is attributed to the consumer. The payment can be made in cash or by Demand Draft at the consumer service center / ERO.

### 7.5.3. **Stolen Meters**

7.5.3.1. The consumer shall file FIR with the concerned police station immediately and also report regarding the stolen meter to the concerned officer as per the *Designated Officers' Notification* within 24 hours of occurrence of theft. In all such cases, a designated officer authorized by the Company shall also conduct an inquiry.

7.5.3.2. Supply in these 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. The electricity charges for the period in which meter was not available shall be assessed as below:

- i. As per clause 10.4 of the G T C S , if it is established in the Company's enquiry that the loss of meter was due to a deliberate act of the consumer and/ or with his connivance.
- ii. As per the guidelines in the 'Electricity Supply Code' Regulation issued by the Commission, in other cases.

7.5.3.3. In all cases of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer.

## **8. Billing & Payment**

### **8.1. Billing**

The procedure for issue of electricity bills by the Company to the consumers has been prescribed in the 'Electricity Supply Code' Regulation issued by the Commission. This regulation contains intervals for billing and contents of the bill.

### **8.2. Payment**

#### **8.2.1. Regular payment of electricity bills**

8.2.1.1. The procedure for payment of electricity bills by consumers shall be in accordance with the 'Electricity Supply Code' Regulation, which contains

the procedure for normal and advance payment of bills.

**8.2.2. Mode of Payment**

The modes for payment of electricity bills by consumers shall be in accordance with the 'Electricity Supply Code' Regulation, which contains the information on various modes of payment of bills.

**8.2.3. Payment of Dues in Installments**

The installment facility for payment of dues shall be in accordance with the 'Electricity Supply Code' Regulation.

**8.3. Action in the event of Default in Payment**

**8.3.1. Disconnection owing to default in payment**

In the event that a consumer defaults in payment of charges for electricity or any other sum other than charge for the supply of electricity due from him, the Company may disconnect the supply in accordance with the 'Electricity Supply Code' Regulation issued by the Commission, read with Section 56 of the Act.

**8.3.2. Restoration of supply post payment in the event of default**

In the event that a consumer's service was disconnected owing to non-payment of charges due from him and the consumer makes the requisite payment, the Designated Officer of the Company may ensure restoration of supply in accordance with the 'Electricity Supply Code' Regulation.

**8.4. Transfer of Service Connection**

The seller of the property should clear all the dues to the Company before selling such property. If the seller did not clear the dues as mentioned above, the Company may refuse to supply electricity to the premises through the already existing connection or refuse to give a new connection to the premises till all dues to the Company are cleared.

**9. Unauthorized Use of Electricity**

**9.1. Inspection & Detection**

9.1.1. The officers authorized to inspect various services/ premises (referred to as 'Inspecting Officer') for this purpose shall be those who are authorized by the State Govt. u/s 126 of the Act.

- 9.1.2. The Inspecting Officer shall record the observations made at the time of inspection by preparing the Inspection Report as per the format prescribed in Appendix IV A for LT consumers or Appendix IV B for HT consumers, as the case may be and serve a copy of the same to the consumer at the end of the inspection. The Inspecting Officer shall send a copy of such Inspection Report by the next working day to the Assessing Officer for preparation of the Provisional Assessment order for cases of Unauthorized Use of Electricity
- 9.1.3. If any consumer obstructs or prevents the authorized Inspecting Officer at any time from entering and inspecting the premises to which supply is being afforded or where the electrical installation or equipment belonging to the Company or to the consumer is situated in such premises and the Inspecting Officer has reason to believe that the consumer has been/ is currently indulging in Unauthorized Use of Electricity, the Designated Officer may forthwith disconnect the Service. The Company may keep the Service disconnected till the consumer offers due facilities for inspection. If such inspection reveals nothing to indicate Unauthorized Use of Electricity, the Company may then cause supply to be restored. The Company shall not be responsible for any losses or inconvenience caused to the consumer on account of such disconnection of supply.
- 9.1.4. In cases of suspected Unauthorized Use of Electricity which requires meter testing in the MRT laboratory, the Company shall issue not less than two weeks' notice to the consumer informing him about the date of meter testing, and requesting him to attend the same. In the event the consumer is not present during the testing on the scheduled date, the testing shall be carried out on that date in the presence of two officers of the Company not connected with the inspection. The process of removal of meter including issue of notices to the consumers to be present at the testing laboratory and communication of test results to the consumer and Assessing Officer shall be completed within a period of 30 days from the date of inspection.
- 9.1.5. After inspection of the premises by him, or on receipt of the Inspection Report from any other inspecting officer as indicated in clause 9.1.2 and on receipt of test report of MRT laboratory, wherever required, if the Assessing Officer comes to the conclusion that the consumer is indulging in unauthorized use of electricity, he shall proceed to make a provisional assessment of charges payable by the consumer.

## **9.2. Provisional Assessment**

9.2.1. The Provisional<sup>21</sup> Assessing Officer as defined in clause 2.2.4 herein, shall make a provisional assessment of the electricity charges due to the Company on account of Unauthorized Use of Electricity, in accordance with Section 126 of the Act.

The 'Provisional Assessing Officers' authorized to issue the Provisional Assessment order for cases of Unauthorized Use of Electricity shall be those who are authorized by the State Govt. u/s 126 of the Act.

The methodology for computation of the provisionally assessed units and amount shall be in accordance with clause 9.3 of the GTCS. The calculation sheets indicating the details of the assessment, based on Annexure XII (VII) of Appendix XII of the GTCS shall be enclosed along with the Provisional Assessment order for the reference of the consumer.

9.2.2. The Provisional Assessment order will be served in the format prescribed in Appendix V by the Provisional<sup>21</sup> Assessing Officer within five working days from the date of inspection/ date of receipt of test report of MRT laboratory, as the case may be.

9.2.3. The Provisional Assessment order as defined in clause 2.2.46(A) herein for cases of Unauthorized Use of Electricity shall be prepared by the Provisional<sup>21</sup> Assessing Officer, in the format provided in Appendix V, the order shall mention interalia:

- i. Incriminating points observed during the inspection of the Consumer's Premises and installation;
- ii. The reasons for disconnection proposed to be effected; and
- iii. Assessment of electricity charges due to the Company computed based on the guidelines provided in Appendix XII of GTCS.

9.2.4. The Provisional<sup>21</sup> Assessing Officer shall also inform the consumer in the said order,

- i. that if the consumer desires continuance of supply he should deposit 50% of the provisionally assessed electricity charges, in addition to other charges, within 7 days from the date of service of the Provisional Assessment order. In the event of failure on the part of the consumer to deposit 50% of the provisionally assessed electricity charges within 7 days from the date of service of the Provisional Assessment order, the service connection shall be disconnected by the

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<sup>21</sup> Modified as per proceedings No. Secy/02/2006 dated:27-02-06

Company in accordance with section 56 of the Act.

- ii. that the consumer can file objections, if any against the provisional assessment before the Final Assessing Officer within 10 days from the date of service of the order. The assessing officer shall give an opportunity for hearing, if the consumer desires so. The assessing officer shall pass a final order of assessment within thirty days from the date of service of such order of provisional assessment of the electricity charges payable by such person<sup>22</sup>.

9.2.5. Deleted<sup>22</sup>.

9.2.6. In the event that the consumer accepts the provisionally assessed electricity charges he must pay the full amount to the Company as per the order and obtain a receipt for the same. The provisional assessing officer shall not pursue the case further or revise the payment of electricity charges by the consumer on account of the Unauthorized Use of Electricity and shall close the case within one working day, on production of the receipt for the full amount by the consumer. In the event of failure on the part of the consumer to make the full payment within seven days as specified under Section 126 (4) of the Act, the Company may disconnect the service in accordance with Section 56 of the Act.

### **9.3. Guidelines for Assessment of Electricity Consumed**

Computation of the units consumed and electricity charges due to the Company on account of Unauthorized Use of Electricity under Section 126 of the Act for HT and LT consumers shall be undertaken based on the guidelines given below:

#### **9.3.1. Assessment for cases of Unauthorized Use of Electricity by HT Consumers**

Computation of the electricity charges payable by HT consumers owing to Unauthorized Use of Electricity shall be in accordance with Annexure XII (I)(A) of Appendix XII of the GTCS, which shall be made available in the offices of the Company of the level of section officers and above.

#### **9.3.2. Assessment for cases of Unauthorized Use of Electricity by LT Consumers**

9.3.2.1. For the purpose of assessment, the Connected Load of an LT Service of Category I, II and III, may be classified into three categories, on the basis of duration of usage in the following manner:

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<sup>22</sup> Modified as per Proceedings Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

<b>Sl. No.</b>	<b>Type of Load</b>	<b>Description</b>
1	Heavy Usage Load	Load used for over 10 hours in a day (> 10)
2	Moderately Heavy Usage Load	Load used for 4 to 10 hours in a day (4 – 10)
3	Infrequent Usage Load	Load used for upto 4 hours in a day (< 4)

The Connected Load used by services in LT I, LT II and LT III is grouped into the three above-mentioned categories, in accordance with Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS.

9.3.2.2. The Load Utilization Factor as defined in Appendix XII of the GTCS and hours of usage per day have been stated for each category and are chosen from the applicable Assessment Rules, depending on the nature of use and the assessment period as prescribed in clause 9.3.2.9.

9.3.2.3. The effective hours of usage of the load under each of the three types of load mentioned in clause 9.3.2.1 above shall be calculated in the following manner:

$$\text{Effective hours of usage in a month for each type of load} = \text{Load Utilization Factor for each type of load} \times \text{Number of working hours per day for each type of load (Working hours may be selected based on whether the Service is located in a rural or urban area)} \times \text{Number of days of usage in the month}$$

9.3.2.4. The number of units consumed per month for each type of load is calculated as given below:

$$\text{Number of units consumed per month} = \text{Total Connected Load under each type of load in kW} \times \text{Effective hours of usage in a month}$$

9.3.2.5. The 'Total number of units consumed' is calculated as given below:

$$\text{Total number of units} = \text{Number of units assessed for Heavy Usage Load} + \text{Number of units assessed for Moderately Heavy Usage Load} + \text{Number of units assessed for Infrequent Usage Load}$$

9.3.2.6. For all equipment applicable to LT I or commercial establishments in LT II

or industries in LT III, which have not been classified in accordance with Annexure XII (II), XII (III) and XII (IV) respectively of Appendix XII of the GTCS, the Assessing Officer may apply the alternative assessment rules in accordance with Annexure XII (V) of Appendix XII herein. The Provisional<sup>23</sup> Assessing Officer may also choose to categorize those equipments/ appliances to the best of his judgment.

9.3.2.7. In cases where the Load Utilization Factor and/ or the number of hours of usage per day in Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS, are not applicable, the Provisional<sup>23</sup> Assessing Officer may apply the relevant Load Utilization Factor and/ or the number of hours of usage per day, to the best of his judgment and thereby arrive at the effective hours of usage.

9.3.2.8. Annexure XII (V) of Appendix XII of the GTCS may also be used as guidelines for Services under LT IV, LT V, LT VI, LT VII and LT VIII.

For Metered agricultural consumers wherever applicable<sup>24</sup>, and persons illegally drawing supply from the utility's supply system and using for agricultural purposes, the units consumed may be assessed in accordance with Annexure XII (VI) (A) of Appendix XII of the GTCS and electricity charges may be charged at twice the metered tariff of agricultural consumers in accordance with Section 126 (6) of the Act.

9.3.2.9. If the assessing officer reaches to the conclusion that unauthorised use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use of electricity has taken place and if, however, the period during which such unauthorized use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection in accordance with Section 126 (5) of the Act<sup>24</sup>.

9.3.2.10. In addition to the charges mentioned above, the consumer shall pay supervision charges fixed by the Commission in the Tariff Order from time to time and notified by the Company.

9.3.2.11. In case of unauthorized extension of supply to higher tariff<sup>24</sup> category usage, the electricity charges would be estimated at the tariff rates of the higher category in proportion to its use in that category and charged at 2 times<sup>24</sup> the tariff applicable for the relevant category of services as specified in

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<sup>23</sup> Modified as per proceedings No. Secy/02/2006 dated:27-02-06

<sup>24</sup> Modified as per Proceedings Secy/01/2006 Dated:31.05.2014

Section 126 (6) of the Act.

9.3.2.12. Computation of assessed units for recovery of electricity charges in cases of Unauthorized Use of Electricity shall be undertaken based on the guidelines provided in Annexure XII (VII) of Appendix XII of the GTCS, and shall be attached with the Provisional Assessment order issued to the consumer.

9.3.3. Where, at the same time, any consumer is found indulging in more than one instance of Unauthorized Use of Electricity and/ or Theft of Electricity and/ or unauthorized reconnection to a disconnected premises with regard to the same load, the compensation payable in respect of each instance of such cases shall be separately estimated and the consumer shall be required to pay only the highest of such compensation amounts.

9.3.4. Where, at the same time, any consumer is found indulging in more than one instance of Unauthorized Use of Electricity and/ or Theft of Electricity and/ or unauthorized reconnection to a disconnected premises with regard to different loads, the compensation payable in respect of each one instance of such cases shall be separately estimated and the consumer shall be required to pay the same.

9.3.5. **The electricity charges payable by the consumer:**

Electricity charges payable = 1.5 times the normal tariff applicable for the corresponding category of consumer as per the relevant tariff order of the Commission for energy and / or demand (load) assessed in terms of clause 9.3.2 less the charges paid if any for the period of un-authorized use of electricity

#### **9.4. Final Assessment**

9.4.1. The consumer may make a representation to the Final Assessing Officer within 15 days from the date of service of the Provisional Assessment order. The Final Assessing Officer shall enquire into the matter, and after giving reasonable opportunity to the consumer (including an opportunity for personal hearing to the consumer) and taking into account all relevant facts and circumstances, shall proceed to assess to the best of his judgment, the electricity charges payable by the consumer due to the Company on account of such Unauthorized Use of Electricity by the consumer and issue the final order of assessment in terms of Section 126(3) of the Act.

9.4.2. The consumer may also be represented at the time of personal hearing

before the Final Assessing Officer<sup>25</sup> by any other person as specified by the consumer in an authorization letter to the Final<sup>25</sup> Assessing officer.

- 9.4.3. If the consumer fails to make a representation within the stipulated period, the Final<sup>25</sup> Assessing Officer would proceed to assess to the best of his judgment, the electricity charges payable by the consumer due to the Company on account of such Unauthorized Use of Electricity by the consumer, and would pass the Final Assessment Order as per the format provided in Appendix X (A) herein.
- 9.4.4. In the Final Assessment Order, the Final<sup>25</sup> Assessing Officer would set out his conclusions and the reasons thereof, communicate a copy of the same to the consumer and the Provisional<sup>25</sup> Assessing Officer intimate the amount, if any, due from the consumer on the basis of such order after giving due credit to the amounts already paid by him.
- 9.4.5. The consumer shall pay to the Company within a period of 30 days from the date of service of the Final Assessment Order, the charges indicated therein. The Company shall include the charges due to the Company based on the Final Assessment Order in the 'Others' category in the subsequent CC bill due from the consumer.
- 9.4.6. In the event that the consumer accepts the electricity charges in addition to other charges stipulated in the Final Assessment Order, he must pay the full amount to the Company within the period mentioned in clause 9.4.5 above and obtain a receipt for the same. The Final<sup>25</sup> Assessing Officer shall close the case within one working day, on production of the full payment receipt by the consumer. In the event of failure on the part of the consumer to make the full payment within the time period specified in clause 9.4.5, the Company may disconnect the supply of electricity in accordance with Section 56 of the Act. The Company may keep such supply disconnected till the consumer makes full payment to the Company.
- 9.4.7. If a consumer indulges in any Unauthorized Use of Electricity for the second time in his premises, the supply of electricity may be discontinued for a period as decided by the Provisional<sup>25</sup> Assessing Officer. Fresh connection shall also not be allowed to such premises during the aforesaid period.

## **9.5. Appeal**

- 9.5.1. The consumer may make a representation to the Appellate Authority within

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<sup>25</sup> Modified as per proceedings No. Secy/02/2006 dated:27-02-06

30 days of Final Assessment Order<sup>26</sup> (Section 127 (1) of the Act), provided that the consumer deposits an amount equal to half of the final assessment amount in accordance with Section 127 (2) of the Act; provided, however that the consumer shall not be required to deposit any such amount if such consumer has already deposited 50% of the provisionally assessed amount with the Company under clause 9.2.4 hereof.

9.5.2. The procedure for appeal to the Appellate Authority shall be in accordance with the APERC (Procedure for Filing Appeal before the Appellate Authority) Regulation, 2004 (No.4 of 2004) issued by the Commission.

9.5.3. In the event that the consumer defaults in payment of the assessed amount within 30 days as stated in the Appellate Authority Order, the consumer shall be liable to pay the interest @ 16% on assessed amount in accordance with Section 127 (6) of the Act. In addition to the demand for payment of interest under Section 127(6), the Company may disconnect the supply of electricity in accordance with Section 56 of the Act.

## **10. Theft of Electricity**

### **10.1. Inspection, Detection and Disconnection**

10.1.1. The officers authorized to inspect various services/ premises (referred to as 'Inspecting Officer') for these purposes of detection of theft of electricity shall be those who are authorized by the State Government u/s 135(2) of the Act.

10.1.2. All inspections undertaken by the officers authorized by the State Government shall be in accordance with Section 135 (2), (3) and (4) of the Act relating to entry, search and seizure at the time of inspection.

10.1.3. The authorized Inspecting Officer shall record the observations made at the time of inspection by preparing the Inspection Report as per the format prescribed in Appendix IV A for LT consumers or Appendix IV B for HT consumers, as the case may be and serve a copy of the same to the consumer at the end of the inspection. The authorized Inspecting Officer shall send a copy of such Inspection Report by the next working day to the officer authorized for Provisional Assessment for cases of Theft of Electricity (hereinafter called as the provisional Assessing Officer) and to the concerned officer of the police station for registration of the complaint/ FIR on theft of electricity.

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<sup>26</sup> Modified as per Proceedings Proceeding No.APERC/Secy/96/2014 Dated:31.05.2014

- 10.1.4. If any consumer obstructs or prevents the authorized Inspecting Officer from entering and inspecting the premises at any time to which supply is being afforded or where the electrical installation or equipment belonging to the Company or to the consumer is situated in such premises and the Inspecting Officer has reason to believe that the consumer has been/ is currently/indulging in Theft of Electricity, the Designated Officer may forthwith disconnect the Service. The Company may keep such supply disconnected till the consumer offers due facilities for inspection. If such inspection reveals nothing to indicate Theft of Electricity, the Company may then cause supply to be restored. The Company shall not be responsible for any losses or inconvenience caused to the consumer on account of such disconnection of Service.
- 10.1.5. Whenever a case of Theft of Electricity by a consumer is detected in terms of section 135(1) of the Act at the time of inspection, the service shall be liable to be disconnected forthwith by the Designated Officer concerned in this regard, duly making an entry in the Inspection Report served to the consumer.
- 10.1.6. In cases of suspected Theft of Electricity through tampering of meters or seals which require meter testing in the MRT laboratory, the Company will issue a letter to the consumer at least one week in advance, informing him about the date of meter testing, and requesting him to attend the same. The letter shall also state that if the consumer is not present during the testing on the scheduled date, the testing shall be carried out in the presence of two officers of the Company not connected with the inspection.
- 10.1.7. In all other cases of Theft of Electricity (apart from that mentioned in clause 10.1.5 above), including but not restricted to tampering of meters and seals, in the event that the MRT testing/ MRI records verification reveals that Theft of Electricity has taken place, the Designated Officer of the Company shall disconnect the service immediately on receipt of such information.

## **10.2. Provisional Assessment of energy consumed by Theft**

- 10.2.1. On receipt of Inspection Report after detection of theft of electricity as detailed in clause 10.1 above, the provisional Assessing Officer shall make a provisional assessment of the loss of revenue to the Company on account of Theft of Electricity, pending determination of civil liability by special court u/s154 (5). The Provisional Assessment Notice will be prepared as per the format prescribed in the Appendix VI by the provisional Assessing Officer within five working days from the date of inspection/ meter Reading Instrument (MRI) information downloading/ meter Testing Report in the MRT

Laboratory, and will be served to the consumer by the designated officer in this regard.

- 10.2.2. The Provisional Assessing Officers for cases of Theft of Electricity have been designated by the Company, in the 'Designated Officers' Notification.
- 10.2.3. The Provisional Assessment Notice as defined in clause 2.2.45 herein, for cases of Theft of Electricity, as per the format provided in Appendix VI, shall mention interalia:
- i. Incriminating points observed during the inspection of the consumer's premises and installation;
  - ii. The reasons for disconnection effected; and
  - iii. Assessment of electricity charges due to the Company computed based on the guidelines provided in Annexure XII (VII) of Appendix XII of the GTCS.

The provisional Assessing Officer shall also inform the consumer in the said notice that:

- a. If the consumer desires restoration of supply, he should deposit at least 50% of the provisionally assessed amount <sup>27</sup> in addition to other charges. In the event of failure on the part of the consumer to deposit at least 50% of the amount provisionally assessed, the Service may remain disconnected.
  - b. The Licensee may allow the consumer to pay the balance 50% amount in reasonable installments. If the consumer does not pay the balance amount as per the installments granted, the Licensee may disconnect supply as per the provisions u/s 56 of the Act.
- 10.2.4. The methodology for computation of the provisionally assessed units and amount payable by the consumer shall be in accordance with clause 10.3 here in. The calculation sheets indicating the details of the assessment, based on Annexure XII (VII) of Appendix XII of the GTCS shall be enclosed along with the provisional assessment notice for the reference of the consumer.

### **10.3. Guidelines for Assessment of Electricity Consumed**

Computation of the units consumed by theft of electricity under Section 135 of the Act for HT and LT consumers, shall be undertaken based on the guidelines given below, pending adjudication by the appropriate court.

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<sup>27</sup> Modified as per Proceeding No. APERC/Secy/96/2014 Dated:31.05.2014

10.3.1. **Assessment for cases of Theft of Electricity by HT consumers**

Computation of the electricity charges payable by HT consumers owing to Theft of Electricity shall be in accordance with Annexure XII (I) (B) of Appendix XII, which shall be made available in the offices of the Company.

10.3.2. **Assessment for cases of Theft of Electricity by LT consumers**

10.3.2.1. For the purpose of assessment, the Connected Load of an LT Service of Category I, II and III, may be classified into three categories, on the basis of duration of usage in the following manner:

S.No.	Type of Load	Description
1	Heavy Usage Load	Load used for over 10 hours in a day (> 10)
2	Moderately Heavy Usage Load	Load used for 4 to 10 hours in a day (4 – 10)
3	Infrequent Usage Load	Load used for upto 4 hours in a day (< 4)

The Connected Load used by services in LT I, LT II and LT III is grouped into the three above-mentioned categories, in accordance with Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS.

10.3.2.2. The Load utilization Factor as defined in Appendix XII and hours of usage per day have been stated for each category and are chosen from the applicable Assessment Rules, depending on the nature of use. The assessment period as prescribed in clause 10.3.3.

10.3.2.3. The effective hours of usage of the load under each of the three types of load mentioned in clause 10.3.4 above is calculated in the following manner:

Effective hours of usage in a Month for each type of load = Load Utilization Factor for each type of load × Number of working hours per day for each type of load (Working hours may be selected based on whether the Service is located in a rural or urban area) × Number of days of usage in the Month

10.3.2.4. The number of units consumed per Month for each type of load is calculated as given below:

Number of units consumed per Month = Total Connected Load under each type of load in kW × Effective hours of usage in a Month

10.3.2.5. The Total number of units consumed' is calculated as given below:

Total = Number of units assessed for Heavy Usage Load + Number  
number of units assessed for Moderately Heavy Usage Load +  
units Number of units assessed for Infrequent Usage Load

10.3.2.6. For all equipment applicable to LT I or commercial establishments in LT II or industries in LT III, which have not been classified in accordance with Annexure XII (II), XII (III) and XII (IV) respectively of Appendix XII of the GTCS, the Provisional Assessing Officer may apply the alternative assessment rules in accordance with Annexure XII (V) of Appendix XII herein. The Provisional Assessing Officer may also choose to categorize those equipments/ appliances to the best of his judgment.

10.3.2.7. In cases where the Load Utilization Factor and/ or the number of hours of usage per day in Annexure XII (II), XII (III) and XII (IV) of Appendix XII of the GTCS, are not applicable, the Provisional Assessing Officer may apply the relevant Load Utilization Factor and/ or the number of hours of usage per day, to the best of his judgment and thereby arrive at the effective hours of usage.

10.3.2.8. Annexure XII (V) of Appendix XII of the GTCS may also be used as guidelines for Services under LT IV, LT V, LT VI, LT VII and LT VIII.

10.3.3. The period of assessment for all cases of theft of electricity by HT or LT consumers shall be the entire period during which theft of electricity has taken place and can be clearly established. If there is any ambiguity it shall be limited to a maximum period of one year from the date of inspection.

#### **10.4. Penal charges and recovery<sup>28</sup>**

10.4.1.1. The fine imposed on account of theft of electricity by any consumer shall be calculated as follows, pending adjudication by the appropriate court<sup>28</sup>.

##### **First Conviction:**

**The fine imposed** shall be 3 times the normal tariff applicable for the corresponding category as per the relevant tariff order of the Commission on the energy and / or demand (Load) assessed in terms of clause 10.3, less the charges paid, if any, for the period of theft of electricity.

##### **Second or subsequent conviction:**

The fine imposed shall be at 6 times the normal tariff applicable for the corresponding category as per the relevant tariff order of the Commission on

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<sup>28</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

the energy and / or demand (Load) assessed in terms of clause 10.3, less the charges paid, if any, for the period of theft of electricity.

- 10.4.1.2. In addition to the charges mentioned above, the consumer shall pay supervision and reconnection charges fixed by the Commission in the Tariff Order from time to time and notified by the Company.
- 10.4.1.3. More than one instances of theft of electricity:
- 10.4.1.4. Where, at the same time, any consumer is found indulging in more than one instance of Theft of Electricity with regard to the same load, the amount payable in respect of each instance of such cases shall be separately assessed and the consumer shall be required to pay only the highest of such assessed amounts.
- 10.4.1.5. Where, at the same time, any consumer is found indulging in more than one instance of Theft of Electricity with regard to different loads, the compensation payable in respect of each one instance of such cases shall be separately assessed and the consumer shall be required to pay all such assessed amounts.

## **10.5. Prosecution**

- 10.5.1.1. In addition to and simultaneously with the assessment proceedings for recovery of loss of revenue as per clauses 10.2 to 10.4, the Designated Officer of the Company will lodge an FIR against the consumer for committing Theft of Electricity under Section 135 of the Act.
- 10.5.1.2. In cases where the consumer has committed Theft of Electricity for the first time, he may opt for Compounding as per Section 152 of the Act, read with the AP Gazette Notification No.321 dt. July 30, 2003 (G.O.Ms.No.89 Dt 29-07-03).
- 10.5.1.3. In cases where the consumer has committed Theft of Electricity for the second or subsequent time, or where he does not opt for compounding, he shall be subject to proceedings for determination of the criminal liability of the offence, as per Section 135 of the Act.

## **10.6. Recovery of Civil Liability**

- 10.6.1.1. In addition to and simultaneously with the assessment proceedings for recovery of Revenue Loss in terms of clauses 10.2 to 10.4, and after filing FIR in terms of clause 10.5, the concerned Designated Officer of the Company may initiate proceedings for determination of the civil liability against the consumer under Section 154 of the Act for committing Theft of Electricity.

- 10.6.1.2. The amount of the civil liability owing to Theft of Electricity as determined by the appropriate court shall be recovered as if it were a decree of a civil court.
- 10.6.2. The amount paid by the consumer under clause 10.4.1 shall be adjusted against the amount of civil liability determined by the appropriate court under Section 154 of the Act.

**11. Officers authorized to file complaints (FIR) for the offences under the Act:**

The officer of the licensee in charge of the distribution at section level shall be the designated officer for filing complaint/lodging FIR u/s 151 of the Act for the offences under section 135(Theft of electricity), section 136(Theft of electric lines and materials), section 137(Receiving stolen property), section 138(Interference meters or works of licensee), section 139(Negligently breaking or injuring works), section 140(Penalty for intentionally injuring works) and section 141(Extinguishing public lamps).

**12. Other Irregularities**

**12.1. Failure to install capacitors by LT consumers**

**12.1.1. Capacitor Surcharge**

Failure to install / maintain capacitors by consumers in accordance with the provisions under clause 5.13.1 will be treated as a violation of the GTCS and attracts levy of capacitor surcharge at the rates specified by the Commission in the tariff orders issued from time to time or otherwise<sup>29</sup>.

**12.1.2. Procedure for LT Consumers**

If the capacitors already installed are found, during inspection of the Premises of an LT consumer, damaged or become defective or cease to function or derated, the consumer shall be served with a notice by the Designated Officer to get the same replaced/ rectified or corrected within 30 days from the date of the notice in accordance the format prescribed in Appendix VIII (A) herein, and intimate the fact of replacement/ rectification or correction to the Designated Officer of the Company who will inspect the capacitors again to verify their satisfactory performance. In the event of failure on the part of the consumer to comply with the above notice, the company may levy a surcharge as specified by the Commission in the Tariff Orders issued from time to time or otherwise from the consumption month of the date of inspection till such time

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<sup>29</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

the capacitor is replaced/ rectified or corrected. Provided further that retrospective levy if any of surcharge shall not extend to beyond one year prior to the date of inspection. The consumer aggrieved by the retrospective levy, may appeal to the authority/officer designated for this purpose in the 'Designated Officers' Notification' whose decision shall be final.

12.1.3. The failure on the part of the consumer to comply with the above notice as per clause 12.1.2 shall be treated as violation of the GTCS and the Company reserves the right to terminate the contract and collect the sum equivalent to the Minimum Charges for the balance initial period of Agreement.

12.1.4. **Procedure for HT Agricultural Consumers**

If the Capacitors already installed are found, during inspection, damaged or become defective or cease to function or derated, the consumer shall be served with a notice by the Designated Officer to get the same replaced/ rectified or corrected within 30 days from the date of inspection in accordance the format prescribed in Appendix VIII herein and intimate the fact of replacement/ rectification or correction to the Designated Officer of the Company who will inspect the capacitors again to verify their satisfactory performance. In the event of failure on the part of the consumer to the Company with the above notice, the Company may levy a surcharge as specified by the Company in the 'Charter of Charges for Supply Notification' on the bill amount or as may be prescribed by the Company from time to time with the approval of the Commission from the consumption Month of the date of inspection till such time the capacitor is replaced/ rectified or corrected.

**12.2. Maintenance of power factor at consumer end<sup>30</sup>:**

HT consumers, who are provided with metering capable of measuring active and reactive power under the orders of the Commission, shall maintain their power factor preferably in between 0.95 lag and 0.95 lead in the interest of the system security and shall comply with conditions stipulated in the relevant orders issued from time to time.

**12.3. Exceeding Contracted Load/ Demand**

12.3.1. No HT consumer shall connect any additional load in the existing HT Service connection installation without obtaining the approvals of the Chief Electrical Inspector to Government, Andhra Pradesh, as required under Rule 63 of the

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<sup>30</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

Indian Electricity Rules, 1956<sup>31</sup>, and without approval by the Company and without signing of the Company's Test Report. Failure to observe the above requirements shall render power supply liable to be disconnected summarily and the power supply shall remain disconnected till the unauthorized load is removed or regularized (by obtaining approval of the Chief Electrical Inspector to Government, approval of the Company and signing of the Company Test Report by the consumer,) whichever is earlier. The reconnection will be done after inspection by the Designated Officer and after he is satisfied of compliance of these provisions.

12.3.2. If at any time the Maximum Demand of an HT consumer exceeds his Contracted Demand or LT consumer exceeds the Contracted Load without prior approval of the Company, the consumer shall be liable to compensate the Company for all damages occasioned to its equipment or machinery if any, by reason of this default, and shall also be liable to pay the charges payable by him on account of such increase in demand or load and penalty, as prescribed by the Commission from time to time, without prejudice to this right the Company may also cause the supply to consumer to be disconnected.

12.3.3. **Additional Connected Loads detected in LT Services Cases**

12.3.3.1. Where the total Connected Load is 75 HP/56 kW or 150HP in cases of LT Cat III(B) or below at the time of detection:

- i. One Month notice shall be given to regularize the additional Connected Load or part of additional load as per the requirement of the Consumer or to remove the additional connected load. If the consumer desires to continue with the additional connected load, he shall pay the required service line charges, development charges and consumption deposit, in accordance with the format prescribed in Appendix IX.

*However, if the consumer opts to remove the additional connected load and if the additional load is found connected during subsequent inspection, penal provisions shall be invoked as per the rules in vogue.<sup>32</sup>*

- ii Service of consumers who do not get the additional loads regularized, shall be disconnected immediately on expiry of notice period and these services shall remain under disconnection, until they are regularized.

12.3.3.2. Cases where the total Connected Load is above 75 HP/56kW or

- i These services shall be billed at the respective HT tariff rates from the

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<sup>31</sup> Subject to sub-section 2 (a) of Section 185 of the Act

<sup>32</sup> Modified as per Proceedings No.APERC/Secy/01/2012 Dated:07-03-2012

consumption month in which the un-authorized additional load is detected. For this purpose, 80% of Connected Load shall be taken as billing demand. The quantity of electricity consumed in any Month shall be computed by adding 3% extra on account of transformation losses to the energy recorded in LT Meter.

- ii The Company may at its discretion, for the reasons to be recorded and in cases where no loss of revenue is involved, continue LT supply. If the consumer, however, makes arrangements for switchover to HT supply, the Company shall release HT supply as per the rules.
- iii One Month notice shall be given to regularize the additional Connected Load or part of additional load as per the requirement of the Consumer or to remove the additional connected load. If the consumer desires to continue with the additional connected load, he shall pay the required service line charges, development charges and consumption deposit required for conversion of LT service into LT 3(B) or HT service depending upon the connected load.

*However, if the consumer opts to remove the additional connected load and if the additional load is found connected during subsequent inspection, penal provisions shall be invoked as per the rules in vogue<sup>33</sup>.*

- iv Service of such consumers who do not pay HT tariff rates or who do not pay the required service line charges, development charges and consumption deposit shall be disconnected immediately on expiry of notice period and these services shall remain under disconnection unless the required service line charges, development charges and consumption deposit are paid for regularizing such services by conversion from LT to HT category.
- v. If the consumer where required, does not get the LT services converted to HT supply and regularized as per procedure indicated above within three months from the date of issue of the notice, the Company is entitled to terminate the Agreement by giving required notice as per clause 5.9.4 of the GTCS, notwithstanding that the consumer is paying bills at HT tariff rates prescribed in clause 12.3.3.2(i) above.

12.3.3.3. Cases where the total Connected Load is above 75 HP/56kW or Cases where the total connected load is above 150 HP under LT Category III (B). These services will be billed at the HT category I tariff rates from the

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<sup>33</sup> Modified as per Proceedings No.APERC/Secy/01/2012 Dated:07-03-2012

consumption month in which the un-authorized additional load is detected till such additional load is removed and got inspected by the Designated officer of the Company.

### **13. Standards of Performance**

**13.1.** The Company will set up systems and procedures in order to ensure compliance with the APERC (Licensees' Standards of Performance) Regulation, 2004 (No.7 of 2004) issued by the Commission under Section 57 to 59 of the Act. This regulation includes the Guaranteed Standards of Performance (Schedule I), the level of Compensation payable to a consumer in the event of default in each case (Schedule II) and the Overall Standards of Performance (Schedule III).

**13.2.** This regulation will be made available in various offices of the Company for perusal of any consumer/ person. This regulation can also be visited on the website of the Company.

**13.3.** The 'Standards of Performance' Regulation issued by the Commission stipulates service standards for the following service areas:

**I. Restoration of Supply in the event of:**

Normal fuse-off

Line breakdowns

Distribution transformer failure

Scheduled outages

**II. Quality of Supply in terms of:**

Voltage variations

Harmonics

Complaints about Meters

**III. Application for new connections/ additional load in cases where:**

Power supply can be provided from existing network

Power supply requires extension of Distributing Main

A of sub-station is to be erected to extend supply

**IV. Transfer of ownership and Conversion of services**

Title transfer of ownership

Change of category

Conversion from Low Tension single phase to Low Tension  
3-phase and vice-versa

Conversion from Low Tension to High Tension and vice-versa

**V. Consumer Billing Complaints**

Acknowledgement of billing complaints

Reconnection of supply following disconnection due to non-payment of bills

**14. Consumer Grievance Redressal (Complaint handling procedures)**

**14.1. Restoration of Supply in the event of failure or interruption**

14.1.1. In case of failure or interruption of power supply, a consumer/ his authorized representative may lodge a complaint in the office specified in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint. The complaint can be lodged either over the telephone or in writing.

14.1.2. The operator/ officer/ person on duty at the specified office is required to register the complaint and intimate a complaint number in every case. The Company will restore power supply within the time periods specified in the 'Standards of Performance' Regulation (Regulation No. 7 of 2004 ) issued by the Commission.

14.1.3. In the event of non-response or inadequate response by the specified officer, the consumer may lodge complaint with the officer designated for first level of grievance escalation as specified in the Designated Officers' Notification. The complaint to this Designated Officer should be made either in writing or by telephone. This officer will register the complaint and intimate the complaint number in each case. This officer will also ensure rectification of the fault, including Major failures involving transformers or 11 kV feeders, within the stipulated timeframe.

14.1.4. In case the complaint is not rectified within the stipulated period, the consumer may lodge complaint with the Designated Officer designated for second level of grievance escalation as specified in the Designated Officers' Notification. This Designated officer shall acknowledge the complaint and take immediate action to restore the supply in accordance with the 'Standards of Performance' Regulation issued by the Commission.

- 14.1.5. In case the complaint is not resolved within a day by this officer, the consumer can complain to the Designated Officer designated for third level of grievance escalation, who shall not only arrange for immediate restoration but also investigate into the delays caused in attending to the complaint.

## **14.2. Scheduled Outages**

- 14.2.1. In case of scheduled outages (excluding statutory power cuts), beyond the timeframe specified in the 'Standards of Performance' Regulation, a complaint may be lodged by the consumer with the Designated Officer designated by the Company in this regard, in the Designated Officers' Notification. This officer shall acknowledge the receipt of such complaint and arrange to restore supply and take steps to prevent such occurrences.

## **14.3. Voltage Fluctuation Complaints**

- 14.3.1. In the case of fluctuation in voltage of power supply, a consumer may lodge a complaint in the office specified in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint. The complaint can be lodged either over the telephone or in writing.
- 14.3.2. The operator/ officer/ person on duty at the specified office is required to register the complaint and intimate a complaint number in every case. The Company will attend to the complaint within the time period specified in the 'Standards of Performance' Regulation (Regulation No.7 of 2004 ) issued by the Commission.
- 14.3.3. In the event of non-response or inadequate response by the specified office, the consumer may lodge complaint with the officer designated for first level of grievance escalation as specified in the Designated Officers' Notification. The complaint to this Designated Officer should be made either in writing or by telephone. This officer should register the complaint and intimate the complaint number in every case. This officer should also ensure resolution of the complaint within the stipulated timeframe.
- 14.3.4. In case the complaint is not rectified within the stipulated period, the consumer may lodge complaint with the officer designated for second level of grievance escalation as specified in the Designated Officers' Notification. This Designated Officer shall take immediate action and also investigate into the delays caused in attending to the complaint.

#### **14.4. New Connections/ Shifting or Change of Installation**

- 14.4.1. All applications for new connection shall be submitted in the office specified in the Designated Officers' Notification for this purpose. New connections shall be granted within the time frame specified in the 'Standards of Performance' Regulation issued by the Commission.
- 14.4.2. When the applicant / his authorized representative does not get a proper response within the time limit as stipulated in the Regulation, he may lodge a complaint with the officer specified in the Designated Officers' Notification for first level of escalation for this purpose. In the event that he does not get adequate response from the said officer, he may approach the officer specified in the Designated Officers' Notification for second level of escalation.

#### **14.5. Metering Complaints**

- 14.5.1. If the Meter is found to be defective or is not working normally, the consumer/his authorized representative may lodge a complaint with the Designated Officer designated by the Company for this purpose in the Designated Officers' Notification. This officer will ensure that the Meter is inspected, checked and replaced within the timeframe specified in the 'Standards of Performance' Regulation.
- 14.5.2. In the event that the meter is found to be normal and does not require replacement and if the consumer is not satisfied with the decision of the Designated Officer, he may request for a special test to be conducted in the Company's Laboratory duly paying the testing charges. Excess or short amount if any, will be adjusted in future bills, if the error is found to be beyond allowed limits. In the event that he does not get adequate response from the said officer, he may approach the officer specified in the Designated Officers' Notification for second level of escalation. This officer shall acknowledge the complaint and take remedial action without any delay.

#### **14.6. Billing Complaints including Change of Category**

- 14.6.1. Complaints in respect of non-receipt of electricity bills or receipt of erroneous bills shall be lodged by the consumer/ his authorized representative in the office specified in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint. The complaint shall be lodged by the consumer in writing.
- 14.6.2. The Designated Officer shall resolve the billing complaints within the timeframe specified in the 'Standards of Performance' Regulation.

## **14.7. Disconnection and Reconnection of Supply**

- 14.7.1. Complaints concerning improper disconnection and delay in reconnection of power supply should be lodged with the Designated Officer designated by the Company in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint.
- 14.7.2. Receipt of the complaint shall be acknowledged and the complaint shall be resolved within the timeframe specified in the 'Standards of Performance' Regulation. In the event that he does not get adequate response from the said officer, he may approach the officer specified in the Designated Officers' Notification for second level of escalation. This officer shall acknowledge the complaint and take remedial action without any delay.

## **14.8. Complaint/ Appeal before the Forum for Redressal of Grievances of the consumers**

- 14.8.1. When the applicant/ consumer does not get proper response even after approaching the next higher level officer or if he is not satisfied with the action taken by them, the consumer may lodge a complaint/appeal with the Forum for Redressal of Grievances of the consumers established by the Company in accordance with Section 42 (5) of the Act.

Provided that the consumer is entitled to approach the Forum at any stage if he so desires.

## **14.9. Appeal before the Vidyut Ombudsman**

- 14.9.1. When the applicant/ consumer does not get proper response even after approaching the Forum for Redressal of Grievances of the consumer or if he is not satisfied with the decision of the Forum, the consumer may make a representation to the Vidyut Ombudsman established by the Commission in accordance with Section 42 (6) of the Act.

## **15. Temporary Disruption of Supply**

- 15.1. Should at any time the Company's service fuse or fuses fail, the same may be informed to the Company's local fuse off call center or service stations/ sub-stations to the nearest service station by telephone/written communication or in person etc. The timeframe for rectification of the same would be as per the 'Standards of Performance' Regulation issued by the Commission.

- 15.2.** Only authorized employees possessing the identity card of the Company are permitted to replace these fuses in the Company's cut-outs. Consumers are not allowed to replace these fuses and they will render themselves liable to a penalty if the Company's apparatus and/ or the Company's seals placed to protect its apparatus are broken.
- 15.3.** The Company shall be entitled, for the purpose of testing or for the other purpose connected with the working of its supply system, to temporarily disconnect the supply for such minimum period as may be necessary subject to adequate advance notice being given in this behalf, with the object of causing minimum inconvenience to the consumer.
- 15.4.** The Company shall not be liable for any claims for loss or damage or compensation whatsoever arising out of failure of supply when such failure is due either directly or indirectly to force majeure conditions (factors beyond the control of the Company) as specified in the 'Standards of Performance' Regulation issued by the Commission.

## **16. Restrictions on Use of Electricity**

The Company shall endeavor to afford continuous supply and to restore interrupted supply as early as possible. The Company shall be entitled to stagger or curtail supply of electricity to any consumer or a class of Consumers in accordance with the Directions issued by the statutory authorities including Commission from time to time, for maintaining efficient supply and securing equitable distribution of electricity.

## **17. Discontinuance of Supply**

### **17.1. Disconnection due to Eviction**

- 17.1.1. Where, subsequent to commencement of supply of electricity by the Company, orders are passed under any law for evicting the consumer from the Premises to which supply has been given and such eviction is carried out, the Designated Officer of the Company in this regard may discontinue supply of electricity to such Premises and remove its installations and equipment and its action shall not be liable to be questioned as a breach of Agreement or otherwise. He shall without prejudice to the other rights of Company recover from such consumers the expenses incurred for dismantling its installation and removing its equipment.

## **17.2. Disconnection due to Non-possession of License**

17.2.1. Where the consumer requires a license or permission from any statutory authority or any authority of the Government to run the business/ industry, or permission for lifting of water wherever necessary for purposes of irrigation, or for any other purpose for which he seeks or availing supply of electricity or for locating such business/ industry/ pump set or any other equipment at the place where he is receiving such supply and where the conduct of his said business/ industry/ activity at such place becomes un-lawful by reasons of his failure to obtain initially or secure the continuance of such license or permission, the Designated Officer of the Company in this regard may, if desired by the concerned statutory or any other competent authority of the Government, after giving notice calling for explanation and after considering the same discontinue supply without forfeiting the rights of the Company under the Agreement with the consumer. Provided that in the cases where specified directions in writing are issued by AP Pollution Control Board in exercise of the powers vested with it under Section 33(A) of the Water (Prevention and Control of Pollution) Act 1974, to disconnect power supply to any industrial unit, the Designated Officer of the Company shall comply with such directions without the necessity of issuance of the notice mentioned in this clause.

## **18. Recovery of dues of the Distribution Licensees:**

The amounts due to the Distribution Licensees towards CC charges or any other charges including the charges payable under the provisions of Section 126 of the Act and towards the revenue loss / civil liability on account of theft of electricity u/s 135 of the Act shall be recoverable in accordance with the APSEB (Recovery of Dues) Act, 1984, and the rules made thereunder.

## **19. Other Conditions**

### **19.1. Service of Notice**

19.1.1. The delivery of any order/ notice by the Company to the consumer including those under Section 171 of the Act shall be undertaken in the following manner:

- i. By RPAD/ Certificate of Posting / Courier/ other similar means; or
- ii. By hand to the person residing at the address notified to the Company by the consumer; or

iii. By affixation at a conspicuous part of such premises in case there is no person, on whom the same can, with reasonable diligence, be delivered.

19.1.2. Any notice/ order shall be deemed to be delivered to the consumer, in case of (i) above, on the date of dispatch to the consumer; in case of (ii) above, on the date of delivery; and in case of (iii) above, on the date of affixation (“Date of Service”).

19.1.3. Documents or notices so posted shall be presumed to have been duly received by the consumer on the date on which he could be reasonably expected to receive the same. The Company may if it chooses, adopt any other mode of service of documents and notices to the consumer from time to time.

## **19.2. 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 Company in implementation of the programs for Demand Side Management that may be launched by the Company.

## **19.3. Knowledge of Facts and Rules**

The consumer shall be deemed to have full knowledge of the provisions of the Electricity Act, 2003 the A.P. Electricity Reform Act, 1998, and all regulations and notifications adopted and made thereunder, as also all laws relating to the supply of electricity.

## **20. Interpretation**

These conditions shall be read and construed as being subject in all respects to the provisions of the Electricity Act, 2003, Indian Electricity Rules, 1956<sup>34</sup>, and Andhra Pradesh Electricity Reform Act, 1998<sup>35</sup> in force and as amended from time to time and to the provisions of any other law relating to supply of electricity for the time being in force and nothing hereinabove contained in these GTCS shall abridge or prejudice the rights of the Company and the consumer under any Central Act or State Act or rules or Regulations made thereunder.

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<sup>34</sup> Subject to sub-section 2 (c) of Section 185 of the Act

<sup>35</sup> Subject to sub-section 2 (a) of Section 185 of the Act

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## Appendix I

### Application for Supply of Electricity at Low Tension

Name of Section :

Name of Sub Division:

Name of ERO:-

REGISTRATION NO.

**Date of Registration**

**Location code**

\_\_\_\_\_ To

\_\_\_\_\_  
**(Designated Officer)**  
\_\_\_\_\_

I/ We request you to supply electricity at Low Tension to my/own Premises as mentioned below:

#### 1. (a) Name of the applicant in whose name connection is required

First Name	Middle Name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>

**(b) Father's name:**

#### 2. (a) Location of Premises where supply is required

House Number:	Mandal:
Street:	Village:
District:	Pin code:

**(b) Nearest electric pole number**

#### (c) Type of Service Wiring

1. Over Head  Under ground

2. Type of entry: Enclosed in PVC Conduit: Yes  No

G.I. Pipe: Yes  No

3. Is the pipe externally visible: Yes  No

**(d). Is wiring in the Premises completed:** Yes  No

The details are as follows (If yes):

Name of the Licensed Electrical Contractor	
License Number	
Full Address	

(e). Are any other services existing in the same Premises: Yes  No

If yes, please give Service Connection Numbers of those Services

Service Connection Number.	Category

(f). If any other services are existing elsewhere in the same name or in the names of sister concern: Yes  No

If yes, please give the details of those services

Service Connection Number	Category	Location

**3. Address and Telephone Number for communication.**

Address	Telephone Number	e-mail address if any

**4. Type of Service required** (Please tick the Service applicable)

- New Connection/Addl.load
- Title Transfer:  
 Present Consumer's Name: \_\_\_\_\_  
 New Consumer's Name: \_\_\_\_\_  
 Service Connection No: \_\_\_\_\_
- Change of Category:  
 Existing Category: \_\_\_\_\_  
 Proposed Category: \_\_\_\_\_  
 effective date: -----

**5. Connected Load Requested:** kW  HP

**6. Details of Proposed Connected Load**

For Domestic / Commercial Establishments

For Industries / Agriculture Services/ Street Lights/ General Purpose/Temporary Supply

Details of Appliances	Nos. * Wattage of each	Total Wattage
Lights		
Fans		
Fridge		
Mixer		
Grinder		
Washing Machine		
Electric Iron		
A.C.		
Geyser		
Water Pump		
Cooking Range		
Plugs		
Others		
<b>Total Load</b>		
Existing Load		
Addl. Load		
<b>Total Load</b>		

Details of Appliances	Nos. * HP/ kVA	Total Load
Motors		
Welding sets		
Heaters		
Electric furnaces		
Battery chargers		
Lights & Fans		
<b>Total Load</b>		
Existing Load		
Addl. Load		
<b>Total Load</b>		

**7. Status of Applicant** (Please tick the service applicable):

<input type="checkbox"/> Individual	<input type="checkbox"/> Registered Partnership
<input type="checkbox"/> Unregistered Partnership	<input type="checkbox"/> Public Limited Company
<input type="checkbox"/> Private Limited Company	<input type="checkbox"/> Any Other

**8. Social Group:**

SC  ST  Others

**9. Category of supply** (Please tick the Category Applied for):

Category	Type
LT-I	<input type="checkbox"/> Domestic
LT-II	<input type="checkbox"/> Non-Domestic & Commercial
LT-III	<input type="checkbox"/> Industry
LT-IV	<input type="checkbox"/> Cottage Industry
LT-V	<input type="checkbox"/> Agriculture
LT-VI	<input type="checkbox"/> Street Lighting
LT-VII	<input type="checkbox"/> General Purpose
LT-VIII	<input type="checkbox"/> Temporary Supply

**10. Details of Application fee paid:**

Demand Draft for Rs.	Bank drawn on	Demand Draft Date

**11. Supporting documents enclosed** (Please tick where applicable):

Category	Supporting Documents to be Furnished
Common to all LT categories except Commercial & Industrial	<input type="checkbox"/> <b>Completed &amp; signed Application Form</b> along with the Signed Declaration <input type="checkbox"/> <b>Proof of ownership</b> (Sale deed, Allotment/possession letters lease deed, Municipal tax payment receipt) or Proof of occupancy (Lease/ Rental deed with landlord, Electoral identity card or Passport or PAN card along with proof of ownership of landlord) <input type="checkbox"/> <b>Indemnity Bond</b> (Letter of consent from landlord to tenant/ lessee/ occupier) <input type="checkbox"/> <b>Wiring Completion Report</b> (from a licensed electrical contractor) <input type="checkbox"/> Test Report <input type="checkbox"/> <b>Demand Draft</b> for new connection charges
Commercial	<input type="checkbox"/> In addition to the above <input type="checkbox"/> Valid municipal license for running commercial establishment
Industrial	<input type="checkbox"/> In addition to the above <input type="checkbox"/> Valid industrial license
<i>Additional Documents to be provided</i>	
SC or ST	<input type="checkbox"/> Necessary community certificate enclosed.
Partnership	<input type="checkbox"/> Location, Head office, names & address of Partners & copy of partnership deed enclosed.
Company	<input type="checkbox"/> Name of Present Directors & Copy of Memorandum of Articles of Association enclosed
	<input type="checkbox"/> Indemnity bond and Declaration

**12. Undertaking:**

- i. I/ We undertake and agree to pay the Tariff and Miscellaneous charges prescribed by the Company and to abide by the General Terms and Conditions of Supply notified by the Company from time to time, which shall govern the supply of electricity to me/ us in all respects.
- ii. I/ We shall undertake to execute an Agreement in the prescribed form, if so called upon by the Company. Whether such an Agreement is executed or not, this application itself shall oblige me/ us to conformed abide by the General Terms and Conditions of Supply notified by the Company from time to time.
- iii. I/ We certify that I have no dues to the Company either here or

anywhere.

- iv. I/ We certify that there is no case of Theft of Electricity / Unauthorized Use of Electricity, pending against me.
- v. I/ We undertake and agree for recovery from the excess paid amounts, if any against services found to be under disconnection or services with or Unauthorized Use of Electricity cases or Theft of Electricity cases found, and also Against services clubbed for being in the same premises.
- vi. I/we undertake to provide suitable arrangements for 'way leave' at my/our own cost.
- vii. I/We request the company to provide meter for measuring the electricity supplied to me / us. I / We will pay the monthly meter rentals, as may be fixed by the Commission from time to time.

Signature of Applicant

Signature of Original Owner  
(in case of title transfer)

Place

Date

Signed by the applicant in my presence:

<b>Witness 1</b> Signature:  Name and Address:  Date:	<b>Witness 2</b> Signature:  Name and Address:  Date:
--	--

**(For office purposes only)**

**RECORD OF THE APPLICATION**

- 1 Sent to AE/Operation on \_\_\_\_\_
- 2 Work allocated to \_\_\_\_\_
  - a) Separate Portion Yes/No
  - b) No OSL/UDC/TE/UUE/BB Premises Yes/No
  - c) Connected load is same as declared Yes/No
  - d) Whether Service wire is Concealed Yes/No
  - e) HT & LT Clearances maintained Yes/No
  - f) Whether any Overhead lines are passing over the house/ Premises Yes/ No
  - g) T/F code /Feeder Code
  - h) T.C Seal No: No: P.P Box Seal No  
Impression:
- 3 Received from the Designated Officer along with Test Report on \_\_\_\_\_
- 4 SC No \_\_\_\_\_

**Signature of -----**

---

**ACKNOWLEDGEMENT OF APPLICATION AND INTIMATION OF PAYMENT  
DETAILS**

<b>Designated Office</b>	<input type="text"/>	<b>Date of Submission of Application / Registration</b>	<input type="text"/>
<b>Registration No.</b>	<input type="text"/>	<b>Signature of the Receiving Officer with Stamp</b>	<input type="text"/>
<b>Total Payment Received</b>	<input type="text"/>		<input type="text"/>

**Signature of -----**

## **Appendix I A**

### **Agreement for Supply of Electricity at Low Tension for Categories LT III & LT IV**

Agreement executed this day of \_\_\_\_\_ year \_\_\_\_,  
by \_\_\_\_\_ for themselves/himself/itself and for  
their/his/its/hers assigns and successors in favour of the \_\_\_\_\_ Power  
Distribution Company, a statutory corporation constituted under Section 23  
of the AP Electricity Act Reform Act, 1998 henceforth referred to as the  
Company.

#### **1. Supply of Power**

I/We the above mentioned have requested the Company to supply  
electricity at Low Tension for the purpose of  
\_\_\_\_\_ under Category \_\_\_\_\_ (LT-  
III/ LT-IV) and the Company agreed to afford such supply on the General  
Terms and Conditions notified by them from time to time under Section  
21 of the License Distribution and Retail Supply License Conditions and  
those hereinafter mentioned.

#### **2. Load/Maximum Demand**

I/We agree to take from the Company, electric power for a connected load  
not exceeding \_\_\_\_\_ HP/kW subject to a contracted  
Maximum Load not exceeding \_\_\_\_\_ HP/kW for our exclusive use for  
the purposes above mentioned, at our Mills/Factory/Premises  
situated at \_\_\_\_\_. I/We shall not effect  
any change in the contracted demand without prior intimation to the  
Company.

#### **3. Re-Sale of Electric Power**

I/We undertake that I/We shall not sell electrical energy obtained under  
this Agreement without the sanction in writing of the Company.

#### **4. Obligation to comply with Requirements of Act, and General Terms And Conditions of Supply**

I/We further undertake to comply with all the requirements of the  
Electricity Act, 2003, the Rules and Regulations framed there under,  
provisions of the tariffs, scale of Miscellaneous and General Charges  
and the General Terms and Conditions of Supply prescribed by the  
Company with approval of the AP Electricity Regulatory Commission  
herein after called as Commission from time to time and agree not to  
dispute the same.

#### **5. Date of coming into force of the Agreement**

I/We shall begin/take electrical energy from the Company under the  
conditions of this Agreement within three months, from the date of  
issue of intimation in writing to me/us by the Designated Officer of the  
Company that supply of electrical energy is available. The provisions  
of this Agreement shall be deemed to come into force from the date of

commencement of supply of energy or the date of expiry of three months notice above referred to, whichever is earlier.

#### **6. Period of Agreement**

I/We undertake to avail supply for a minimum period of one year from the date this Agreement comes into force.

#### **7. Determination of the Agreement**

I/We shall be at liberty to determine the Agreement by giving in writing one month notice expressing such intention at any time after the period of one year. The Company may terminate this Agreement at any time giving one month notice, if I/We violate the terms of this Agreement or the General Terms and Conditions of Supply notified by the Company from time to time or the provisions of any law touching this Agreement including the Electricity Act, 2003, the Rules and Regulations framed thereunder. This Agreement shall remain in force until it is terminated as above indicated. In computing the periods of one year referred to above the period or periods for which the annual minimum guarantee has or have been waived or reduced shall be excluded.

#### **8. Obligation of Consumer to pay all charges levied by Company**

From the date this Agreement comes into force I/We shall be bound by and shall pay the Company energy charges, surcharges, meter rents and other charges, if any, in accordance with the tariffs applicable and the General Terms and Conditions of Supply prescribed by the Company with the approval of the Commission from time to time for the particular class of Consumers to which I/we belong.

#### **9. Company's Right to Vary Terms of Agreement**

I/We agree that the Company shall have the right to vary, from time to time, tariffs, scale of general and miscellaneous charges and the General Terms and Conditions of supply under this Agreement with the approval or as per the orders of the APERC from time to time.

#### **10. Monthly Minimum Charges**

I/We shall pay minimum charges every month as prescribed in tariff, and the General Terms and Conditions of Supply even if no electricity is consumed for any reason whatsoever and also if the charges for electricity actually consumed are less than the minimum charges. The minimum charges shall also be payable by me/us even if electricity is not consumed because supply has been disconnected by the Company because of non- payment of electricity charges, Theft of Electricity or Unauthorized Use of Electricity or for any other valid reason.

#### **11. Special Annual Minimum Guarantee (Not applicable when the consumer contributes the full expenses as per Section 46 of the Act)**

In consideration of the Company making arrangements for supplying electrical energy to me/us, I/We agree with effect from the date of commencement of this Agreement for the period of \_\_years to guarantee a minimum payment Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) every year towards Demand and energy charges only, exclusive of payments towards surcharge, or other payments by whatever name they may be called. If the amounts actually paid towards Demand energy charges during any year fall

short of the guaranteed minimum, the amount of deficit shall be deemed to be arrears of electricity charges and recovered accordingly.

**12.** I/We hereby agree that if I/We, am/are found indulging in Theft of Electricity or Unauthorized Use of Electricity in respect of use of electrical energy, I/We shall pay additional charges as may be levied by the Company. I/We also agree that in such an event the Company shall in addition to levy of the additional charges have right to disconnect supply of electricity to my/our premises as provided in the General Terms & Conditions of Supply approved by the Commission from time to time.

**13.** I/We requested the company to provide the meter for measuring the electricity supplied to me and the company has agreed for the same. Accordingly I/We agree to pay the monthly meter rentals, as may be fixed by the Commission from time to time.

Signature of the Consumer

Date:\_\_\_\_\_

Signed by the applicant in my presence:

**Witness 1**

**Witness 2**

Signature:	Signature:
Name and Address:	Name and Address:
Date:	Date:

## Appendix II

### Application for Supply of Electricity at High Tension (to be submitted in 5 sets)

Reg.no: Dt:

Amount paid:Rs.

D

D NO: dt:

To

\_\_\_\_\_  
**(Designated Officer)**  
\_\_\_\_\_

I/ We request you to supply electricity at High Tension as mentioned below:

**1a. Name of the Customer in whose name connection is required:**

**1b. Status of the consumer**

**2. Location of Premises where supply is required:**

Street:	Mandal:
Village:	District:
	Pin Code:

**3. Addresses and Telephone Number for Communication:**

Address	Telephone Number

**4. Type of Service required** (Please tick the service applied for):

- New Service  
 Additional Load (Alteration / Extension to existing installation)  
 Title Transfer  
 Change of Category

Existing Category: \_\_\_\_\_ Proposed Category: \_\_\_\_\_

**5. Category of Supply Requested** (Please tick the category required):

Category	Purpose
HT I	<input type="checkbox"/> Industry
HT IV	<input type="checkbox"/> Irrigation & Agriculture
HT V	<input type="checkbox"/> Railway Traction
HT VI	<input type="checkbox"/> Township & Residential Colonies

6. Are any other services existing in the same Premises: Yes  No

If yes, details thereof are as follows:

S. No.	Particular	Details
i	Existing Service Connection Number	
ii	Existing Contracted Maximum Demand (kVA)	
iii	Existing Contracted Load (HP/kW)	
iv	Existing Connected Load (HP/kW)	
v	Date of conclusion of present LT / HT Agreement	
vi	Date of release of supply	
vii	A.M.G. of the service, if any	
viii	Security Deposit	

7. Are any other services existing elsewhere in the same name or in the names of sister concerns:

Yes  No

If yes, the details thereof are as follows:

Service Connection Number	Category

8a. Requirement for New/Additional Load:

I	Contracted Maximum Demand (kVA) (With Phasing if any)	
II	Contracted Load (HP/kW)	

8b. Details connected at the time of commencement of supply:

9. Total Load Requirement (Existing + New /Additional Load):

I	Contracted Maximum Demand (kVA) (With Phasing if any)	
II	Contracted Load (HP/kW)	

10. Nature of industry and product manufactured:

11. Number of running days in a month

12. Number of running shifts of the factory

13. Period of season if load is seasonal

14. Date by which service is required

15. Power of Attorney

**16. Whether the industry is availing/ proposes to avail power from other sources. If so, please provide details.**

**17(a) Whether the industry has back up, captive generating plant. If so, please provide details:**

**17(b) Any other information**

**18. Supporting documents enclosed (Please tick where applicable):**

<b>Documents to be furnished</b>
<input type="checkbox"/> Contracted Load Details (Where available)
<input type="checkbox"/> Memorandum of Understanding <input type="checkbox"/> Articles of Association, Partnership Deed
<input type="checkbox"/> Site plan indicating the Proposed Receiving Points of Power Supply from the Company
<input type="checkbox"/> General Power of Attorney
<input type="checkbox"/> NOC from Local Body (Eg. Gram Panchayat orGHMC)
<input type="checkbox"/> Consent from AP Pollution Control Board (If Applicable)
<input type="checkbox"/> SSI Certificate (If applicable)
<input type="checkbox"/> Industrial License
<input type="checkbox"/> Employment Potential
<input type="checkbox"/> Financial Assistance
<input type="checkbox"/> Line of Manufacture
<input type="checkbox"/> Letter for Undertaking Capital Works on Turnkey Basis (Optional)

I/We request the company to provide meter/metering equipment for measuring electricity supplied to me.

I/We undertake to execute an agreement in the prescribed form, if so called upon by the Distribution licensee.

Signature of Applicant

Signature of Original Owner  
(in case of title transfer)

Place

Date

Signed by the applicant in my presence:

<p><b>Witness 1</b> Signature:</p> <p>Name and Address:</p> <p>Date:</p>	<p><b>Witness 2</b> Signature:</p> <p>Name and Address:</p> <p>Date:</p>
--	--

---

**ACKNOWLEDGEMENT OF APPLICATION AND INTIMATION OF PAYMENT  
DETAILS**

**Registration No.**  **Date of Registration**

**Signature of Receiving Officer with Stamp**  **Total Amount Received**

Designated Office

## **Appendix II A**

### **Agreement for Supply of Electricity at High Tension**

Agreement executed this day of \_\_\_\_\_ year \_\_\_\_\_, by \_\_\_\_\_ for themselves/himself/itself and \_\_\_\_\_ for their/his/its/hers assigns and successors in favour of the \_\_\_\_\_ Power Distribution Company, a statutory corporation constituted under Section 23 of the AP Electricity Reform Act, 1998, henceforth referred to as the Company.

#### **1. Supply of Power**

I/We the above mentioned have requested the Company to supply electricity at specified voltage of supply as per tariffs for the purpose of \_\_\_\_\_ and the Company agreed to afford such supply on the General Terms and Conditions notified by them from time to time under Section 21 of the Distribution and Retail Supply License Conditions and those hereinafter mentioned.

#### **2. Load/Maximum Demand**

I/We agree to take from the Company, electric power for a Maximum Load not exceeding \_\_\_\_\_ kVA which shall be taken to be my/our Contracted Demand for our exclusive use for the purpose above mentioned, at our Mills/Factory/Premises situated at \_\_\_\_\_. My/Our contracted load shall be \_\_\_\_\_ HP and/ or \_\_\_\_\_ kW. I/We shall not effect any change in the Maximum Demand or Contracted Load without prior intimation to the Company.

#### **3. Re-Sale of Electric Power**

I/We undertake that I/We shall not sell electrical energy obtained under this Agreement without the sanction in writing of the Company.

#### **4. Obligation to comply with Requirements of Act, and General Terms And Conditions of Supply**

I/We further undertake to comply with all the requirements of the Electricity Act, 2003, the Rules and Regulations framed thereunder, provisions of the tariffs scale of Miscellaneous and General Charges and the General Terms and Conditions of Supply prescribed by the Company with approval of the AP Electricity Regulatory Commission herein after called as Commission from time to time and agree not to dispute the same.

#### **5. Date of coming into force of the Agreement**

I/We shall begin/take electrical energy from the Company under the conditions of this Agreement within one month, from the \_\_\_\_\_ date of issue of intimation in writing to me/us by the Designated Officer of the Company that supply of electrical energy is available. The provisions of this Agreement shall be deemed to come into force from the date of commencement of supply of energy or the date of expiry of one

month notice above referred to, whichever is earlier.

## **6. Period of Agreement**

I/We undertake to avail supply for a minimum period of one year from the date this Agreement comes into force.

## **7. Determination of the Agreement**

I/We shall be at liberty to determine the Agreement by giving in writing one month notice expressing such intention at any time after the period of one year. If for any reason, I/We choose the one month to derate/terminate the agreement before the expiry of the minimum one year period of the Agreement, the deration/termination will be done with effect from the date of expiry of the one month notice period or expiry of the initial one year period whichever is later. I/We agree that the Company may terminate this Agreement at any time giving one month notice, if, I/We violate the terms of this Agreement or the General Terms and Conditions of Supply notified by the company with the approval of the Commission from time to time or the provisions of any law touching this Agreement including the Electricity Act, 2003, the Rules and Regulations framed thereunder. This Agreement shall remain in force until it is terminated as above indicated. In computing the periods of one year referred to above the period or periods for which the annual minimum guarantee has or have been waived or reduced shall be excluded.

## **8. Obligation of Consumer to pay all charges levied by Company**

From the date this Agreement comes into force I/We shall be bound by and shall pay the Company Maximum Demand charges, energy charges, surcharges, meter rents and other charges, if any, in accordance with the tariffs applicable and the General Terms and Conditions of Supply prescribed by the Company from time to time for the particular class of Consumers to which I/we belong.

## **9. Company's Right to Vary Terms of Agreement**

I/We agree that the Company shall have the unilateral right to vary, from time to time, tariffs, scale of general and miscellaneous charges and the General Terms and Conditions of supply under this Agreement by special or general proceedings. In particular, the Company shall have the right to enhance the rates chargeable for supply of electricity according to exigencies.

## **10. Monthly Minimum Charges**

I/We shall pay minimum charges every month as prescribed in tariff, and the General Terms and Conditions of Supply even if no electricity is consumed for any reason whatsoever and also if the charges for electricity actually consumed are less than the minimum charges. The minimum charges shall also be payable by me/us even if electricity is not consumed because supply has been disconnected by the Company because of non-payment of electricity charges, Theft of Electricity or Unauthorized Use of Electricity or for any other valid reason.

## **11. Special Annual Minimum Guarantee**

In consideration of the Company making arrangements for supplying

electrical energy to me/us, I/We agree with effect from the date of commencement of this Agreement for the period of \_\_\_\_\_ years to \_\_\_\_\_ guarantee a minimum payment Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) every year towards Demand and energy charges only, exclusive of payments towards surcharge, or other payments by whatever name they may be called. If the amounts actually paid towards Demand energy charges during any year fall short of the guaranteed minimum, the amount of deficit shall be deemed to be arrears of electricity charges and recovered accordingly.

- 12.** I/We hereby agree that if I/We, am/are found indulging in Theft of Electricity or Unauthorized Use of Electricity in respect of use of electrical energy, I/We shall pay additional charges as may be levied by the Company. I/We also agree that in such an event the Company shall in addition to levy of the additional charges have right to disconnect supply of electricity to my/our Premises for such period as may be decided by the Company.
- 13.** I/We requested the company to provide the meter for measuring the electricity supplied to me and the company has agreed for the same. Accordingly, I/We agree to pay the monthly meter rentals, as may be fixed by the Commission from time to time.

Signature of the Consumer

Date: \_\_\_\_\_

Signed by the applicant in my presence:

<b>Witness 1</b>	<b>Witness 2</b>
Signature:	Signature:
Name and Address:	Name and Address:
Date:	Date:

## Appendix III

### Checklist for the Conduct of LT Inspections

S. No.	Checklist for Inspection
	<b><i>Indicative of Theft</i></b>
1.	Whether the Consumer is using supply without Metering
2.	Whether the Meter box/ Meter cover/ Terminal cover seals are intact
3.	Whether the Meter cover has holes on any of the sides
4.	Whether the Meter view glass is loose or broken or any tampering is suspected for stopping the disc rotation
5.	Whether there is any gap between front cover and rear of the Meter to insert foreign material to stop the disc rotation / slow rotation
6.	Whether the Meter box or Meter is kept at a slant to record less consumption
7.	Whether there are any joints or cuts in the incoming wires to the Meter
8.	Whether there are any external connections or loops in the Metering for by- passing the Meter
9.	Whether the Consumer is using supply by-passing the Meter from the incoming service wire
10.	Whether the Consumer is found utilizing supply directly from the overhead lines by hooking, thereby keeping the Meter idle
11.	Whether testing of the Meter is needed for further conclusion of Meter / seals tampering
12.	Other indications of theft (E.g. Shorting of Current Coil, Dropping of PC Link/ Wire etc.)
	<b><i>Indicative of Unauthorized Use of Electricity and other violations of</i></b>
13.	Whether the Consumer has unauthorizedly extended the supply: i) To the disconnected Premises ii) Where there is regular supply iii) Where there is no regular supply
14.	Whether the Consumer has illegally restored the supply during disconnection period
15.	Whether the Consumer is utilizing the supply for purposes other than the sanctioned purpose
16.	Whether the Consumer is indulging in re-sale of energy without the permission of the Company or License
	<b><i>Indicative of Short-billing</i></b>
17.	Whether the Meter disc is rotating freely in all the phases/ Dot is flickering/ Progressive reading is observed
18.	Whether the Meter disc is rotating intermittently
19.	Whether the Meter requires testing for further conclusion for arriving percentage error
	<b><i>Indicative of Development Charges short payment</i></b>
20.	Whether the Consumer's Connected Load is higher than the sanctioned load
	<b><i>Indicative of Capacitor Surcharge</i></b>
21.	Whether the Consumer has provided healthy capacitors of adequate rating.

<b>S. No.</b>	<b>Checklist for</b>
	<b><i>Common Observations</i></b>
22.	Whether the Consumer is utilizing supply at the time of inspection
23.	Whether the Consumer card/ pass book is available
24.	Whether the service connection & M F particulars are painted on the Meter box
25.	Whether the DTR and LT lines are inside the Consumer's Premises
26.	Whether the incoming service wires are run through the PVC pipes up to the Meter box
27.	Whether the sealing arrangement is effective or requires any further provision
28.	Whether multiple services existing in the Premises. If yes, indicate the Service Connection Numbers and details

## Appendix IV A

### LT Inspection Report

**Inspection Report of** \_\_\_\_\_ (Name of the Inspecting Officer)  
\_\_\_\_\_, (Designation) of the Service Connection bearing No.  
\_\_\_\_\_, Category \_\_\_\_\_, Section \_\_\_\_\_  
Distribution on \_\_\_\_\_ (Date) at \_\_\_\_\_ hours (Time)

#### 1. Name and Address of the Consumer:

--

#### 2. Persons present at the time of Inspection:

Name in block letters	Relationship with the Consumer	Signature

#### 3. Company staff present at the time of Inspection (Including all members of the Inspection Team):

Name in block letters	Designation & Department

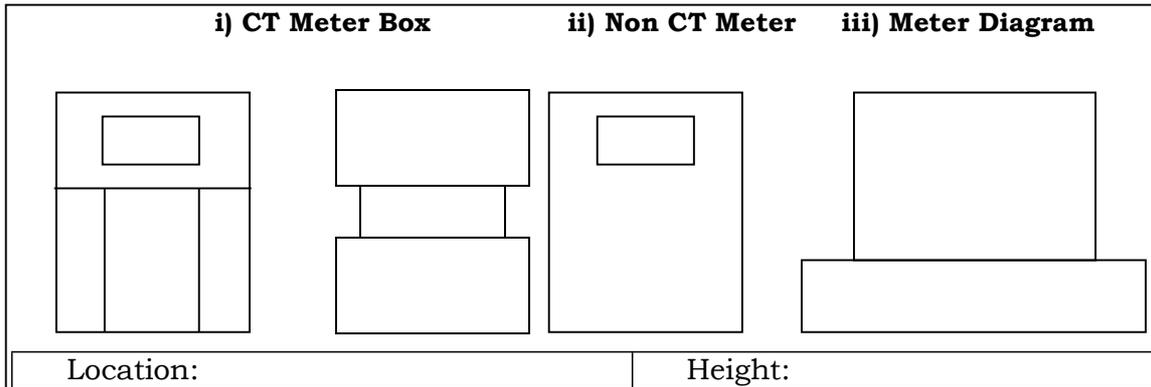
\_\_\_\_\_  
Signature of the Consumer/  
Representative

\_\_\_\_\_  
Signature of the  
Inspecting Officer

#### 4. Nature of Premises:

<b>Information on Premises &amp; Occupancy</b>
<b>Type of Industry/Establishment</b>
<b>Approximate area of the Premises</b>
<b>Number of rooms/sheds in the Premises</b>
<b>Number of people residing in the Premises</b>

**5. Meter Box and Meter Diagram indicating the seal's position:**



Impression on the seals before the inspection	Seal Bit Number before the Inspection	Condition of seals	Location of seals	Impression on the seals after the inspection	Seal Bit Number after the Inspection
			Meter box		
			CT Chamber		
			I/C Cable Chamber		
			O/G Cable Chamber		
			Meter Cover		
			Terminal Cover		

**6. Meter Particulars:**

Meter Details		CT Ratio Available	CT Ratio Connected	B $\phi$
Meter Sl.No.		CT Details	R $\phi$	Y $\phi$
Meter Make & Type		CT Make		
Capacity		Sl.No.		
Multiplying Factor		Multiplying Factor (total service)		
Meter Reading				

**7. Meter performance with heating load for single phase and three phase Meters at Consumer cut outs/Meter terminals:**

Single/Three phase	R $\phi$	Y $\phi$	B $\phi$
<i>(Meter performance in terms of Forward, Slow Forward, Stop, Reverse to be noted at appropriate place)</i>			

**8. Capacitor details:**

Make	Sl.No.	Rating	Rated Current	Current drawn in each phase			Working / Partially Working/ Not Working /
				R $\phi$	Y $\phi$	B $\phi$	

**9. Connected Load Particulars:**

Sl.No	Location	Type of Application	Wattage (W)	Number	Total Load (W)

**10. Incriminating Points observed at the time of Inspection:**

--

**11. Whether the observations were shown to the Consumer/His representative: YES/NO**

**12. Action taken to preserve the evidence and defects rectified, if any. Also please recommend the action to be taken, if any by the Company:**

Actions	Responsibility

\_\_\_\_\_  
Signature of the Inspecting Officer

**13. Statement of the Consumer/His representative:**

--

**Note:** The Provisional Assessment Notice will be served by the Designated Officer to the Consumer

\_\_\_\_\_  
Signature of the Consumer/Representative

**14. Consumer Service and Office Details:**

<b>Consumer Service Information</b>	
Pole Number:	
Transformer Number:	Feeder Number/Name:
Contracted Load:	Connected Load:
<b>Office Information</b>	
Section Name:	Sub Division:
Division Name:	ERO:

**15. Meter Performance:**

**i) Meter performance with Consumer load/heater**

Voltage & Currents	$R\phi$	$Y\phi$	$B\phi$
<b>Current in Amps (I)</b>			
<b>Line Voltage (V)</b>	<b>Vry</b>	<b>Vyb</b>	<b>Vbr</b>
<b>Phase Voltage (V)</b>	<b>Vrn</b>	<b>Vyn</b>	<b>Vbn</b>
<b>Time taken/revolution or digit change</b>			

**Power Calculated (Pc) =  $3 \cdot V(\text{Ph}) \cdot I(\text{Ph}) \cdot \cos \phi(\text{Ph}) =$  \_\_\_\_\_ kW**

Power recorded by the Meter (PR) =  $\frac{3600 \cdot MF}{\text{MC} \cdot \text{Time in seconds for revolution or digit change}}$

**MC\*Time in seconds for revolution or digit change**

**where MC=Meter Constant**

Copy to:


---

**Acknowledgement:**

I am in receipt of the Inspection Report on \_\_\_\_\_

\_\_\_\_\_  
Signature of the Consumer/ Representative

Copy to:

Authorised Assessing Officer  
Section Officer

## Appendix IV B HT Inspection Report

**Inspection Report of** \_\_\_\_\_ (Name of the Inspecting Officer) \_\_\_\_\_, (Designation) of the Service Connection bearing No. \_\_\_\_\_, Category \_\_\_\_\_, Section \_\_\_\_\_ Distribution on \_\_\_\_\_ (Date) at \_\_\_\_\_ hours(Time).

CMD: \_\_\_\_\_ Type of Industry/ Establishment: \_\_\_\_\_

**1. Name and Address of the Consumer:**

--

**2. Persons present at the time of inspection:**

Name in block letters	Relationship with the Consumer	Signature

**3. Company staff present at the time of inspection (including all members of the Inspection Team):**

Name in block letters	Designation & Department

\_\_\_\_\_

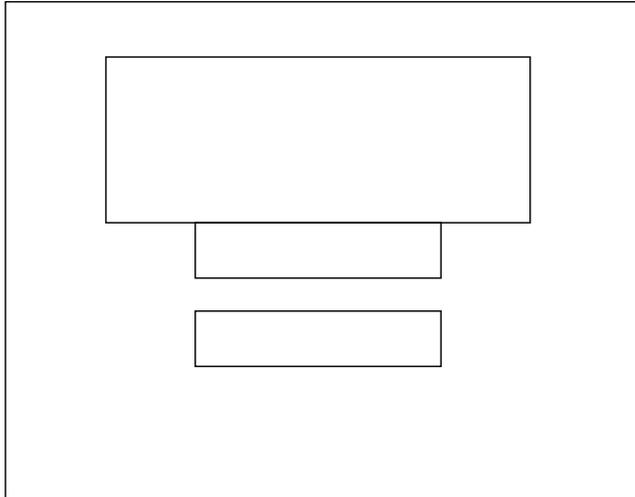
Signature of the Consumer/ Representative

\_\_\_\_\_  
Signature of the Inspecting Officer

**4. Meter Readings**

Before Inspection at hrs	Meter Readings	After Inspection at hrs
	kWH	
	kVAH	
	KVARH(lag)	
	KVARH(lead)	
	kVA	

**5. Meter Box, Meter Board and Meter Diagram indicating the seals position:**



**Location:**

**Height:**

*(Note: Seal bit numbers to be written at the relevant places and marked as 'x')*

<b>Impression on Seals before the inspection</b>	<b>Condition of seals and sealing wire</b>	<b>Location of seals</b>	<b>Impression on seals after inspection</b>
		Meter box	
		MD knob	
		MRI port	
		Meter cover	
		Meter terminal cover	
		Test block	
		Meter Board fixing	
		CT PT set tank cover (or) CTs and PTs	
		CT PT set secondary terminal cover (or) CTs, PTs	
		CT PT set inspection cover (or) CTs, PTs	
		AB switch handle	
		AB switch flange	

**6. Meter display parameters\***

--	--

**7. i) Meter Particulars: HT Trivector Meters**

<b>Meter Make</b>		<b>CT Ratio</b>	
<b>Meter Type</b>		<b>PT Ratio</b>	
<b>Meter Sl. No.</b>		<b>3-Ø 3W / 3-Ø 4 W</b>	
<b>Constant</b>		<b>Dial MF (MWH or kWh Meter)</b>	
<b>Integration period</b>		<b>Class</b>	

**ii) Meter CT, PT/ Kiosk particulars:**

<b>Make</b>		<b>PT Ratio</b>	
<b>Type</b>		<b>Available CT</b>	
<b>Sl. No.</b>		<b>Connected CT Ratio</b>	
<b>Individual CT/ PT Particulars</b>			

**iii) Arrived MF for:**

<b>Units MF (Cctr/Mctr)*(Cptr/Mptr)</b>		<b>MD MF (Cctr/Mctr)*(Cptr/Mptr)*</b>
<b>*Di al MF</b>		<b>Dial MF=</b>

**iv) Confirm CTs secondary shorting screws open in the Test blocks:**

<b>Before Inspection</b>	<b>After Inspection</b>

**v) Voltage at Test Terminal Block (Figures in volts):**

<b>RY</b>	<b>YB</b>	<b>BR</b>
<b>RN</b>	<b>YN</b>	<b>BN</b>

**vi) Phase sequence of voltage at the Meter Terminals:**

**vii) Check Test:**

Sl. No.	Tong Tester Readings (HT) at TTB						Tong Tester Readings (LT) at Transformer secondary end					
	R Ø		Y Ø		B Ø		R Ø	Vr	Y Ø	Vy	B Ø	Vb
	TTB	Display	TTB	Display	TTB	Display						
1												
2												
3												

**viii) Time taken in seconds per revolution (or) change of one digit:**

Time	Average Amps at TTB	kWh	kVAh	RkVAh	Meter display PF / Calculated PF	Instantaneous kW

i) Instantaneous power calculated at TTB ( $P_C$ ) =  $\sqrt{3} * V * I * \cos \phi * PT \text{ Ratio} * CT \text{ Ratio}$

ii) Power recorded by the Meter # ( $P_R$ ) =  $\frac{3600 * \text{Number of digits} * MF}{\text{Time taken for number of digits in seconds}}$

iii) Power recorded as per rising MD # =  $\frac{\text{Raising MD} * \text{Integration period} * PF * MF}{\text{Elapsed Time}}$

iv) Power calculated from transformer LT side =  $\frac{\sqrt{3} * V_L * I_L * PF}{1000}$

where V & I represent Average Line Voltage and Average Line Current at Test Terminals

# In case of L&T Meter, the value is to be multiplied with Meter CTR and PTR

where  $V_L$  &  $I_L$  represent Average Line Voltage and Average Line Current at transformer secondary end

**8. Connected Load Particulars: (Enclose separate sheet)**

<b>S. No</b>	<b>Location</b>	<b>Type of Appliance</b>	<b>Name Plate details</b>	<b>Wattage (kW)</b>	<b>Number</b>	<b>Total Load (kW)</b>

**9. Incriminating Points observed at the time of Inspection:**

**10. Whether the observations were shown to the Consumer/ His representative: Yes / No**

**11. Action taken to preserve the evidence and defects rectified, if any. Also**

recommend the action to be taken, if any to be taken by the Company:

\_\_\_\_\_  
Signature of other  
Company official

\_\_\_\_\_  
Signature of  
Distribution officer

\_\_\_\_\_  
Signature of  
Inspecting Officer

**12. Statement of the Consumer/ His representative:**

\_\_\_\_\_  
Signature of the Consumer/ Representative

**Acknowledgement:**

I am in receipt of the Inspection Report on \_\_\_\_\_

\_\_\_\_\_  
Signature of the Consumer/ Representative

**Additional Information (For Office Use Only):**

**13. Consumer Service & Office Details:**

<b>Consumer Service Information</b>	
Contracted Maximum Demand	
Contracted Load	
Transformer Capacity	
Generator Capacity	
Feeder name & sub-station	
<b>Metering Information</b>	
Date of commissioning of MS/Release of service	
Whether Time of Day (TOD) facility exists	
Date of last testing by MRT Wing	
<b>Office Information</b>	
Section Name	
Sub Division Name	
Division Name	
ERO	

**14. Observations made at the site of inspection:**

<b>S. No.</b>	<b>Observations</b>	<b>Response (Yes/ No)</b>	<b>Remarks (if any)</b>
<b>Indicative of Theft</b>			
1.	Whether the Consumer is indulging in theft by direct tapping		
2.	Whether the seals and sealing wire of CT PT sets / CTs & PTs are intact		
3.	Whether the seal and sealing wire of Meter box, TTB, MTC, MC, MD knob, MRI port, Meter Board are intact		
4.	Whether the AB Switch seal is available		
5.	Whether testing of the Meter is needed for further conclusion of Meter tampering		
6.	Whether the Consumer has illegally restored the supply during the disconnection period		
7.	Any other observations indicative of theft		
<b>Indicative of Unauthorized Use of Electricity</b>			
1.	Whether the Consumer has unauthorizedly extended the supply i) To the disconnected Premises ii) Where there is regular supply iii) Where there is no regular supply		
2.	Whether the Consumer is utilizing the supply for purposes other than the sanctioned purpose		
3.	Whether the Consumer is indulging in Re-sale of Energy		
<b>Indicative of Short-billing</b>			
1.	Whether there is short-billing arising on account of Meter defect		

<b>S. No.</b>	<b>Observations</b>	<b>Response (Yes/ No)</b>	<b>Remarks (if any)</b>
2.	Whether there is short-billing arising on account of CT PT set defect / CT & PT defect		
3.	Whether there is short-billing arising on account of wrong categorization		
4.	Whether there is short-billing arising on account of any other reasons		
5.	Whether testing of the Meter is needed for further conclusion for arriving at the % error		
6.	Whether Short Billing is due to adoption of wrong MF		
<b>Indicative of Development Charges</b>			
1	Whether the Consumer is exceeding the CMD regularly		
<b>Other Observations</b>			
1.	Whether the secondary wires are run through GI pipe upto the Meter box and the pipes are fixed firmly by means of clamps and check nuts		
2.	Whether the incoming and out going jumpers at the CTs or CT PT set are effectively insulated		
3.	Whether the Metering structure is just inside the Consumer Premises		
4.	Whether the Company AB switch handle and flange are effectively sealed		
5.	Whether the wicket gate is available from outside for easy accessibility and entry to the Metering equipment		
6.	Whether the adopted CT ratio along with MF calculation is painted on the Meter box		
7.	Whether the maximum available CT ratio is adopted for Metering		
8.	Whether Ls of CTs secondary are earthed		
9.	Whether 'Y' phase or star point of the PT secondary earthed		
10.	Whether there is colour code for secondary terminal from CT/PT to Meter		

Copy to:

Authorised Assessing Officer

Authorised police officer at the police station (In the case of Theft of Electricity)

Section Officer

## Appendix V

### Provisional Assessment Order (On Un-authorized Use Of Electricity u/s 126).

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

From

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: - Provisional Assessment order of SC No. \_\_\_\_\_ Category \_\_\_\_\_ of  
\_\_\_\_\_ (Dist) for Unauthorized Use of Electricity**

#### 1. Inspection undertaken

The service connection bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/  
Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours  
by \_\_\_\_\_ designation \_\_\_\_\_. A copy of the  
Inspection Report was handed over to the consumer / his representative on  
.....

#### 2. The following incriminating points are observed from the Inspection Report:

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

#### 3. Nature of Irregularity reported

On examination of the records and relevant material, I am of the view that you are guilty of Unauthorized Use of Electricity under Section 126 of the Electricity Act, 2003 owing to: *(Please tick whatever is applicable and also give details)*

- Usage of electricity by artificial means
- Usage of electricity by a means not authorized by the Company
- Usage of electricity through a tampered meter
- Usage of electricity for purpose other than sanctioned purpose

#### 4. Charges payable to the Company for un-authorized use.

On careful consideration of all the relevant aspects, I have provisionally assessed the electricity charges due to the Company in accordance with Section 126 of the Act at Rs \_\_\_\_\_, based on the Assessment Rules contained in appendix XII read with clause 9.3 of the GTCS approved by APERC. The calculation sheets for the same are enclosed for your reference.

## 5. Future Course of Action

- If you wish continuance of supply, you may pay Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) being 50% of the provisionally assessed amount + Supervision charges of Rs. \_\_\_\_\_ to the \_\_\_\_\_ (designated officer for payment of assessed amount), \_\_\_\_\_ and furnish receipt to me within 7 days from the date of receipt of this order.
- If you are agreeable to the provisionally assessed amount, you may pay the amount in full within seven days specified under section 126 (4) of the Act. Further proceedings to recover the assessed amount will be closed after production of a receipt towards payment of the provisionally assessed amount of Rs. \_\_\_ in full, to \_\_\_ (designated officer for payment of assessed amount), in addition to the supervision charges of Rs. \_\_\_
- In case you have any objection to this order, you may make a representation to the Final Assessing Officer from the date of service of this order. You may also specifically indicate in your representation whether you want to be heard in person.
- In case there is no representation from you within 15 days from the date of service of this order, the Final Assessment Order will be issued based on the material available. \_\_\_\_\_

Signature of the Assessing Officer

Copy to:

Designated officer for payment of assessed amount  
Section officer

## Appendix VI

### Provisional Assessment Notice for Theft of Electricity

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

From

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: - Provisional Assessment Notice of SC No. \_\_\_\_\_ Category \_\_\_\_\_  
of \_\_\_\_\_ (Dist) for Theft of Electricity**

#### 1. Inspection undertaken

Your service connection bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/  
Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours  
by \_\_\_\_\_ with designation \_\_\_\_\_.

#### 2. Incriminating Points observed

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

#### 3. Nature of Offence reported

- A study of your past record of consumption discloses that the consumption being recorded by the Meter is unduly low taking into account the Connected Load, the number of hours of usage of electricity, the purpose for which you avail power, and related factors.
- These taken in conjunction with the above-mentioned factors indicate prima-facie that you are dishonestly abstracting/ consuming/using electricity and you are guilty of Theft of Electricity under Section 135 of the Electricity Act, 2003 owing to: *(Please tick whatever is applicable)*

#### 4. Hence your service connection was disconnected on .....

#### 5. Recovery of Loss of Revenue

Pending determination of the civil liability by the appropriate court u/s 154(5) of the Electricity Act, 2003 the Electricity charges due to the Company have been provisionally assessed at Rs \_\_\_\_\_, based on the Assessment Rules contained in Appendix XII and the provisions of clause 10 of the General Terms

and Conditions of Supply approved by the AP Electricity Regulatory Commission. The calculation sheets for the same are enclosed for your reference.

## **6. Future Course of Action**

If you wish to obtain a reconnection, you may pay 50% of the assessed amount of Rs. \_\_\_\_\_ + Supervision charges of Rs. \_\_\_\_\_ + Reconnection charges of Rs. \_\_\_\_\_ to the \_\_\_\_\_ (designated officer for payment of assessed amount), \_\_\_\_\_ for restoration of supply, and pay the balance 50% amount in installments.

In addition to and simultaneously with these assessment proceedings for recovery of electricity charges under Section 135 of the Act in accordance with clause 10 of the GTCS, the concerned Designated Officer of the Company will initiate proceedings against you for determination of civil liability under Section 154 of the Act and criminal liability under Section 135 of the Act for committing Theft of Electricity.

The amount paid by you pursuant to this provisional assessment will be adjusted against the civil liability to be determined by the Appropriate court as provided u/s 154(6) of the Act.

---

Designated Assessing Officer

Copy to:

Designated officer for payment of assessed amount  
Section officer

**Appendix VII  
Assessment Notice for Short Billing**

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

From \_\_\_\_\_ To \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Sub: - Assessment Notice of SC No. \_\_\_\_\_ Category \_\_\_\_\_ of \_\_\_\_\_  
(Dist) for Short Billing**

**1. Inspection undertaken**

Your service connection bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/  
 Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours  
 by \_\_\_\_\_ with designation \_\_\_\_\_.

**2. Incriminating Points observed**

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

**3. Nature of defect reported**

The above observations clearly establish that the Meter installed for your service connection is not functioning correctly. The MRT report reveals that the meter was recording less energy consumption. Hence Short billing was done for your service owing to defective meter.

**4. Value of assessed revenue loss**

In view of the above, the energy consumption during the period of defect in the Meter was assessed, as per clause 7.5.1 of the General Terms and Conditions of Supply and the details of the assessment are indicated below.

<b>Period</b>	<b>Connecte d Load / Contracte d Max Demand</b>	<b>Units Assessed</b>	<b>Units Recorded</b>	<b>Units short billed</b>	<b>Value of energy short billed at the normal Rate</b>	<b>Value of demand short billed</b>

The Revenue loss to the company has been assessed at Rs \_\_\_\_\_ for the period from ..... to .....

## 5. Payment of short billed amount

- 5.1. If you are agreeable to the assessed amount, you may pay the amount in full within 15 days from the Date of Service of this order. Further proceedings to recover the assessed amount will be closed only after the payment of the above assessed amount Rs. \_\_\_\_\_ in full, to \_\_\_\_\_ (Designated officer for payment of the assessed amount), in addition to the supervision charges Rs. \_\_\_\_\_
- 5.2. If you are not agreeable to the above assessment, you may make appropriate representation to \_\_\_\_\_ (Designated Officer for appeal) within 15 days from the date of this notice, who will dispose off your representation after giving opportunity to you for being heard if you so desire and mention the same in your representation.
- 5.3. In case there is no representation from you within 15 days from the date of service of this notice, the electricity charges payable by you shall be included as arrears in your subsequent CC bill.

---

Signature of the Designated Officer to issue Notice.

Copy to:

Designated officer for payment of assessed amount  
Section Officer  
Designated Appellate Authority

## Appendix VIII

### POWER FACTOR APPARATUS AND CAPACITOR SURCHARGE

#### 1). FOR H.T. AGRICULTURAL CONSUMERS

Every H.T. Agricultural Consumer using induction motors shall install L.T. Shunt capacitors of specified rating as given below:

S.No.	Rating of Individual Motor (in HP)	KVAR rating of L.T. Capacitors for various R.P.M. of motors			
		750 RPM	1000 RPM	1500 RPM	3000 RPM
1	Up to 50	15	15	12	10
2	60	20	20	16	14
3	75	24	23	19	16
4	100	30	30	24	20
5	125	39	38	31	26
6	150	45	45	36	30
7	200	60	60	48	40

#### 2). FOR L.T. CONSUMERS

Every L.T. Consumer using induction motors and welding transformers shall install L.T. Shunt Capacitors of specified rating as given below:

##### (a) Motors

Sl. No.	Rating of individual Motor (in HP)	KVAR rating of LT capacitors for various R.P.M			
		750 RPM	1000 RPM	1500 RPM	3000 RPM
1.	Upto 3	1	1	1	1
2.	5	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

**(b) Welding transformers**

Sl.No	Rating of Welding Transformer In KVA	Rating of Capacitor in KVAR
1	1	1
2	2	2
3	3	3
4	4	3
5	5	4
6	6	5
7	7	6
8	8	6
9	9	7
10	10	8
11	11	9
12	12	9
13	13	10
14	14	11
15	15	12
16	16	12
17	17	13
18	18	14
19	19	15
20	20	15
21	21	16
22	22	17
23	23	18
24	24	19
25	25	19
26	26	20
27	27	21
28	28	22
29	29	22
30	30	23
31	31	24
32	32	25
33	33	25
34	34	26
35	35	27

**NOTE**

1. New connections of LT Category V and under those categories wherever kWh tariff is applicable, shall not be given unless the capacitors of required ratings are installed.
2. If during inspection, no capacitor is found, or the capacitors already installed are found to be damaged or having defect or ceased to function, such consumer shall pay surcharge at the rate specified in the Tariff Order issued by the Commission from time to time.

3. Deleted<sup>36</sup>
4. In case the rated capacity of the induction motor or welding transformer falls in between the steps of the stipulated ratings, the capacitors suitable for the next higher step shall be installed by the consumer.
5. The failure on the part of the consumer to comply with the above requirement, shall be treated as violation of terms and conditions of the supply and the Licensee can terminate the contract and collect the sum equivalent to the minimum charges for the balance initial period of agreement, apart from disconnection of supply as provided in the Terms & Conditions of Supply.

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<sup>36</sup> Modified as per Proceedings APERC/Secy/96/2014 Dated:31.05.2014  
General Terms & Conditions of Supply

## **Appendix VIII (A)**

### **Notice for Rectification / Replacement of defective Capacitor**

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

From \_\_\_\_\_ To \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: - Notice of SC No. \_\_\_\_\_ Category \_\_\_\_\_ of \_\_\_\_\_ (Dist)  
for Capacitor Surcharge**

#### **1. Inspection undertaken**

Your service connection bearing No. \_\_\_\_\_ Category \_\_\_\_\_,  
Village/Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_  
hours by \_\_\_\_\_ with designation \_\_\_\_\_.

#### **2. Incriminating Points observed**

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

#### **3. Nature of Irregularity reported**

The above mentioned factors indicate prima-facie that the capacitors already installed by you are defective / ceases to function / not available. You are hereby called upon to rectify/ replace the capacitor and inform the fact of such replacement to \_\_\_\_\_ (Designated Officer) within 30 days from the date of this notice, failing which you will be liable to pay capacitor surcharge as per clause 12.1 of the GTCS.

\_\_\_\_\_  
Signature of the Designated Officer

Copy to:

Designated officer for payment of assessed amount  
Section officer

## Appendix VIII(B)

### Notice for Capacitor Surcharge

Lr.No. \_\_\_\_\_  
From \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dated: \_\_\_\_\_  
To \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: SC No. \_\_\_\_\_ Category \_\_\_\_\_ of \_\_\_\_\_ (Dist) \_\_\_\_\_  
Notice for Capacitor Surcharge**

**Ref: Notice dated \_\_\_\_\_**

#### 1. Inspection undertaken

Your service connection bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/ Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours by \_\_\_\_\_ with designation \_\_\_\_\_.

#### 2. Non Compliance with Notice

On finding that the capacitor(s) already installed by you are found to be defective / ceased to function/ not available, you have been informed in the notice cited to get the capacitor rectified / replaced with in 30 days from the date of inspection and intimate the fact to \_\_\_\_\_ (Designated Officer). You have not yet intimated the same.

#### 3. Levy of Surcharge

The above-mentioned factors indicate prima-facie that you are guilty of not replacing/ rectifying/ correcting the capacitor installed in your Premises. Hence the capacitor surcharge shall be levied on you as per the provisions under clause 12.1.1 of the General Terms and Conditions of Supply from the consumption month of \_\_\_\_\_ i.e., the month in which your service was inspected, till you confirmed the rectification/ replacement of the capacitor(s).

#### 4. Recovery of Electricity Charges

Apart from the above levy, it is inferred that the capacitor(s) were defective/ ceased to function/ not available from \_\_\_\_\_ (maximum period being one year before the date of inspection). Accordingly the surcharge payable for the retrospective period is worked out as follows.

Period	Total amount of electricity	Capacitor surcharge

The capacitor surcharge payable by you is Rs \_\_\_\_\_.

## **5. Future Course of Action**

- 5.1.If you are agreeable to the assessed amount, you may pay the amount in full immediately
- 5.2.If you have any objection for the above surcharge, you make your representation, if any to (Designated Officer for appeal) \_\_\_\_\_within 15 days from the date of this notice.
- 5.3.In case there is no representation from you within 15 days from the date of service of this order, your service shall be disconnected immediately on expiry of the notice period.

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Signature of the Designated Officer for issuing notice.

Copy to:

Designated officer for payment of assessed amount  
Section officer

## Appendix IX (A)<sup>37</sup>

### Notice for Regularization of Additional Load Detected

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_  
From \_\_\_\_\_ To \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: - Regularization of Additional Load - SC No. \_\_\_\_\_ Category \_\_\_\_\_ of \_\_\_\_\_ (Dist)**

#### 1. Inspection undertaken

Your service connection, bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/ Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours, by \_\_\_\_\_ with designation \_\_\_\_\_.

#### 2. Incriminating Points observed

**The Contracted Load \_\_\_\_\_ HP/kW**

**The Connected Load as per the Inspection \_\_\_\_\_ HP/kW**

**Excess of Connected Load over the Contracted Load \_\_\_\_\_ HP/kW**

The Additional Connected Load is Un-authorized hence, in this connection you are directed to regularize the additional connected load, partly or fully or to remove the additional load as per your requirement within 30 days from the date of service of this notice as per the clause 12.3.3 of GTCS.

For regularization of the required additional load, you are requested to pay the following charges at the rates mentioned below.

- a) Development charges \_\_\_\_\_ per HP/kW
- b) Security Deposit \_\_\_\_\_ per HP/kW
- c) Service line Charges \_\_\_\_\_
- d) Supervision Charges \_\_\_\_\_

For the regularization of the above full additional load i.e. \_\_\_\_\_, you are requested to pay the following charges within 30 days.

Service Line charges	Development Charges	Security Deposit
-	2000.0	400.0

If you opt to remove the additional connected load or part of additional connected load, you may make a representation to the Divisional Engineer/ Operation \_\_\_\_\_ within 15 days from the date of service of this notice.

<sup>37</sup> Modified as per Proceedings No. APERC/Secy/01/2012 Dated:07.03.2012  
General Terms & Conditions of Supply

In case there is no representation, your service will be disconnected immediately on expiry of the notice period of 30 days from the date of service of this notice and your service will remain under disconnection until the payments are received and additional Connected Load is regularized.

If any additional load is found connected during subsequent inspection penal provisions shall be invoked as per rules in vogue.

---

Signature of the Designated Officer

Copy to:  
Designated officer for payment of assessed amount  
Section officer

## Appendix IX (B)<sup>38</sup>

### Final Order for Regularization of Additional Load Detected

Final Order Serial Number \_\_\_\_\_

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

Persons present: \_\_\_\_\_

Office: \_\_\_\_\_

**Sub: - Final Order for Regularization of Additional Load - SC**  
**No. \_\_\_\_\_ Category \_\_\_\_\_ of \_\_\_\_\_ (Dist)**  
**Ref: -**

The service connection, bearing Number \_\_\_\_\_ of Category \_\_\_\_\_, is in the name of \_\_\_\_\_

#### 1. Inspection undertaken

The service connection, bearing No. \_\_\_\_\_ Category \_\_\_\_\_, Village/ Section \_\_\_\_\_ is running in the name of \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours, by \_\_\_\_\_ name \_\_\_\_\_ (designation).

#### 2. Incriminating Points observed

The Contracted Load \_\_\_\_\_ HP/kW

The Connected Load as per the Inspection \_\_\_\_\_ HP/kW

At the time of inspection, it is observed that the consumer utilizing supply for \_\_\_\_\_ purpose with connected load is \_\_\_\_\_ watts, but sanction load is \_\_\_\_\_ watts. Hence excess of \_\_\_\_\_ non sanction load over the Contracted Load \_\_\_\_\_ HP/kW.

Additional information, if any:

\_\_\_\_\_  
\_\_\_\_\_

#### 3. Outcome of Provisional Assessment

Provisional Assessment Notice for Regularization of Additional load of \_\_\_\_\_ was communicated to the Consumer vide letter cited requesting the consumer to pay the Charges of Rs. \_\_\_\_\_ for regularization of full additional load. If the consumer opts to remove the additional connected load or part of additional connected load, he may make a representation to the Divisional Engineer / Operation \_\_\_\_\_ within 15 days from the date of service of the Notice.

<sup>38</sup> Modified as per Proceedings No. APERC/Secy/01/2012 Dated:07.03.2012  
General Terms & Conditions of Supply

#### 4. Consumer Representation on Provisional Assessment

The Consumer has raised / objections against the notice for regularization of additional load detected vide his/ her letter dated \_\_\_\_\_ and also during the personal hearing. The main contentions of the consumer are as follows:

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#### 5. Final Assessment

Based on the averments of the consumer and considering all the relevant aspects and the circumstances I am satisfied that the Consumer has committed un-authorized use of electricity in terms of clause 12.3.3 of GTCS and is liable to pay charges to the Company as per clause 5.3 of the General Terms and Conditions of Supply.

I finally confirm the additional load at the premises is \_\_\_\_\_ and you are requested for payment of Development charges of Rs. \_\_\_\_\_ Security Deposit of Rs. \_\_\_\_\_+ Rs. \_\_\_\_\_ towards supervision charges. The consumer is therefore requested to pay the sum of Rs. \_\_\_\_\_ less the amount already paid if any in this regard to the \_\_\_\_\_ (designated officer) within 30 days of issue of this order, failing which the supply to your premises will be disconnected without any further notice and the service will be continued to be under disconnection and other steps will be taken to recover the amount from the Consumer. Further if you have opted for removal of additional connected load and if additional connected load is found during subsequent inspection such consumer shall not be given option again for removal and you have to pay the required development charges and additional consumption deposit, failing which supply will be disconnected.

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Signature of the Designated Officer

To

---

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Through

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Copy to:

Assistant Engineer /Op/ \_\_\_\_\_

(He is requested to serve the order to the consumer and obtain the dated acknowledgement from the consumer and communicate the same to this office)

The Assistant Divisional Engineer / Op/\_\_\_\_\_

The AAO/ERO/\_\_\_\_\_

(He is requested to acknowledge the receipt of this order and intimate the action taken for realization of the amount. The amount already paid by the consumer in this regard may be deducted and the balance amount only recovered. The realization particulars may be furnished to this office early.)

Copy submitted to

The Superintending Engineer / Op/\_\_\_\_\_

Copy to

Inspecting Officer

**Appendix X**  
**Final Assessment Order**  
**(on Un-authorized use of electricity u/s 126)**

Final Assessment Order Serial Number \_\_\_\_\_

Lr. No. \_\_\_\_\_ Dated: \_\_\_\_\_

Persons present: \_\_\_\_\_

Office: \_\_\_\_\_

**Sub: - Final Assessment Order of SC No. \_\_\_\_\_ Category \_\_\_\_\_ of  
\_\_\_\_\_ (Dist)**

**Ref: -**

The Service Connection Number \_\_\_\_\_ of Service Category \_\_\_\_\_  
is in the name of \_\_\_\_\_.

**1. Inspection undertaken**

The service connection bearing No. \_\_\_\_\_ of Category \_\_\_\_\_,  
Village/Section \_\_\_\_\_ was inspected on \_\_\_\_\_ at \_\_\_\_\_ hours  
by \_\_\_\_\_, name \_\_\_\_\_ (designation).

**2. Incriminating Points observed**

- i) \_\_\_\_\_
- ii) \_\_\_\_\_
- iii) \_\_\_\_\_

Additional information, if any:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 3. Outcome of Provisional Assessment

Provisional Assessment Order for Recovery of Electricity Charges was communicated to the Consumer vide letter cited assessing the electricity charges due to the Company at Rs. \_\_\_\_\_ and the Consumer was asked to pay Rs. \_\_\_\_\_ towards 50% of the provisional assessment + Supervision charges of Rs. \_\_\_\_\_, if the consumer desired continuance of supply and also to make a representation to the Assessing Officer in case the consumer has any objection to the Provisional Assessment Order. The supply (was disconnected on ..... for non-payment of this amount)/(continued pursuant to payment of this amount on .....).

### 4. Consumer Representation on Provisional Assessment

The Consumer has raised / objections against the Provisional Assessment Order vide his / her letter dated \_\_\_\_\_. and also during the personal hearing. The main contentions of the consumer are as follows:

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### 5. Final Assessment

Based on the averments of the consumer and considering all the relevant aspects and the circumstances I am satisfied that the Consumer has committed un- authorized use of electricity in terms of section 126 of the Act and is liable to pay charges the Company as per clause 9.3.5 of the General Terms and Conditions of Supply. Accordingly a re-assessment was made.

I finally confirm the liability for payment of electricity charges at Rs. \_\_\_\_\_ + Rs. \_\_\_\_\_ towards supervision charges. The Consumer is therefore called upon to pay the sum of Rs. \_\_\_\_\_ + Rs. \_\_\_\_\_ less the amount already paid if any in this regard in the \_\_\_\_\_ (designated officer for payment of assessed amount) within 30 days of issue of this order, failing which the supply to your premises will be disconnected without any further notice the service will be continued to be under disconnection and other steps taken to recover the amount from the Consumer.

The calculation sheet for arriving at the amount of Rs.....is herewith enclosed.

Further an Appeal on this Order lies with \_\_\_\_\_, who is the Appellate Authority in this regard. A memorandum of appeal may be filed within 30 days from the date of receipt of this order along with a payment of Rs \_\_\_\_\_, accompanied by a fee of Rs \_\_\_\_\_ as per the provisions of the APERC (Filing of Appeal before the Appellate Authority) Regulation, 2004 (No.2 of 2004).

\_\_\_\_\_  
Signature of the Designated Assessing Officer

To

\_\_\_\_\_  
\_\_\_\_\_.

Through

\_\_\_\_\_

Copy

Assessing Officer

Overall geographical head

Designated Section officer (He is requested to serve the order to the Consumer and obtain the dated acknowledgement from the Consumer and communicate the same to this office)

Designated officer for payment of assessed amount (He is requested to acknowledge receipt of this order and intimate the action taken for realization of the amount. The amount already paid by the Consumer in this regard may be deducted and the balance amount only recovered. The realization particulars may be furnished to this office early.)

## Appendix XI

### Procedure for fixing service connection cable and Meter Box/Cut-out/ MCB (OH/UG) in the premises of consumer under LT categories (Except Agricultural and street lighting)

1. The consumer at his cost shall provide the service connection cable. The cable shall be of appropriate size / quality specified in the table below. There shall be no joints in the cable from the point of tapping from overhead line/ pillar box outside the premises, up to the meter terminal cover.

#### STANDARDS OF SERVICE CONNECTION CABLE

Contracted Load	Size of cable	Specification of Materials	Size of Bearer wire
Up to 1 kW	2.5 Sq. mm	Insulation: PVC or XLPE single core unarmored, PVC Sheathed, Conductor: Aluminium Stranded Make: Any ISI Certified	Stranded GI wire 7/20 SWG
1 kW Up to 3 kW	4.0 Sq. mm		
3 kW Up to 5 kW	6.0 Sq. mm		
5 kW Up to 15 kW	10.0 Sq. mm	Insulation PVC or XLPE single core armoured & Conductor: Aluminium Stranded, Make: Any ISI Certified	Stranded GI wire 7/16 SWG
15 kW Up to 30 kW	25.0 Sq. mm		
30 kW Up to 56 kW	50.0 Sq. mm		

2. The point of entry service connection cable into the building i.e., the point of anchoring the cable shall be at a height not less than 15 feet from the ground.
3. The service connection cable should enter building from entrance side of the premises and not from the rear side.
4. Wooden/ Plastic cleats should be provided to separate the wires of single core cables. The span of the over-head cable connection shall not be more than 30 meters from the pole to the service pipe. Where the span is more than 30 meters, the consumer has to provide a room at the entrance gate for housing the Company's meter and MCB/ cutout. The point of commencement of supply shall be in this room and the consumer has to provide his own line after this point duly following the Indian Electricity Rules, 1956<sup>39</sup> in this regard.
5. From the point of anchoring at the building the service connection wire shall be run preferably in a flexible or rigid metallic conduit or GI pipe with necessary bends and couplings and it should terminate

<sup>39</sup> Subject to sub-section 2 (c) of Section 185 of the Act  
General Terms & Conditions of Supply

into the meter box with necessary couplings so that the pipe or metallic conduit cannot be pulled out of the box.

6. The piping should be run on the walls, and should be visible through out the run. The piping should not be concealed in roof or walls.
7. The meter and Cutout/ MCB will be housed in a meter box to be provided by the consumer. The meter box should be made with a good quality of wood (preferably teakwood)/ steel/ synthetic material. The top half of the door of the box shall be provided with a glass to facilitate the meter reading and the box shall have the provision for sealing arrangement. The box should conform to the standard sizes specified hereunder:

#### **STANDARD OF METER BOXES**

<b>Type of service and meter</b>	<b>Size of Box</b>
Single Phase – 2.5 – 10 A	35 x 25 x 20 Cm
Single Phase – 5.0 – 20 A	
Three Phase – 10 A	50 x 30 x 20 Cm
Three Phase – 30 A	

8. Meters shall be installed according to the convenience of accessibility or reading and inspection at any time.

To enable easy accessibility, reading and inspections and to enable issue of bills to the consumers promptly, the Licensee shall have a right to install meters for LT consumers at a suitable location as the Licensee considers it necessary, including in the boxes mounted on the poles. This shall be subject to the provisions of the Regulation of the CEA under section 55 read with Section 177 (2) (c) of the Electricity Act, 2003.

In respect of meters boxes mounted on the poles, the designated officer of the Licensee should inform the consumer at the time of meter reading so that the consumer has the opportunity to be present and see the meter reading.

In respect of the meters installed within the premises of the consumers, the meter box should be fixed at a height of not more than about 5' in the first room/verandah etc., located at the entrance of the building to enable easy reading of the meter. In such cases, it shall be the consumer's responsibility to ensure the safety of the main meter as well as the check meter, if any.

9. The meter box should be fixed on the wall and should project outside. The meter box should not be flushed in the wall.
10. Individual service connection cables should be provided from the overhead mains for each consumer, except in the case of multi-storied complexes where special arrangements are made for housing the meters of all

consumers at a single place under the sanction given by the authority. The permission of the designated officer should be taken if a common service cable is to be provided for a group of consumers in normal cases.

11. In the case of multi-storied complexes, the arrangements for providing the service connection cable from the distribution transformer and special arrangements for providing the LT- bus bar and for fixing the meters/ MCB of all the consumers should be specified in detail in the estimate sanctioned by the designated officer. The entire cost of such arrangements is to be borne by the consumers.
12. The works of laying service connection cable, fixing of Meter Box, Cut out / MCB shall be got done by the consumer through a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.
13. An earth electrode shall be provided by the consumer in the premises as near as possible to the meter box/ bearer wire anchor point. The consumer shall get this work done through a licensed electrical contractor.
14. Standard GI wire of size specified above shall be used to support the service cables. The bearer wire should be earthed at the Company's line support as well as the earth electrode in the consumer's premises.
15. The designated officer of the Company shall fix the meter in the meter box and also connect the service cable (brought into the meter box) first to the meter and from meter to the consumer's cut-out/ MCB and seal terminal cover and meter box. No charges will be collected from the consumer for fixing the Company's meter and for release the service connections.

## Annexure XI (I)

### Guidelines to be followed for Energy Efficient Installation

1. The new agricultural pumping system shall be equipped with Mono-blocks having ISI marks, or submersible motors of ISI marks or pumps and motor of proper HP having ISI marks. The minimum efficiency of the pump should be 60% and the minimum efficiency of the Mono-block should be 50%.
2. The HP of the pump set shall conform to the guidelines issued under IS 10804 – 1986. The pump set installation shall conform to the guidelines issued under IS10804 – 1986. The Horsepower of the pump set to be used at different discharges and heads, as per ISI 10804 – 1986 is given in Annexure XI (III).
3. The maximum discharge required for irrigation of different acreage is given in Annexure XI (II).

Piping system for suction and delivery lines should be selected in such a way that the frictional losses are kept at minimum level as specified in IS10804/86.

The R.P.V.C pipes should be snow white. The sizes indicated below shall be preferably used.

Size of pipe (Outer Diameter)	Maximum permissible rates Lit/Sec
75 mm	10.5
90 mm	18.0
110 mm	30.0

The size of RPVC pipe and GI pipe to be used for different discharges as per IS10804/1986 is also given in Annexure XI (III).

The foot valve or reflex valve should have the least frictional losses with K- Value less than 0.8. In case of bore wells the K-Value would be less than 1.2, as per IS 10805 – 1984.

### Annexure XI (II): Rate of discharge for Irrigation of different acreage

A = Area of land to be Irrigated in acres	Q = Discharge in liters/ Second
1.0	1.57
1.5	2.361
2.0	3.18
2.5	3.935
3.0	4.722
3.5	5.509
4.0	6.296
4.5	7.083
5.0	7.87
6.0	9.444
7.0	11.018

<b>A = Area of land to be Irrigated in acres</b>	<b>Q = Discharge in liters/ Second</b>
8.0	12.592
9.0	14.144
10.0	15.74
11.0	17.31
12.0	18.888
13.0	20.62
14.0	22.036
15.0	23.61
16.0	25.18
17.0	26.758
18.0	28.332
19.0	29.906
20.0	31.480

Note: The rate of discharge is calculated using the formula indicated below. (The above Discharge is sufficient for paddy crop. Other crops require relatively lesser Discharge) Rate of discharge Q (in Lts./Sec) =  $(28 * A * I)/(R * T)$

Where

- A = Area of land to be irrigated in hectares (1 hec = 2.471 Acres)
- I = Intensity of irrigation in cms for a particular crop (I = 10 cms)
- R = Rotation period i.e. No of days between two irrigation (R = 12)
- T = Time of operation of pump set in service per day (T = 6 hrs)

## Annexure XI (III)

### Ratings of Motor for Different Heads and Discharges

Static head in Meters	Discharge in liters/second	4	6	8	10	12	14	16	18	20	22	24	26	28	30
	RVPC Pipe size in	63	63	75	75	90	90 mm	90	90	110	110	110	110	110	110
	GI Pipe size in mm	50	65	65	80	80	80	100	100	100	100	100	100	100	100
6		0.75	1.50	1.50	2.00	2.00	3.00	3.00	5.00	3.00	5.00	5.00	5.00	5.00	5.00
8		1.00	1.50	2.00	3.00	3.00	3.00	5.00	5.00	5.00	5.00	5.00	7.50	7.50	7.50
10		1.50	2.00	3.00	3.00	5.00	5.00	5.00	5.00	5.00	7.50	7.50	7.50	7.50	7.50
12		2.00	3.00	3.00	5.00	5.00	5.00	7.50	7.50	7.50	7.50	7.50	10.00	10.00	10.00
14			3.00	5.00	5.00	5.00	7.50	7.50	7.50	7.50	7.50	10.00	10.00	10.00	12.50
16			5.00	5.00	5.00	7.50	7.50	7.50	10.00	10.00	10.00	10.00	12.50	12.50	12.50
18				5.00	7.50	7.50	7.50	10.00	10.00	10.00	10.00	12.50	12.50	15.00	15.00
20				7.50	7.50	7.50	10.00	10.00	12.50	10.00	12.50	12.50	15.00	15.00	20.00
22				7.50	7.50	10.00	10.00	10.00	12.50	12.50	12.50	15.00	15.00	20.00	20.00
24				7.50	10.00	10.00	10.00	12.50	15.00	12.50	15.00	15.00	20.00	20.00	20.00
26					10.00	10.00	12.50	12.50	15.00	15.00	20.00	20.00	20.00	20.00	
28						12.50	12.50	15.00	20.00	20.00	20.00	20.00	20.00	20.00	
30	0					12.50	15.00	15.00	20.00	20.00	20.00	20.00			
32						12.50	15.00	15.00	20.00	20.00	20.00				
34						15.00	20.00	20.00							
36							20.00	20.00							
38							20.00								

## **Appendix XII**

### **Detailed Assessment Rules**

Note:

For the purpose of the Assessment Rules:

- (i). the term 'Rural' is applicable for all places below the Mandal headquarters,
- (ii). the term 'Urban' is applicable for all cities and towns up to Mandal headquarters.

(iii). **"Load utilization factor"** = 
$$\frac{\text{Total kWh consumed in the Month}}{(\text{Connected Load in kW} * \text{Total hours consumed in the Month})}$$

**"Load Utilization Factor" means the product of Load Factor and Demand Factor.**

**Where Load Factor = Average Load/ Maximum Demand**

**Demand Factor = Maximum Demand / Connected Load**

**Average Load = Total kWh consumed in the Month/ Total hours consumed in the Month.**

## **Annexure XII (I) (A)<sup>40</sup>**

### **Computation of assessed amount for cases of Unauthorized Use of Electricity by HT consumers**

The demand and energy consumed during the period of unauthorized use of electricity shall be calculated as follows:

#### **Demand**

For the purpose of assessment of maximum demand for the month, contracted demand of the consumer or 60% of the connected load or recorded maximum demand at the time of inspection, whichever is higher shall be considered.

#### **Energy Charges**

Energy consumed per month shall be worked out as under:

##### **A1.1 Industrial (HT-I):**

Energy consumed per month = Demand in kVA \* Power Factor \* Load Utilization factor \* Number of shifts per day \* Number of hours per shift \* Number of working days in the month

= Demand in kVA \* 0.95 \* 1 \* Number of shifts per day \* 8 hours \* 25 or 30 days

##### **A1.2 Non Industrial (HT-II):**

Energy consumed per month = Demand in kVA \* Power Factor \* Number of working hours per day \* Number of working days in the month

Provided that the number of working hours per day shall be between 16 and 24 depending on the nature of use and the number of working days shall be between 25 and 30.

##### **A1.3 Agricultural (HT-IV):**

When flat rate tariff is in force: Energy assessment is not required.  
where metered tariff is applicable:

Energy consumed per month = Demand in kVA \* Power Factor \* Load Utilization Factor \* Number of working hours per day \* Number of working days in the month

= Demand in kVA \* 0.95 \* 1 \* No. of working hours per day \* 30 days

##### **A1.4 Railway Traction (HT-V):**

Energy consumed per month = Demand in kVA \* 0.95 \* 0.5 \* 24 hours \* 30 days

##### **A1.5 Township and Colonies (HT-VI):**

Energy consumed per month = Demand in kVA \* 0.95 \* 0.3 \* 24 hours \* 30 days

Applicable demand and energy charges on account of theft of electricity by HT consumers would be based on special rates as per section 126(6) of the Act and shall be recovered as provided in clauses 9.2 to 9.5 of the GTCS.

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<sup>40</sup> Modified as per Proceedings No.APERC/Secy/02/2009 Dated:23.01.2009  
General Terms & Conditions of Supply

## **Annexure XII (I) (B)<sup>41</sup>**

### **Computation of Assessed Amount for Cases of theft of Electricity by HT consumers**

The demand and energy consumed during the period of theft of electricity shall be calculated as follows:

#### **Demand**

For the purpose of assessment of maximum demand for the month, contracted demand of the consumer or 60% of the connected load or recorded maximum demand at the time of inspection, whichever is higher, shall be considered.

#### **Energy Charges**

Energy consumed per month shall be worked out as under:

##### **A1.1 Industrial (HT-I):**

Energy consumed per month = Demand in kVA \* Power Factor \* Load Utilization factor \* Number of shifts per day \* Number of hours per shift \* Number of working days in the month

= Demand in kVA \* 0.95 \* 1 \* Number of shifts per day \* 8 hours \* 25 or 30 days

##### **A1.2 Non Industrial (HT-II):**

Energy consumed per month = Demand in kVA \* Power Factor \* Number of working hours per day \* Number of working days in the month

Provided that the number of working hours per day shall be between 16 and 24 depending on the nature of use and the number of working days shall be between 25 and 30.

##### **A1.3 Agricultural (HT-IV):**

When flat rate tariff is in force: Energy assessment is not required. where metered tariff is applicable:

Energy consumed per month = Demand in kVA \* Power Factor \* Load Utilization Factor \* Number of working hours per day \* Number of working days in the month

= Demand in kVA \* 0.95 \* 1 \* No. of working hours per day \* 30 days

##### **A 1.4 Railway Traction (HT-V):**

Energy consumed per month = Demand in kVA \* 0.95 \* 0.5 \* 24 hours \* 30 days

##### **A1.5 Township and Colonies (HT-VI):**

Energy consumed per month = Demand in kVA \* 0.95 \* 0.3 \* 24 hours \* 30 days

The charges payable by the person committing theft of electricity shall be 3 times normal rates for demand/energy charges or 3 times the flat rate tariff as the case may be, and shall be recovered as provided in clauses 10.2 to 10.4 of the GTCS.

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<sup>41</sup> Modified as per Proceedings No.APERC/Secy/02/2009 Dated:23.01.2009  
General Terms & Conditions of Supply

**Annexure XII (II)**  
**Assessment Rules for Cases of Cases of Unauthorized Use of Electricity**  
**& Theft of Electricity in LT I**

A2.1 Domestic (LT-I)

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Fridge, Cordless Telephone	30%	24	18	30
Moderately Heavy Usage Load	Bulb, Tube light, Fan, Television,	25%	24	18	30
	AC, Cooler	40%	10	8	30
Infrequent Usage Load	Geyser, Water heater, Motor, Mixer, Grinder, Oven, Microwave, Washing machine, Computer, Cooking range, Music system, Iron, Water Purifier	100%	1	1	30

## Annexure XII (III)

### Assessment Rules for Cases of Cases of Unauthorized Use of Electricity & Theft of Electricity in LT II

#### A3.1 Hotel/ Mess

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers (separate for each room)	100%	12	8	30
Moderately Heavy Usage Load	Stove and other related items	100%	6	4	30
Infrequent Usage Load	Flood lights, Sign boards, Pumpsets etc.,	100%	4	3	30

#### A3.2 Lodges

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers (separate for each room)	80%	10	6	30
Moderately Heavy Usage Load					
Infrequent Usage Load	Water pump, signboards	100%	5	2	30
	Geysers (separate for each room)	100%	2	2	30

#### A3.3 Jewellery Shop

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Compact Fluorescent light, Tube light, Filament Light, Other Lights, Fans, Coolers, ACs, Refrigerators	80%	12	4	25
Moderately Heavy Usage Load					
Infrequent Usage Load	Flood lights, Sign boards	100%	6	4	25

#### A3.4 Cloth Shop /Departmental Store

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Compact Fluorescent light, Tube Light, Filament Light, Other lights, Fans, Coolers, ACs, Refrigerators	80%	12	6	25
Infrequent Usage Load	Flood lights, Sign boards	100%	5	3	25

#### A3.5 Flour Mills

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Motor load, Filament light, Tube light, Other lights, Fans	80%	8	4	25
Infrequent Usage Load					

#### A3.6 Educational Institutions

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs, Water coolers, Computer	80%	12	8	25
Infrequent Usage Load	Water Pump	100%	4	2	25

Note: Time period must be restricted to not more than 250 days for education institutions, except for coaching classes

A3.7 Computer Institutions, Cyber cafes, Internet centers

Type Of Load	Indicative List Of Appliances	Load Utilisation Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Computers, Filament light, Tube Light, Other lights, ACs	80%	15	6	30
Moderately Heavy Usage Load					
Infrequent Usage Load					

A3.8 Hospitals

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	15	10	30
Moderately Heavy Usage Load					
Infrequent Usage Load	Water pump, Operation theatre lighting and lab, Sign Board	100%	6	3	30
	ECG, Sterilizer, etc	80%	3	1	30

A3.9 Photo Studio/ Development Center

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, tube light and other lights, Fans, coolers (separate for each room), Photo development equipment	80%	6	4	25
Infrequent Usage Load	Photo flash, Sign- board	80%	4	2	25

### A3.10 Developing and Printing

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Tubelights, AC, Processing	80%	10	6	25
Infrequent Usage Load	Sign-board	80%	6	4	25

### A3.11 Cables T.V Network

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Computer	100%	24	18	30
Moderately Heavy Usage Load	Filament light, Tube light, Other lights	80%	12	8	30
	Fans, Coolers, ACs	80%	10	6	30
Infrequent Usage Load					

### A3.12 Bakery

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Oven, Filament light, Tube light, Other lights, Fans	80%	12	8	30
Moderately Heavy Usage					
Infrequent Usage Load	Micro Oven	100%	4	2	30

A3.13 Diagnostics Lab

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	12	6	30
	Medical equipment	80%	4	2	30
Infrequent Usage Load					

A3.14 Hostels

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs, Freezers	80%	12	10	30
Infrequent Usage Load	Electric Stoves, Geysers, Water Motors	100%	4	4	30

Note: Total number of days per annum may be limited to 300 days

A3.15 Godown

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Security Lights	100%	12	12	30
	Fans, ACs, Coolers	80%	8	4	30
Infrequent Usage Load	Filament light, Tube light, Other lights	80%	6	4	30

A3.16 Marriage/ Community Halls

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, coolers, AC	80%	10	6	20
	Geysers, Electronic stoves	80%	10	6	20
Infrequent Usage Load	Decorative Lights	100%	6	6	20
	Water pump	100%	6	2	20

Note: Per year usage in urban areas is 6 months and that in rural areas is 4 months

A3.17 Work Shops

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs, Welding, drilling, lathe and grilling	80%	10	4	25
Infrequent Usage Load	Water Pump	80%	2	1	25

A3.18 Xerox - PCO center

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	12	6	25
Moderately Heavy Usage Load					
Infrequent Usage Load	Xerox machine	60%	6	2	25

A3.19 Office/ Banks

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs, Computers	80%	12	12	25
Infrequent Usage Load	Water Motor	100%	2	2	25

A3.20 Tailor Shop

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Sewing Machine	80%	8	3	25
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	10	4	25
Infrequent Usage Load	Electric iron	100%	3	2	25

A3.21 Barber Shop

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	60%	12	6	30
Infrequent Usage Load	Hair dryer	60%	4	1	30

A3.22 Cold Drink Shops (during peak season i.e., March to June)

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Freezers, Bottle coolers, Refrigerators	80%	15	8	30
Moderately Heavy Usage Load	Lights, Fans	80%	12	8	30
Infrequent Usage Load					

Note: Off season – 8 months from July to February (60% of consumption of the season period)

A3.23 Petrol Pumps

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Tube light, Filament light, Fluorescent light, Fans, ACs, Water cooler, Motor	80%	12	8	30
Infrequent Usage Load	Pump	80%	10	4	30

A3.24 Printing/ Litho Press

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights	80%	10	4	25
	Motor	80%	8	4	25
Infrequent Usage Load	Paper Cutting Machines	100%	2	1	25

A3.25 Bar

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Refrigerators, Bottle cooler, Freezers	80%	24	18	30
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	12	8	30
Infrequent Usage Load	Water Pump, Light Bar, Geyser, Oven	100%	4	2	30

A3.26 General Stores

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Filament light, Tube light, Other lights, Fans, Coolers, ACs	80%	12	8	30
Infrequent Usage Load					

A3.27 Advertisement Hoarding

Type Of Load	Indicative List Of Appliances	Load Utilization Factor	Number of hours of usage per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Tube light, Fluorescent lamp	100%	12	12	30
Infrequent Usage Load					

**Annexure XII (IV)**  
**Assessment Rules for Cases of Unauthorized Use of Electricity & Theft of Electricity in LT III**

A4.1 Work Shop

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lathe machine, Welding machine, Lights, Fans	60%	8	4	25
Infrequent Usage Load	Grinding machine, Cutter, Drilling machine	80%	4	4	25

A4.2 Flour Mills

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Main motors, Lights, Fans	60%	8	4	25
Infrequent Usage Load					

A4.3 Ice Factory (Season Period)

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Water motors, Compressor, Lights, Fans	100%	8*	4*	30
Infrequent Usage Load	Auxiliary Load	20%	5	2	25

\* Usage per day can vary from 16 to 24 hours depending on the number of shifts

Note: Season period is for 4 months from March to June

Off-season is for 8 months from July to February (60% of consumption of the season period)

#### A4.6 Mini Rice Mill

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Paddy cleaner, Main motors, Lift, Lights, Fans	80%	8	6	25
Infrequent Usage Load					

#### A4.7 Mini Oil Mill

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Main motors (Oil crushing etc.), Lights, Fans	80%	8	6	25
Infrequent Usage Load					

#### A4.8 Slab Polishing Machine

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
Infrequent Usage Load	Polishing machine	80%	6	6	25
	Cutting machine	80%	4	4	25
	Edge-cutting machine, Polishing machine, Water motors	80%	3	3	25

#### A4.9 Saw Mills

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Main motors (wood cutting or Hacksaw)	80%	6	4	25
Infrequent Usage Load	Lights, Fans	80%	4	4	25

A4.10 Poultry farms Above 50 HP

Type Of Load	Indicative List of Appliance/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Feed-mixer, Lights, Fans	60%	8	8	30
Infrequent Usage Load	Water motors	100%	3	3	30

A4.11 Poultry Farms Below 50 HP

Type Of Load	Indicative List of Appliance/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	60%	8	8	30
Infrequent Usage Load	Water motors	80%	3	3	30

A4.12 Poultry Farms Below 1000 Birds

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	60%	8	8	30
Infrequent Usage Load					

A4.13 Power Looms Above 50 HP

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
Infrequent Usage Load	Main motors	80%	4	4	25

A4.14 Power Looms Below 50 HP

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Main motors, Lights, Fans	80%	8	6	25
Infrequent Usage Load					

A4.15 Leather Industry

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Washing machine, Cleaning machine, Lights, Fans	80%	8	8	25
Infrequent Usage Load	Water motors, Stitching machine	80%	3	3	25

A4.16 Ceramic Factory & Tile Industry

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Furnace	80%	8*	8*	30
Moderately Heavy Usage Load	Moulding machine, Crusher, Kiln, Lights, Fans	80%	8	8	25
Infrequent Usage Load	Water motors, Cutting machine	80%	4	4	25

\* Usage per day can vary from 8 to 24 hours depending on the number of shifts

A4.17 Plastic Industry

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Extruder, Moulding machine, Heater, Cooling water pump, Drawing machine, Lights, Fans	80%	8	8	25

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Infrequent Usage Load	Mixer, Grinder, Borewell, Cutter	80%	2	2	25

#### A4.18 Chemical Factory

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Refrigerator	80%	8	8	30
Moderately Heavy Usage Load	Crusher, Powdering machine, Mixer, Heater, Lights, Fans	80%	6	6	25
Infrequent Usage Load	Water motors, Packing motors	80%	3	3	25

#### A4.19 Aluminium Industry

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Furnace	80%	8*	8*	30
Moderately Heavy Usage Load	Moulding machine, Lights, Fans	80%	8	8	25
Infrequent Usage Load	Water motor, Cutter	80%	4	4	25

\* Usage per day can vary from 8 to 24 hours depending on the number of shifts

#### A4.20 Brick Industry

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
	Moulding machine, Heater	80%	6	6	25
Infrequent Usage Load	Water motor	80%	3	3	25

#### A4.21 Milk Chilling/ Ice-cream/ Dairy Factory

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Cold storage	80%	8*	8*	30
Moderately Heavy Usage Load	Freezers, Lights, Fans	80%	8	8	30
Infrequent Usage Load	Water motor	80%	4	4	30

\* Usage per day can vary from 8 to 24 hours depending on the number of shifts

#### A4.22 Bakery Industry

Type Of Load	Indicative List of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Refrigerator	80%	8	8	30
	Oven, Lights, Fans	80%	4	4	30
Infrequent Usage Load	Water motor, Slice cutter, Mixer	80%	2	2	30

#### A4.23 Aquaculture/ Pisciculture

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Water Motor, Aerators, Lights, Fans	80%	9	9	20
Infrequent Usage					

### MAJOR INDUSTRIES

#### A4.24 Rice Mills (Season Period)

Type Of Load	Indicative List Of Appliances/ Equipment	Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Cleaner motor, lift motors, heater, etc.	80%	8	8	25
	Lights, Fans	80%	6	6	25
Infrequent Usage Load	Water motor	80%	4	4	25

A4.25 Rice Mills (Off-Season Period)

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilization Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load					
Infrequent Usage Load	Water motor, Cleaner motor, Lift motors, Huller, Lights, Fans	80%	4	4	25

A4.26 Oil Mills & Dal Mills

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Oil crusher motor, Lights, Fans	80%	8	8	25
Infrequent Usage Load	Decoldicator	80%	4	4	25

A4.27 Granite Industry

Type Of Load	Indicative List of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
	Polishing motor, Center cutting	60%	6	6	25
Infrequent Usage Load	Water motor, Edgecutting	60%	3	3	25

A4.28 Stone Polishing

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
	Polishing motor, Center cutting machine	80%	6	6	25
Infrequent Usage Load	Water motor, Cutter, Edge-cutting motor	80%	3	3	25

A4.29 Steel mills

Type Of Load	Indicative List of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load	Furnace	80%	8	8	25
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
Infrequent Usage Load	Sharing, Cutting, Bending machines	80%	3	3	25

A4.30 Stone Crusher

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
	Main crusher, Motor, Conveyor belt	80%	6	6	25
Infrequent Usage Load					

A4.31 Steel Re-rolling Mills

Type Of Load	Indicative List Of Appliances/ Equipment	Load Utilisation Factor	Number of hours per shift per day		Number of days of usage per month
			Urban	Rural	
Heavy Usage Load					
Moderately Heavy Usage Load	Lights, Fans	80%	8	8	25
	Drawing machine	80%	6	6	25
Infrequent Usage Load	Water motor	80%	3	3	25

## Annexure XII (V)

### Assessment Rules for Cases of Unauthorized Use of Electricity & Theft of Electricity for LT VI to VIII

Category	Load Utilization Factor	Number of hours of usage per day		Number of days per month
		Urban	Rural	
LT-I	20%	24	24	30
LT-II	80%	12	8	25 or 30 as the case may
LT-III & LT-IV	80%	1 shift ⇒ 8 hours 2 shifts ⇒ 16 hours 3 shifts ⇒ 24 hours	1 shift ⇒ 8 hours 2 shifts ⇒ 16 hours 3 shifts ⇒ 24 hours	25 or 30 as the case may be
LT-V	80%		9	30 * Number of crops
LT-VI	100%	10 (7 pm to 6 am)	10	30
LT-VII				
i) Places of worship	70%	6	6	30
ii) Govt schools, hostels, marriage halls & charitable institutions	80%	8	8	25 or 30 as the case may be
LT-VIII	100%			30

## Annexure XII (VI)

### Assessment Charges for LT V (Agricultural Consumers)

S.No	Nature of Irregularity by the	Mode of Charging
1	Unauthorized use of electricity defined in General Terms & Conditions of Supply	Rs 300/- per HP per annum or part thereof, as the case may be
2	Theft or direct connection by prospective consumers	Rs 1000/-per HP per annum.

## Annexure XII (VII)

### Guidelines for Computation of the Assessed Amount

Guidelines for Computation of the assessed amount for Cases of Unauthorized Use of Electricity, Theft of Electricity, Short-billing, Development Charges and Capacitor Surcharge have been explained below:

### Annexure XII (VII) (A)

#### Guidelines for Assessment of Cases of Unauthorized Use of Electricity

##### (I) Usage of electricity for purposes other than the sanctioned purpose

	Unit of measurement	Formula <sup>42</sup>
Total consumption recorded during the month	Units	A
Tariff for the category for which supply is sanctioned.	Rs per Unit	B
Tariff for the category for which supply is having misused.	Rs per Unit	C
Special rate applicable	Rs per Unit	$D = (2 * C)$
Value of Energy misused	Rs.	$E = A(D - B)$
Supervision charges	Rs	F
<b>Total Charges payable</b>		<b>G = E + F</b>

##### (II) Unauthorised extension of supply to other premises

	Unit of measurement	Formula <sup>42</sup>
Load misused	KW	A
Total connected load including misused load	KW	B
No. of units recorded during the supply extension period from.....	Units	C
Energy misused	Units	$D = C * (A/B)$
Normal tariff for the category under which energy misused	Rs per Unit	E
Special rate applicable	Rs	$F = (2 * E)$
Value of energy misused	Rs	$G = F * D$
Supervision charges	Rs.	H
Total electricity charges payable	Rs.	$I = G + H$

<sup>42</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

**(III) Unauthorised usage of electricity by tampered meter / Resale of Energy**

	<b>Unit of measurement</b>	<b>Formula<sup>43</sup></b>
Total consumption recorded during the	Units	A
Normal Tariff applicable	Rs per unit	B
Special rate applicable	Rs per unit	C=2*B
Value of Energy misused	Rs.	D= (A*C)
Supervision Charges	Rs.	E
Total charges	Rs	F =E+D

**Annexure XII (VII) (B)**  
**Guidelines for Assessment of Cases of Theft of Electricity**

<b>Type of Load</b>	<b>Unit of measurement</b>	<b>Formula</b>
Heavy Usage Load	KW	A
Moderately Heavy Usage Load	KW	B
Infrequent Usage Load	KW	C
<b>Total Connected Load</b>	<b>KW</b>	<b>D = A + B + C</b>

The assessment period may have to be split into multiple periods owing to the following:

- Different tariff rates during the assessment period
- Seasonal variations in the consumption

For each of the periods, the units assessed must be calculated.

The load utilization factor, working hours per day and working days in a month for the concerned period can be referred to in Appendix I, II and III of this Notification

Effective hours of usage in a month for a load type = Load Utilization Factor \*  
Number of working hours per day of each load type\* Number of days of usage in a month

Period: From \_\_\_\_\_ to \_\_\_\_\_

<b>Type of load</b>	<b>Connected Load (D)</b>	<b>Effective usage hours in a month</b>	<b>Assessment period in months (F)</b>	<b>No. of units assessed</b>
Heavy Usage load	A			
Moderately Heavy Usage load	B			
Infrequent Usage load	C			
			Total Units	H

<sup>43</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

	<b>Unit of measurement</b>	<b>Formula</b>
Number of units recorded by the meter during the above period (for metered services only)	Units	I
Number of units pilfered	Units	$J = H - I$
Energy tariff for the category	Rs per unit	K
Tariff for energy pilfered at special rate	Rs per unit	L= 3*K for first conviction L=6*K for second or subsequent conviction <sup>44</sup>
Value of energy pilfered	Rs	$M = J * L$
Supervision charges	Rs	N
Reconnection Charges	Rs	O
<b>Total Electricity charges payable</b>	<b>Rs</b>	<b><math>P = M + N+O</math></b>

### ***Annexure XII (VII) (C)***

#### **Guidelines for Assessment of Short-billing cases**

##### **(I) Short-billing arising out of Defective Meter**

Meter is to be tested with Accucheck / Electronic Reference Standard (ERS) Meter at site and % Error is to be arrived at and billed for the period when the meter was defective. If the period of the defect can be established with the aid of production figures of consumer and MRI dumps (Meter Reading Instrument), the assessment is to be undertaken for the period when the meter was defective as per the formula.

	<b>Unit of measurement</b>	<b>Formula</b>
Number of units recorded by the defective meter from ..... to .....	Units	A
Number of units that would have been recorded if the meter had been working normally	Units	$B = A * 100 / (100\% + \% \text{ error})$ Where the % error is a negative value
Energy lost during the period	Units	$B - A = C$
Cost of energy	Rs per unit	D
Value of energy lost	Rs	$C * D = E$
<b>Total Electricity charges payable</b>	<b>Rs</b>	<b>E</b>

<sup>44</sup> Modified as per Proceedings No.APERC/Secy/96/2014 Dated:31.05.2014

**(II) Short-billing arising out of meter not working in one phase (LT services 3 phase with balanced load) due to external or internal defect (either potential or current)**

	Unit of measurement	Formula
Number of units recorded by the defective meter due to one phase defect from ..... to.....	Units	A
Number of units that would have been recorded if the meter had been working normally in three phases	Units	$1.5 * A = B$
Energy lost during the period	Units	$B - A = 0.5 A = C$
Cost of energy	Rs per unit	D
Value of energy lost	Rs	$C * D = E$
<b>Total Electricity charges payable</b>	<b>Rs</b>	<b>E</b>

**(III) Short-billing arising out of two phases not working (LT services 3 phase with balanced load) due to external or internal defect**

	Unit of measurement	Formula
Number of units recorded by the defective meter due to two phases defect from ..... to.....	Units	A
Number of units that would have been recorded if the meter had been working normally in three phases	Units	$3 * A = B$
Energy lost during the period	Units	$B - A = 2 A = C$
Cost of energy	Rs per unit	D
Value of energy lost	Rs	$C * D = E$
<b>Total Electricity charges payable</b>	<b>Rs</b>	<b>E</b>

**(IV) Short-billing arising out of three phases being defective either due to wrong connection to meter or defect in meter**

The meter is to be checked with consumer load at site with Accucheck / ERS and % error is to be arrived at and billed for the period when the meter was defective.

In case of unbalanced loads if the meter is defective, consumption is to be assessed based on connected load on particular phase as per formula or with Accucheck / ERS for arriving at the % Error.

For non CT meters, % Error can be arrived at based on the test results in the MRT Laboratory.

### ***Annexure XII (VII) (D)***

#### **Guidelines for Assessment of Capacitor Surcharge**

	<b>Unit of measurement</b>	<b>Formula</b>
Total billed amount during the period from ..... to .....	Rs	A
<b>Total Amount Assessed as Capacitor Surcharge</b>	<b>Rs</b>	<b><math>B = 25\% * A</math></b>

### ***Annexure XII (VII)(E)***

#### **Guidelines for Assessment of Development Charges**

	<b>Unit of measurement</b>	<b>Formula</b>
Total Connected Load	HP/ kW	A
Sanctioned Load	HP/ kW	B
Excess Load	HP/ kW	$A - B = C$
Applicable rate for development charges	Rs per unit	D
<b>Total Assessed Amount</b>	<b>Rs</b>	<b><math>E = C * D</math></b>

**Central Power Distribution Company of Andhra Pradesh Ltd**

**Designed Officers' Notification**

**Notification under the General Terms & Conditions of Supply**

**Dated**

**(Last amended on 27-02-2006)**

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## **Preface**

The Designated Officers' Notification contains the list of all officers/Personnel/bodies designated by the Central Power Distribution Company of Telangana Limited (henceforth referred to as "Company") or the Government, as the case may be, with regard to various tasks for conduct of business, in accordance with Condition 4 of the General Terms and Conditions of Supply. The Notification from time to time, and the same will be made available in the offices of the Company and on the Company's website.

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Chairman & Managing Director

## **Designated Officers' Notification**

All officers and personnel designated by the Company with regard to the tasks instead below, are notified by the Company in the "Designated Officers Notification".

Though various functions are required to be discharged by the designated officers as per this notification, the action(s) taken by any officer other than the designated officer, shall not be treated as invalid merely on this ground as long as such officer is entrusted with that duty by the company, considering the resources available at that point of time, subject, however, to his action(s) being ratified by the company within 7 days thereafter.

### **1 Grant of Supply**

#### **1.1 Release of New Connections/Additional Loads (5.2)**

##### **1.1.1 Issue and Receipt of Application Forms and Issue of Acknowledgement for New Connections/Additional Loads (5.2.1 ,5.2.2 and 14.4.1)**

The officers designated for distribution of blank application forms, receipt of completed applications along with supporting documents and issue of acknowledgment to the consumer for new connections/additional loads are as follows:

<b>S. No.</b>	<b>category</b>	<b>Designated Officer</b>
<b>1</b>	All LT Categories	Customer Service Centre Incharge under the ADE (Operation) of the concerned Sub-Division
<b>2.</b>	All HT Categories	ADE/Comml./Circle Office

##### **1.1.2 Acceptance of various payments including security deposit, etc for release of supply by cash / Demand (5.2.2)**

The Officers designated for acceptance of various payments including security deposit, etc for release of supply of electricity are as follows:

<b>S. No.</b>	<b>category</b>	<b>Designated Officer</b>
<b>1</b>	All LT Categories	Customer Service Centre Incharge under the ADE (Operation) of the concerned Sub-Division
<b>2.</b>	All HT Categories	SAO /Circle Office

### 1.1.3 Site Inspection and wiring completion certification (5.5, 5.6 and 5.7)

The officers designated for conducting site inspections with the licensed contractor / his representative to certify work completion, fixing the point of supply, meter & MCB location, etc at the time of new connections/ additional loads and for receipt/ acceptance of Wiring completion Certificate for new connections/additional loads are as follows:

S. No.	Category	Designated Officer
1	All LT Categories Other than LT Industrial (i) Category I Single Phase Services (ii) Category II & VII Single Phase Services (iii) All other categories and all 3 phase	Area Line Man Line Inspector AE/Operation
2	Industrial LT Category below 75 HP	ADE(Operation)
3	Industrial LT Categories of 75 HP and above	ADE(Operation)
4	HT Categories upto 11 kV	DE(Operation)
5	33kV and above	DE(operation)

### 1.1.4 The officers designated to sign Test Reports before release of Supply

S. No.	Category	Designated Officer
1	All LT Categories except LT Industrial	AE/Operation
2	LT Industrial and Cottage Industries	ADE/Operation
3	ALL HT Categories	DE/Operation

## 1.2 Agreements (Clause 5)

### 1.2.1 Collection and signing of Agreements (5.9.5)

The officers designated for obtaining and signing of agreements before commencement of works for new connections/ additional loads are as follows:

S. No.	Category	Designated Officer
1	All LT Categories except LT Industrial	(No Separate Agreement is required)
2	LT Industrial and Cottage Industries	ADE(Operation)
3	ALL HT Categories	SE/Operation

### 1.2.2 Termination of Agreement (5.9.4)

The officers designated for issue of notice for termination of agreement are as follows:

S. No	Category	Designated Officer
1	LT Cat I, II, V, VI, VII	ADE (Operation)
2	LT Cat III A, III B, IV	DE (Operation)
3	All Ht Categories	SE (Operation)

### 1.3 Officers designated to re-classify a service in case of wrong classification at the time of release of supply (3.4.1)

Category	Officer designated to issue notice	Officer to whom objection if any is to be filed
All LT Categories	ADE/Operation	DE/Operation
All HT Category	DE/Operation	SE/Operation

### 1.4 Issue of Notice to the Consumer for Merging of multiple connections in a single premises into a single Service (3.5.3)

The officers designated for issue of notice to the consumer for merging of multiple services in a single premises into a single service are as follows:

S. No.	Category	Designated Officer
1	All LT Categories	ADE (Operation)
2	All HT Categories	DE (Operation)

### 1.5 Issue of Notice to the Consumer in the event of Modification of Existing Service Connection (5.4.1.2)

The Officers designated for issue of notice in the event of modification of existing service connections are as follows:

S. No.	Category	Designated Officer
1	All LT Categories	ADE (Operation)
2	All HT Categories	DE (Operation)

### 1.6 Request for Inspection owing to Alternation in Wiring by the consumer (5.10.3)

The officers designated to accept requests for inspection owing to proposed alternation in wiring by the consumer are as follows:

S. No.	Category	Designated Officer
1	All LT Categories other than LT Industrial	Sub-Engineer/AE (Operation)
2	Industrial LT Category below 75 HP	ADE (Operation)
3	Industrial LT Categories of 75 HP and above	
4	HT Categories upto 11 kV	DE (Operation)
5	33 kV and above	

### 1.7 Issue of Notice on Alternation/ Additions in consumer's Installation

1.7.1 The Officers designated to issue a notice to the consumer on alterations/ additions in the consumer's Installation are as follows (5.10.3)

S. No.	Category	Designated Officer
1	All LT Categories	ADE (Operation)
2	All HT Categories	DE (Operation)

1.7.2 Officers designated to issue notice for disconnection on account of leakage / defect in consumer wiring/ installation (5.12.4)

S. No.	Category	Designated Officer
1	All LT Categories	ADE (Operation)
2	All HT Categories	DE (Operation)

### 1.8 Handling Licensees equipment installed in consumer's premises (5.12.5)

S. No.	Category	Designated Officer
1	All LT Categories	O&M Staff
2	All HT Categories	AE /Operation

## 2. Metering

### 2.1 Periodical Meter Testing (7.3.1)

The Officers designated for prescribed periodical meter testing are as follows:

S. No.	Category	Designated Officer
1	All LT Categories	AE (Meters)
2	HT Categories including and upto 1000 kVA of total contracted demand including demand with Discoms and other sources.	ADE (Meters)
3	HT categories above 1000 kVA of total contracted demand including demand with Discoms and other sources	DE (M&P)

### 2.2 Meter Testing for Correctness based on Consumer Complaint (7.3.3)

The Officers designated for meter testing for correctness based on consumer complaint are as follows:

S. No.	Category	Designated Officer
1	All LT categories	AE (Meters)/ ADE (meters)
2	All HT categories	ADE (Meters)/ DE (M&P)

### 2.3 Meter Reading (7.1.4 and 7.4.1)

The Officers designated for meter reading from time to time as follows:

S. No.	Category	Designated Officer
1	All LT categories – (Low Value) – Consumer to be specifically informed while reading of meters fixed in Boxes mounted on pole	O & M Staff / Outsourced agencies / persons Designated by the licensee
2	All LT categories – (High Value) – Consumer to be specifically informed while reading of meters fixed in Boxes mounted on pole	Line inspector / SLI / Foreman / AE (Operation)
3	All HT Services upto 1000 kVA of total contracted demand from all sources including DISCOM.	ADE (Operation)
4	All HT Categories above 1000 kVA of total contracted demand from all sources including DISCOM.	DE (Operation)

## 2.4 Meter Testing (7.5.1)

**2.4.1 Officers designated to Inspect Meters at Consumer premises for testing meter at MRT and the Officers designated to issue notices and officer to whom representation if any against notice, or any meter defect case, is to be made (7.5.1.1, 7.5.1.2 and 7.5.1.5.2)**

Category	Officers designated to Inspect at Consumer premises	Officers designated to Test at MRT	Officers designated to issue notices	Officer to whom representation is to be made against the meter defect cases
All LT Categories except industrial	AE/Operation AE/ Meters	AE or ADE (Meters)	ADE / Operation	DE /Operation
LT Industrial	ADE / Operation ADE / Meters	ADE / Meters	ADE / Operation	DE / Operation
All HT Categories	ADE / Operation ADE / Meters	ADE / Meters	ADE / Operation	SE / Operation

**2.4.2 The Officers designated for undertaking meter replacement, in the event that the meter is not functioning normally, are as follow: (7.3.7)**

S. No	Category	Designated Officer
1	All LT categories except LT Industrial	AE (Operation) / AE (Meters)
2	All LT Industrial Services, and services metered on HT side upto 1000 kVA (total CMD from all sources including DISCOM)	ADE (Meters)
3	All HT Categories above 1000 kVA (total contracted demand from all sources including DISCOM)	DE (M&P)

## 2.5 Filing of complaint in the event of Meter Loss (Theft) (7.5.3.1)

The officers designated for receipt of complaint from a consumer in the event of meter loss are as follows:

S. No.	Category	Designated Officer
1	All LT and HT Categories	ADE in-charge of Customer Service Centre

### 3. Billing & Payment

#### 3.1 Bill Generation (8.1)

The Officers designated for generation of bills from time to time as follows (8.1)

S. No	Category	Designated Officer
1	All LT Categories	AAO (ERO)
2	All HT Categories	SAO, Circle Office

#### 3.2 Bill Payment (8.2)

The officers designated for receipt of payment for CC charges and other charges including payment of assessed amount are as follows: (8.2)

S. No.	Category	Designated Officer / Collection offices	Other offices accepting bill payment
1	All LT Categories	AAO (ERO)	ERO / Designated Banks and any other designated collection agencies / centers including e-seva centres
2	All HT categories	SAO (Circle Office) / Pay Officer (Corporate Office)	Corporate Office

#### 3.3 Re-Connection on payment after disconnection (8.3.2)

S. No.	Category	Designated Officer
1	All LT Categories	AE / Operation
2	All HT Categories	ADE / Operation

### 4. Unauthorised Use of Electricity

4.1 The Officers authorized by the Govt. of AP for the purposes u/s 126, Unauthorised Use of Electricity vide G.O. Ms. No. 145 (Energy) dt: 31-12-03 as amended in Go. Rt.. No. 70 dt: 10-03-2004, are as follows: (9.1.1)

Category	Officers designated for			
	Conduct of inspections & Issue of Inspection Report (Inspecting Officer) *	Issue of Provisional Assessment Order (Assessing Officer)	Issue of Final Assessment Order (Assessing Officer)	Appellate Authority
All LT Categories (except for LT III and Cottage Industries)	AAE / AE	ADE in charge of Distribution	DE (Assessments)	SE (Assessments)
LT III and Cottage industries	All officers of the rank ADE (Operation) and above All officers of the rank AE (DPE) and above	ADE in charge of distribution	DE (Assessments) / SE (Assessments)	SE (Assessments) / CE (Operation)
All HT Categories	All officers of the rank ADE and above All officers of the rank AE (DPE) and above	ADE in charge of distribution	SE (Assessments)	CE (Operation)

**(\*) : The Inspecting Officers authorized by State Govt. U/S 135 (2) have been indicated here by the company**

**4.2 Officers designated to disconnect supply in case any consumer prevents inspecting officer from entering the premises where the inspecting officer suspects un-designated use of electricity**

All Categories – ADE / Operation

## 5. Theft of Electricity and Illegal Restoration of Service

### 5.1 Recovery of Electricity Charges

The Officers designated for the purposes u/s. 135 of Act, in cases of theft of electricity are as follows: (10.1 and 10.2).

Category	Authorised by Go AP vide G.O. Ms. No. 145 (Energy) dt: 31-12-2005 as amended in G.O Rt. No. 70 dt: 10- 03-2004	Designated by Company for	
	Conduct of inspections & Issue of Inspection Report (Inspecting Officer)	Issue of Provisional Assessment Notice (Assessing Officer)	Disconnection & Reconnection
All LT Categories (except for LT III and Cottage industries)	AAE/ AE/ ADE/ DE	ADE (Operation)	ADE (Operation)
LT III Industrial and Cottage industries (i)Detection of malp- -ractice and pilferage of energy  (ii) Detection of only malpractice	AE (DPE)/ ADE/ DE/ &SE  AAE/ AE/ ADE/ DE & SE	ADE (Operation)	ADE (Operation)
All HT Categories	All officers of the rank ADE/DE/ SE	ADE (Operation)	ADE (Operation)

**5.2 Criminal Liability and Civil Liability in case of theft of electricity (Clause 10.5 and 10.6)**

**5.2.1 The Officers/ designated by the company to deal with the criminal liability and civil liability in cases of theft of electricity in accordance with Section 135 of the Act are as follows:**

Category	Officers/ designated for				
	Criminal Liability				Filing the documents before special court for civil liability
	Filing of Theft Complaint	Filing of FIR	Launching of Prosecution by filing of Charge sheet	Compounding	
All Customer categories	Inspecting Officer files with the SHO at the APTS Police Station	SHO at the APTS Police Station	SHO at the APTS Police Station	SHO at the APTS Police Station	Provisional Assessing Officer

**5.2.2 Officers designated to file FIR in case of other officers under the Act (clause 11)**

Section of the Act	Nature of Offence	Officer designated to file FIR
<b>136</b>	Theft of Electric lines and material of DISCOM	AE/ Operation
<b>137</b>	Receiving stolen property of DISCOM	AE/ Operation
<b>138</b>	Interference with meters or works of DISCOM	ADE/ Operation
<b>139</b>	Negligently breaking or injuring works	AE/ Operation
<b>140</b>	Intentionally injuring works	AE/ Operation
<b>141</b>	Extinguishing public lamps	AE/ Operation

## 6. Other Irregularities

### 6.1 Cases related to excess load regularization

The Officers designated by the Company to deal with cases involving development Charges are as follows: (12.3)

Category	Officers designated for			
	Conduct of inspections & Issue of Inspection Report (Inspecting Officer)	Issue of Notice to the Consumer/ Receipt of Representation from Consumer	Disconnection/ Reconnection & Confirmation of Disconnected Load	
All LT Categories (except for LT III)	All officers of the rank AE/AE (Operation) and above	ADE (Operation)	ADE (Operation)	
LT III	All officers of the rank ADE (operation) and above	ADE (Operation)	ADE (Operation)	
ALL HT Categories	All officers of the rank ADE (operation) and above	DE (Operation)	ADE (Operation)	

### Capacitor Surcharge (12.1)

The Officers designated by the Company to deal with cases involving Capacitor Surcharge are as follows: (12.1.2, 12.1.4)

Category	Officers designated for			
	Conduct of inspections & Issue of Inspection Report (Inspecting Officer)	Issue of Notice to the Consumer	Receipt of Intimation on Capacitor Replacement	Appeal lies with
All LT Categories (except for LT III)	All officers of the rank AAE/ AE (Operation) and above	ADE (Operation)	ADE (Operation)	DE (Operation)
LT III and HT Agriculture	All officers of the rank ADE (operation) and above	ADE (Operation)	ADE (Operation)	DE (Operation)

**7. Grievance Redressal**

**7.1 Restoration of Supply in the event of failure or interruption (14.1)**

The officers designated by the Company to deal with complaints regarding failure or interruption of power supply including normal fuse off calls, line breakdowns, transformer failures are as follows:

Category	Officers designated for			
	Complaints to be first Lodged	First level of Escalation	Second level of Escalation	Third level of Escalation
All LT Consumers	Operator at the Fuse Off Call Center OR Centralised Complaint Center	AE/ AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)
All HT Consumers	AE/ AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)	SE (Operation)

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

**7.2 Scheduled Outages (14.2)**

The DE (Operation) is designated by the Company to deal with complaints regarding scheduled outages. This includes acknowledgement of complaints and taking precautions to prevent such recurrences

**7.3 Voltage Fluctuation Complaints**

The officers designated by the Company to deal with complaints regarding voltage fluctuations are as follows:

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All LT Consumers	Operator at the Fuse Off Call Center/ Centralised Complaint Center OR AE/AAE (Operation) viz Section Officer	ADE (Operation)	DE (Operation)

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All HT Consumers	AE/ AAE (Operation) viz Section Officer	DE (Operation)	SE (Operation)

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

#### 7.4 Complaints regarding New Connections/ Shifting or Change of Installation (14.4)

The Officers designated by the company to deal with complaints regarding new connections/ shifting or change of installation are as follows:

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Connections other than LT III	ADE (Operation)	DE (Operation)
All LT III Connections	DE (Operation)	SE (Operation)
HT Connections with a contract demand of less than 5000 kVA	SE (Operation)	Concerned CGM at Corporate Office
HT connections with a contract demand of 5000 kVA and above	Concerned CGM at Corporate office	Chairman and Managing Director

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

#### 7.5 Metering Complaints (14.5)

The officers designated by the Company to deal with metering complaints are as follows:

Category	Officers designated for		
	Complaint to be first lodged	First level of Escalation	Second level of Escalation
All Categories	Operator at the Customer Service Center OR AE/ AAE (Operation)	ADE (Operation)	DE (Operation)

**Note: The consumer is entitled to approach the Forum for redressal of grievance of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

**7.6 Billing Complaints (14.6)**

**7.6.1 The Officers designated by the Company to deal with billing complaints are as follows:**

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	Officer on duty at the Customer Service Center or AAO (ERO)	DE (Operation)
All HT Categories	Officer on duty at the Customer Service Center or SAO (Operation Circle)	SE (Operation)

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

**7.6.2 Change of Category (14.6)**

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	ADE/ Operation	DE / Operation
All HT Categories	SE/ Operation	Concerned CGM at Corporate office

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

### 7.7 Reconnection of Supply (14.7)

The Officers designated by the Company to deal with complaints for reconnection of supply are as follows:

Category	Officers designated for	
	Complaint to be first lodged	First level of Escalation
All LT Categories	ADE/ Operation	DE (Operation)
All HT Categories	SE/ Operation	Concerned CGM at Corporate Office

**Note: The consumer is entitled to approach the Forum for redressal of grievances of consumers, in case of non-compliance of the time frame, after the complaint is first lodged as above.**

### 7.8 Payment of compensation for default in compliance with standards of performance

The officers designated for payment of compensation to the consumers, in the event of failure to meet the Standards of Performance by the Company are as follows

S. No.	Category	Designated officer to certify default	Officer responsible to give credit in bills
1	All LT Categories	ADE (Operation)	AAO/ ERO
2	All HT Categories	DE (Operation)	SAO/ Circle Office