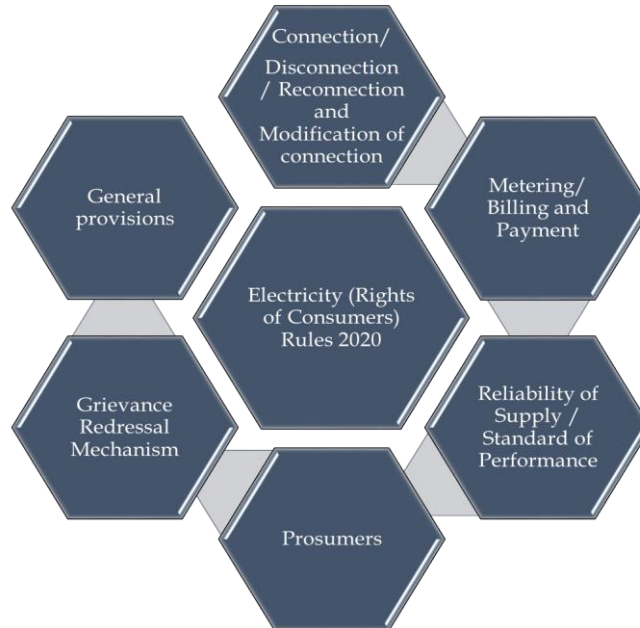


Background

- Ministry of Power framed the proposed rules under Section 176 of the Electricity Act 2003.
- Definition of consumer covers the same definition as in Electricity Act 2003. Electricity Rules recognises the definition of 'Prosumer' making it part of the statute
- Draft rules specifies the KPI for SERCs, DISCOM and Consumers in matter of electricity supply



- **Connection/Disconnection/Reconnection/Modification of existing electricity connection**
 - DISCOM to publish procedure, forms and process along with fee details and details of contact person on their website
 - DISCOMs to digitalise the process of connection by way of website and mobile app for online processing along with provision for offline processing
 - An agreement is required to be signed between consumer and DISCOM
 - SERCs to specify max time period of 7 days in metro cities, 15 days in municipal areas and 30 days in rural areas to provide for new connection and modify an existing connection for load upto 10 KW or such higher load
 - For electrified areas upto 150 KW or such higher load, SERCs are required to determine demand charges in such a manner to cover average cost of connection so as to avoid delay in site inspection and estimation of demand charges for each and every case individually
 - In case of permanent disconnection request, DISCOMs to arrange for special meter reading and prepare final bill and disconnection to be done immediately after the bill payment. Balance payment between invoicing of final bill and payment shall be adjusted against security deposit with DISCOM and remaining shall be refunded within 7 days
 - Automatic cut-off of supply in case of prepaid meters shall not be qualified as disconnection
- **Metering/ Billing and Payment**
 - No connection without either Smart pre-payment meter or pre-payment meter. Any exception to the use of meter must be approved by SERCs
 - Ownership of meters can be with either Consumer or DISCOM on cost reimbursement basis.
 - DISCOM to public the approved list of makes and specification of meters and other equipment
 - Meter reading atleast once in billing cycle in urban as well as rural areas by DISCOM. In case of smart prepayment meters, meter reading will be atleast once every month and in case of prepayment meters', it shall be read at least once in three months.
 - Consumers to get data access for checking their consumption on real time basis.
 - 30 days for Meter testing from date of complaint by consumer at no cost from consumer. In case of meter defect attributable to consumers, the cost of new meter and test fee shall be borne by consumers. DISCOM to provide meter test report to consumers duly signed by both parties

- Consumer shall have option of third party testing and the list of approved third party agencies for meter testing shall be made public by DISCOM
- DISCOM to replace the defective meter within 24 hours in urban and 72 hours in rural areas or such shorter period as determined by SERCs
- DISCOM to provide for tariff for each category along with any change in tariff including fuel surcharge or other charges through website as well as through energy bills
- DISCOM to prepare bill for each billing cycle based on actual energy meter reading and shall reach consumer by hand, post, courier or through e-mail atleast 10 days prior to due date. In case of pre-payment meter, bill to be issued on consumer's request
- Billing details of last one year for all consumer shall also be made available on licensee's website
- DISCOM to generate first bill within 2 billing cycle and if consumer do not receive then upon request DISCOM is obligated to provide within 7 days
- For delay more than 60 days in serving electricity bill, consumers to get rebate of 2-5% as specified by SERCs
- DISCOM to issue NOC to consumers on written request on vacation of premises, by special meter reading within 7 days of payment made as specified by SERCs
- Consumers have option to pay online or offline. For payment above Rs 1000 shall be mandatorily be paid online. SERC to specify the incentive/rebate for online payment. Consumers shall have option to pay through Cheque/Demand draft or ECS at designated counters of bank or through credit card or debit cards or online payment through DISCOM portal or mobile app.
- Mode of payment shall be user friendly than prevailing system. Sufficient number of collection centres or drop boxes at suitable locations with necessary facilities for bill payment deposit shall be there
- When a domestic consumer gives prior information in writing about continued absence from residence, the DISCOM shall not send any notice/provisional bill to consumers provided consumer pays the fixed charges for such period in advance and his supply line shall remain connected.
- Interest shall be paid at a rate specified by SERC on such advance amount by consumer.
- **Reliability of Supply/ Standard of Performance**
 - DISCOMs to supply 24 x 7 to all consumers, however, SERC may specify lower hours of supply for some categories of consumers
 - SERCs to specify reliability standards to be maintained by DISCOM as SAIDI/SAIFI per consumers in year. Min outage time shall be considered for SAIDI/SAIFI
 - DISCOMs to deploy automatic tools for monitoring and restoring outages, to extent permissible
 - SERCs shall specify Standard of Performance (SOP) as per Section 57 (1) of Electricity Act 2003
 - SERC to specify compensation amount to be paid to consumers for violation of SOP. Compensation mechanism shall be based on
 - Automatic compensation for remotely monitored parameters
 - SERC shall notify regulations for establishment of mechanism by DISCOM
 - SERC shall oversee DISCOM designs and maintains the distribution system in such a manner there is gradual increase in list of parameters which can be remotely monitored
 - SOP compensation shall be paid for following but not limited to
 - No Supply to a consumer beyond particular duration determined by SERC
 - No of interruptions in supply beyond specified limits by SERC
 - Time taken for connection/disconnection/reconnection/shifting
 - Time taken for change in consumer category/load
 - Time taken for change in consumer details
 - Time taken for replacement of defective meters
 - Time period within which bills are to be served
 - Time period of resolving voltage related complaints and Bill complaints
 - DISCOM to create an online facility, within 6 month of notification of regulation by SERC, on which consumers may register and claim compensation amount and this information shall be widely made public
 - Payment of compensation shall be adjusted against current or future bills of consumers within stipulated time determined by SERC

- **Consumer as Prosumers**
 - Prosumers shall have all the rights as general consumers and also the right to establish RE unit including rooftop Solar PV solutions either by himself or by service provider
 - Such RE capacity established shall not exceed the limit specified by SERC
 - SERC to lay down regulations on grid interactive rooftop solar PV system within 6 month of notification of these rules
 - Grid interactive rooftop solar PV system Regulation shall provide for net metering upto 5 kW and for gross metering above 5 kW.
 - DISCOM to facilitate for setting up of RE capacity at Prosumers premises and DISCOM shall undertake following:
 - Online portal for receiving applications, interconnection and metering and update on regular basis
 - Display detailed procedure for installation & commissioning of rooftop solar PV system, single point of contact for submission of form to commissioning, charges, procedure, process, forms and contact details of responsible person, list of empanelled vendors, financial incentives under State and central govt schemes.
 - Technical feasibility study to be completed within 20 days of application submitted. During technical feasibility study, DISCOM to upgrade the infrastructure if needed before commissioning of solar PV installations
 - Consumer to provide certificate of installation to consumer and DISCOM to complete the signing of connection agreement, installation of meter and successful commissioning of Solar PV System within 30 days of certificate submission
 - Any deviation from timelines shall be approved by SERC and for delay on part of DISCOM without any just cause, DISCOM to pay compensation @ Rs 500 per day at the least.
- **Grievance Redressal Mechanism**
 - DISCOM to establish Consumer Grievance Redressal Forum (CGRF) under Section 42 (5) of Act in each sub-division, division, circle, zone, company level. The forum shall be 2-3 member as officers of appropriate seniority. Performance of CGRF to be monitored by SERC
 - Timelines for grievance Redressal is normally 30 days and shall not be above 45 days of receipt registration. Consumer shall have option to choose company level CGRF before making appeal to Ombudsman.
 - DISCOM shall send quarterly report to the Ombudsman and to SERC from time to time in respect of SOP, other performance parameters and consumer grievances related information showing the extent to which the time schedule has been followed.
- **Other Provisions**
 - 24x7 toll-free call centre from date specified by SERC to undertake activities related to electricity supply
 - While other modes of communication to continue, DISCOM to set up common Customer Relation Manager to get a unified view of all services requested, attended and pending at backend for better monitoring and analytics
 - DISCOM to provide access to different options for various services through its website, mobile app and its designated office area-wise. DISCOM shall provide all services to senior citizen at their door step
 - Details of scheduled power outages shall be informed to the consumers. In case of unplanned outage, immediate intimation shall be given through SMS/other electronic media along with estimated time for restoration and shall also be made available in the call centre
 - Manual of procedure for providing common services and handling consumer grievances shall be made available for reference of consumers at every office and on website in downloadable form
 - DISCOM shall arrange for due publicity through media, TV, newspaper, website and by display to bring awareness of consumer rights, SOP, Compensation mechanism, grievance Redressal, measures for energy efficiency and other schemes of DISCOM