

- (2) At the time of seeking a new connection the consumer shall have the option to:
- a) Purchase the meter, MCB/CB and associated equipment himself; or
 - b) Require that the meter, MCB/CB and associated equipment be supplied by the distribution licensee, on payment of applicable charges.
- (3) The distribution licensee shall make available on its website as well as various offices an updated and approved list of makes and specifications of meters and other associated equipment.
- (4) The meter shall be read at least once in every billing cycle in urban as well as rural areas by an authorized representative of the distribution licensee.
- (5) In case of Smart pre-payment Meters, the meters shall be read remotely at least once every month and in case of other pre-payment meters, the meters shall be read by an authorized representative of the distribution licensee at least once every three months. The data regarding energy consumption shall be made available to the consumer, through website/mobile App/SMS etc. Consumers having smart prepayment meters may also be given the data access for checking their consumption on real time basis.
- (6) If the meter is inaccessible to the meter reader on two consecutive meter reading dates, consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail and in that case, distribution licensee shall not send any notice/provisional bill to the consumer.
- (7) Testing of Meters:
- a) The distribution licensee shall test the meter within thirty days or such shorter period as may be specified by the State Commission on receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, etc.
 - b) No test fee shall be charged from the consumer at the time of reporting.
 - c) If the meter is found to be defective / burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.

- d) The distribution licensee shall give a copy of the meter test report to the consumer duly signed by both the distribution licensee or their authorized representatives and the consumer, and retain one such copy as acknowledgment.
- e) In case, during testing, the meter is found to be inaccurate, the excess or deficit charges shall be adjusted in the subsequent bill(s) as specified by the Commission.
- f) If a consumer disputes the results of testing, the meter shall be tested at a third party testing facility selected by the consumer from the list of third party testing agencies approved by the Commission.
- g) The list of third party agencies approved by the Commission shall be available in the various offices as well as on the website of the distribution licensee.

(8) Replacement of Defective/Burnt/Stolen Meters:

- a) If the meter is installed outside the consumer's premises, distribution licensee shall be responsible for safe custody of the meter, and if the same is installed within the consumer's premises, the consumer shall be responsible for the safe custody of meter.
- b) Either on consumer's complaint or upon inspection by the distribution licensee, if the meter is prima facie found to be defective/burnt/stolen not due to causes, attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within the timelines as specified by the Commission.
- c) If, after investigation, it is found that the meter has become defective/burnt/stolen due to causes attributable to the consumer, the necessary charges shall be recovered from the consumer as specified by the Commission:
- d) Distribution licensee shall replace the defective/burnt/stolen meter within a time period, not exceeding 24 hours in urban areas and 72 hours in rural areas or such shorter period as may be specified by the State Commission.
- e) Non-availability of meter shall not be a reason for delay in restoration of supply.

6. Billing and Payment

- (1) Tariff for each category of consumers shall be available on distribution licensee's website and consumers shall be notified of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

(2) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading and the bill shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic media at least 10 days prior to the due date of payment.

(3) In case of non-receipt of original bill, the consumer shall be entitled to get a duplicate copy of the bill and shall also have the option to deposit self-assessed bill as per the procedure approved by the Commission.

Provided that the excess/deficit payment, in case of self-assessment, shall be adjusted in the next bill(s).

(4) In case of pre-payment metering, the distribution licensee shall issue bill, to the consumer, on his or her request.

(5) The distribution licensee shall intimate the consumer about despatch of bill through SMS and/or email immediately and the intimation shall consist of the details bill amount and the due date for payment.

(6) The distribution licensee shall also upload the bill on its website on the day of bill generation:

Provided that the billing details of last one year for all consumers shall also be made available on the licensee's website.

(7) The distribution licensee shall issue the first bill within two billing cycles of energising a new connection.

(8) In case the consumer does not receive the first bill within two billing cycles from the date of energisation of the connection, he may complain, in writing, to the distribution licensee and the distribution licensee shall issue the bill within the next 7 days.

(9) The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles except under extraordinary situation due to force majeure, the consumer may refuse to pay the dues until bill is raised by the distribution licensee as per actual meter reading.

(9) If any bill is served with a delay of a period of sixty days or more, the consumers shall be given a rebate of two to five percent as specified by the State Commission.

(10) The information regarding the authority with whom grievance/complaint pertaining to bill can be lodged shall be provided along with the bill and the same shall also be available on distribution licensees' website.

(11) In case of vacation of premises, the distribution licensee shall arrange to take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period, not exceeding 7 days from receipt of the payment to be specified by the Commission.

(12) Payment of Bills:

a) Consumer shall have the option to pay bills online or offline.

b) Bill amount of more than Rs. 1,000 or an amount specified by the Commission shall mandatorily be paid online. Commission shall specify a suitable incentive / rebate for payment through online system.

c) Consumer shall have the option to pay the bill through Cash or *Cheque or Demand Draft or Electronic Clearing System at designated counters of a bank or through credit or debit cards or online payment through distribution licensees' web portal or any digital mode of payment etc. and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

d) The distribution licensee shall establish online portal as well as sufficient number of collection centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount with ease.

(13) Advance Payment of Bills

a) When a domestic consumer gives prior information in writing about his continued absence from residence, the distribution licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance and his supply line shall remain connected.

b) Interest shall be paid at a rate as prescribed by the Commission, on the amount paid as an advance by the consumer.

7. Disconnection and Reconnection

(1) **Disconnection on Consumer's Request**

(a) In case a consumer desires that his meter to be permanently disconnected, he shall apply for the same to the distribution licensee and the licensee shall arrange for a special meter reading and prepare a final bill.

(b) The disconnection shall be done immediately after payment of the final bill. The balance amount due to any consumption between the final reading and the permanent disconnection, if any, may be adjusted against the security amount

with the distribution licensee. The remaining security deposit shall be refunded within 7 days to the consumer.

- (2) In case the disconnection has been done on account of non-payment of past dues, the licensee shall reconnect the consumer's installation within six hours of receipt of past dues and other charges as applicable.
- (3) Pre-payment meters will be designed to automatically cut off supply when the amount credited is exhausted. This shall however not be treated as a disconnection and the supply will be resumed whenever the meter is recharged.

8. Reliability of supply

- 1) The distribution licensee shall supply 24x7 power to all consumers. However, the Commission may specify lower hours of supply for some categories of consumers like agriculture.
- 2) The Commission shall specify the following parameters to maintain the reliability of supply by the distribution licensee:
 - i) Total duration and frequency of outages per consumer in a year -
 - a. System average interruption duration index (SAIDI)
 - b. System average interruption frequency index (SAIFI);
 - ii) the minimum outage time (in minutes) that the Distribution Licensee shall consider for the calculation of SAIDI/SAIFI .
- 3) The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent feasible, for monitoring and restoring outages.

9. Consumer as Prosumer:

- 1) While the prosumers will maintain consumer status and have the same rights as the general consumer, they will also have right to set up Renewable Energy (RE) generation unit including roof top solar PV systems – either by himself or through a service provider.
- 2) Renewable Energy (RE) generation unit may also be set up on other part of the premises of the prosumers, apart from the roof, however the total generation capacity of the RE unit shall not exceed the limit as prescribed by the Commission.

- 3) The Commission shall lay down Regulations on Grid Interactive Roof top Solar PV system and its related matters with timelines within six months of notification of these Rules in case the same has not been notified.
- 4) The Regulations on Grid Interactive Roof top Solar PV system and its related matters shall provide for net metering for loads up to five kW and for gross metering for loads above five kW.
- 5) The distribution licensee shall facilitate the process for setting up of RE generation system at prosumers' premises. In this regard, the licensee shall:
 - (a) create an online portal for receiving applications from prosumers for installation, interconnection and metering of distributed renewable energy systems/devices at their premises, and update the same on a regular basis;
 - (b) prominently display on its website and in all its offices, the following:
 - i. detailed standardized procedure for installation & commissioning of roof top solar system.
 - ii. a single point of contact to facilitate the consumers in installation of roof top solar system from submission of Application form to commissioning.
 - iii. address and telephone numbers of offices where filled-up application forms can be submitted.
 - iv. complete list of documents required to be furnished along with such applications:
 - v. applicable charges to be deposited by the applicant.
 - vi. Empanelled list of service providers for the benefit of consumers who want to install roof top solar PV system through service providers.
 - vii. financial incentives to the prosumers, as applicable under various schemes and programmes of the Central and State Government
- 6) The distribution licensee shall ensure that :
 - i. Application forms shall be accepted online or through hard copy.
 - ii. In case of the application form submitted in hard copy form, the same shall be digitalized and uploaded on the website as soon as it is received and

acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

- iii. In case of online application form through web portal of the distribution licensee the acknowledgement with the registration number shall be generated on submission of application.
 - iv. An application shall be deemed to be received on the date of generation of acknowledgement with registration number.
 - v. The application tracking mechanism based on the unique registration number shall be provided by the distribution licensee through web-based application any other mode to monitor the status of processing of the application like receipt of application, site inspection, meter installation and commissioning etc..
- 7) The technical feasibility study shall be completed within a time period not exceeding twenty days and the outcome of the study shall be intimated to the applicant.
 - 8) During the time period from the feasibility study till the completion of installation, in case, there is any requirement of upgradation of distribution infrastructure like augmentation of service line, distribution transformer capacity etc. for installation of the required capacity of solar PV system, the same shall be carried out by the distribution licensee/consumer as the case may be.
 - 9) After installation of solar PV system, the consumer shall submit the installation certificate to the distribution licensee. The licensee shall complete signing of connection agreement, installation of meter and successful commissioning of the solar PV system within the timelines specified by the Commission which shall not be more than thirty days from the date of submission of the installation certificate.
 - 10) Consumer shall have the option of purchasing the requisite meter himself which shall be tested and installed by the distribution licensee.
 - 11) The timelines as specified by the commission shall be adhered to by the distribution licensee. In case of delay, the licensee may take approval from the Commission in specific cases along with justification for the same.
 - 12) In case of any delay on the part of distribution licensee without any just cause, the Licensee shall be liable to pay compensation to the consumer at a rate which shall not be less than Rs 500 per day for each day of default.
 - 13) The energy generated by prosumer shall be adjusted against energy consumed or the bill amount, depending on whether net metering or gross metering is applicable.