

Table 2.1: Classification of Supply on the basis of Contracted load/demand and Voltage.

Sl. No.	Category description	System of Supply
(ii)	For all installations having contracted load above 4 kW and upto 25 kW.	400 V- Three Phase
(iii)	For all installations having Contracted load above 25 kW and upto 75 kW/88kVA.	Through High Voltage Distribution System (HVDS) at 400 V (Metering on LT side)
(iv)	For all installation having Contracted load above 88 kVA and upto 3000 kVA.	11 kV
(v)	For all installation having Contracted load above 3000 kVA and upto 10000 kVA.	At 33 kV
(vi)	For all installation having Contracted Load above 10000 kVA and upto 50000 kVA.	At 132 kV
(vii)	For all installation having Contracted load above 50000 kVA.	At 220 kV

Provided that applicant shall be allowed to take connections at voltage level higher than the voltage of supply indicated in the Table 2.1 except at 2.1 (i) above.

- (5) The load applied by the applicant in kW or kVA as may be the case, shall be sanctioned based on whole numbers (1, 2, 3....) only and shall not be sanctioned in decimal numbers. The load in decimal form shall be rounded up to the higher whole number.

Illustration-

- (1) Load applied for 0.3 kW shall be sanctioned as 1 kW.
- (2) Load applied for 1.1 kW shall be sanctioned as 2 kW and likewise.

CHAPTER 3: Release of New Connections

3.1 General

- (1) The Licensee shall prominently display on its website and in all its offices details of places where Applications for new connection are accepted on its behalf, the detailed procedure for grant of a new connection and the complete list of documents required to be furnished along with such Applications. Initial security amount, cost of service line charges, overhead line charges, cost of transformer and any other works charges as specified in these Regulations to be deposited by the Applicant shall also be prominently displayed.
- (2) The Licensee shall make appropriate arrangements for filing and accepting the Application Form both in hard copy as well as online.
- (3) A connection will be given to a new consumer only with a correct energy meter as provided in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 including subsequent amendments and the same shall be installed as specified in the said Regulations.
- (4) All new connections shall be released with appropriate Electronic Meters having Maximum Demand Indicator.
- (5) Consumers having motive loads of more than 5 HP shall install Shunt Capacitor of appropriate rating conforming to BIS specification.
- (6) The option of Pre-paid metering shall be available for all categories of consumers upto 25 kW load under LT category. Prepaid Metering shall be mandatory for new Temporary LT connections, for Advertisements/Hoardings and as decided by the Commission from time to time. No consumption security shall be levied for consumers with pre-paid meter connection.

Provided that an applicant desiring a connection through Pre-paid meter shall deposit an amount towards service line charges & overhead line charges as per normative charges provided at Table 3.4 & Table 3.5 of Clause (11) of Sub-regulation 3.3.3.

(7) Where the new owner/occupier has purchased/taken on rent or otherwise legally occupied an existing property whose electricity connection has been disconnected, it shall be the duty of the new/prospective owner/occupier, before purchase/occupancy of the property, to verify that the previous owner/occupier has paid all dues to the distribution Licensee and has obtained a "no-dues certificate" from the distribution Licensee. In case, such "no-dues certificate" has not been obtained by the previous owner/occupier and also dues have not been paid and are still outstanding, the new/prospective owner/occupier may approach the concerned officer of the distribution Licensee for such certificate even before purchase/occupancy of the property. The distribution Licensee shall acknowledge the receipt of such request and shall either intimate in writing the dues outstanding on the premises, if any, and the new owner/occupier shall pay the requisite dues or issue the "no-dues certificate" within one month from the date of receipt of such Application. In case, the distribution Licensee does not intimate the outstanding dues or issue the "no-dues certificate" within this time, new connection on the premises shall not be denied on ground of outstanding dues of the previous consumer. In such an event, the distribution Licensee shall recover his outstanding dues from previous consumer as per provisions of law.

(8) Where a property has been legitimately sub-divided, the outstanding dues for the consumption of electricity on earlier undivided property, if any, shall be divided on pro-rata basis based on area of each sub-divided property.

A new connection to any portion of such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the Applicant. A Licensee shall not refuse connection to an Applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee demand, record of last paid bills of other portion (s) from such Applicant.

(9) In case of demolition & reconstruction of the entire premises or the building: -

(a) In case of LT connection, the existing connection(s) shall be surrendered and permanently disconnected removing meter and service line. A temporary connection shall be taken for the construction purposes, after clearing all

dues on the old connection(s). After reconstruction/completion of building/structure the consumer(s) may apply for a new connection for the reconstructed/completed building/structure.

- (b) In case of HT/EHT connection, consumer shall apply for suspension of the existing connection and Supply Agreement indicating the period of such suspension which shall not be more than 18 months, consumer shall also apply for temporary connection for reconstruction purpose. Existing HT/EHT line shall not be removed. Distribution Licensee may utilise existing HT/EHT line for providing temporary connection by installing appropriate meter. Upon re-construction, consumer shall get temporary connection disconnected and apply for re-energisation of suspended old connection. Old connection shall be re-energised only on payment of any outstanding dues and reconnection charges. In case, consumer desires to increase/decrease the load, the procedure as per Regulation 4.1 shall be followed.

Provided that during such suspension period of the HT/EHT connection, a consumer shall not be charged fixed/demand charges against the sanctioned load of suspended HT/EHT connection, instead during this period fixed/demand charges against the sanctioned temporary load as per prevailing tariff Order shall be applicable.

Provided that beyond 18 months of suspension, the fixed charges against the load sanctioned prior to demolition of the premises shall be applicable as per prevailing Tariff Order.

- (10) No application for new connection shall be returned by the Licensee on the ground of 'technically not feasible' and material constraint.
- (11) Applicant for a new connection is required to undertake that he shall abide by relevant and applicable provisions of UERC (Distribution Code) Regulations, 2018, UERC (State Grid Code) Regulations, 2016 and all other Rules/Regulations as amended from time to time.

- (12) The Licensee shall maintain a permanent record of all applications and related documents in hard as well as soft copies, as the case may be. Each Application shall be allotted a Unique application number (for identification) serially in the order in which it was received. Separate files/registers/database for different category of consumers shall be maintained. The Licensee shall keep the files/registers/database updated with stage-wise status of disposal of each application form.
- (13) There shall not be more than one connection in the name of an applicant/consumer under the same category within the same premises.
- (14) Private Tube Wells (PTW) connections shall be released for the motive load above 5 B.H.P. and upto 20 B.H.P. only.
- (15) The Licensee shall be responsible for timely availability of the materials such as cable, meter etc. required to release new connections within the time frames stipulated in these Regulations.
- (16) Any consumer/Applicant not satisfied with the services provided by the distribution Licensee may file a complaint in accordance with the Complaint Handling Procedure approved by the Commission under Clause 23.4 of Uttarakhand Distribution and Retail Supply Licence.
- (17) The Licensee shall not be held responsible for delay, if any, in releasing of connection or enhancement/reduction of load, if the same is on account of problems relating to cyclone, floods, storms or other occurrences beyond the Licensee's control.

Provided that in case Licensee(s) foresee delay in release of new connection or enhancement/reduction of load beyond the timelines stipulated by the Commission in the regulations on account of statutory clearances, right of way and acquisition of land, it shall approach the Commission informing the reasons of delay on case to case basis. The Commission subject to prudence check issue necessary Orders/directions to the Licensee.

3.2 Temporary Connections

3.2.1. Conditions for Grant of Temporary Connections

- (1) Temporary connection shall be granted for a maximum period of 12 months at a time, which can be further extended depending upon the requirement. Proper record of such connections shall be maintained by the Licensee and fresh Office Memorandum shall be issued at the time of extension.

Provided that the above limitations of 12 months shall not be applicable for contracted load for construction purpose.

- (2) Use of electricity through a permanent connection sanctioned for premises owned by the consumer for construction, repair or renovation of existing building, shall not be considered as unauthorised use of electricity as long as the intended purpose/use of the building/appurtenants being constructed is same/permissible in the sanctioned category of the connection within the limit of contracted load/demand.
- (3) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which shall be governed by provisions of the Act and Regulations.
- (4) An applicant seeking temporary connection for construction purposes and desiring a permanent connection upto 75 kW only on expiry of temporary connection or after completion of such construction, shall declare the same in the Application Form provided at Annexure-I (Application for Temporary Connection) alongwith prospective load in kW or kVA.
- (5) On request of an applicant, the Licensee shall give temporary connection within one working day under Tatkal Sewa, where:
 - (a) the load applied is upto 10 kW and;
 - (b) the distributing main is within 40 meters of the premises and no augmentation in distribution network is required including overhead line, transformers etc.

For such temporary connection the applicant shall pay Tatkal charges (non-refundable & non-adjustable) as stipulated at Table 3.1 below, in addition to the charges applicable for temporary connections:

Table 3.1: Tatkal charges for Temporary Connections

Contracted Load	Tatkal charges in Rs
1 kW to 4 kW	1000
Above 4 kW upto 10 kW	3000

- (6) The fixed charges applicable for temporary connection shall be charged on pro-rata per day basis of the charges as defined in the prevailing Tariff Order.

3.2.2. Application for Temporary Connections

- (1) The applicant shall make request for temporary supply in the format specified in Annexure-I of these Regulations along with non-refundable Registration-cum-Processing fee as given in Table 3.2 below as advance:

Table 3.2: Registration-cum-Processing fee for Temporary Connection.

LT	HT	EHT
Rs. 1000/-	Rs. 20,000/-	Rs. 30,000/-

However, this amount after due deduction of the taxes applicable at the time of deposition of the said Registration-cum-Processing fee shall be adjusted against estimated cost of works.

- (2) Specified Application Form can be obtained free of cost from Licensee's Sub-divisional office or any other office of the Licensee or the same can be downloaded from the official website of the Licensee or even photocopied. The duly filled form can be submitted at the concerned Sub-division/Division office of the Licensee.
- (3) The applicant may apply online for a temporary connection on the website of the Licensee by paying non-refundable registration cum processing fees. Online mode shall not be applicable for connection requested under Tatkal Sewa.
- (4) The documents required to be submitted along with the Application Form are given below:

- (a) If the Applicant is an individual, copy of any one of following documents shall be furnished as identity proof:
- (i) Aadhar Card
 - (ii) Electoral identity card
 - (iii) Passport
 - (iv) Driving license
 - (v) Photo ration card
 - (vi) Photo identity card issued by Government Agency
 - (vii) Certificate from village Pradhan or any village level Govt. functionary like Patawari/Lekhpal/Primary school teacher/in-charge of primary health centre etc.
- (b) If the applicant is a company, firm, trust, school/college, government department etc., application shall be signed by competent authority like Director, Proprietor, Partner, Branch Manager, Principal, Executive Engineer along with certified copy of relevant resolution/authority letter of the company/institution concerned etc. Such person shall also submit copy of any of the identity proofs mentioned at (a) above.
- (c) In case Temporary connection is required for construction purposes, the ownership proof or NOC from the owner shall be submitted alongwith the Application form.
- (5) No Objection Certificate (NOC) from the local authority if the supply is required at a premises/place owned by the local authority.

Provided that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

3.2.3. Processing of Application for Temporary Connections

- (1) On receipt of duly filled application in hard copy, the authorized officer of the distribution Licensee shall check the Application Form and deficiencies, if any, observed in the Application Form shall be got rectified from the applicant immediately. The distribution Licensee shall issue dated receipt to the applicant.

- (2) In case of online application, the officer of the Licensee shall check the online application form and if any deficiency is observed, the Licensee shall intimate the same to the Applicant within 2 working days of filing of the application via email & SMS. Thereafter, the consumer shall remove the deficiency within next 3 working days, failing which the application shall stand lapse. On receipt of duly filled online application form the Licensee shall issue an online acknowledgement immediately.
- (3) Licensee shall ascertain whether any dues are outstanding on the premises and if so, the Licensee shall issue a demand note within 5 days from date of receipt of Application Form giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days, failing which his application shall stand lapse and the applicant shall be informed accordingly in writing under acknowledgement.
- (4) The Licensee shall examine the technical feasibility of the connection within 5 days for LT and 15 days for HT/EHT of acceptance of application and thereafter, the Licensee shall inspect and test the applicant's installation, as required of him under Regulation 31 of CEA Safety Regulations, 2010 in the presence of the applicant or his representative within 5 days for LT connections and 15 days for HT/EHT connections from the date of receipt of the Application Form. Testing of installation shall be done as per procedure laid down in Regulation 33 of CEA Safety Regulations, 2010 and the inspecting officer shall maintain a record of test results obtained in the form given at Annexure I (A) as required of him under Regulation 31 of CEA Safety Regulations, 2010.

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

- (5) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that is dangerous to life / property etc., he shall intimate the same to the applicant on the spot under proper receipt in the form given at Annexure I (A).

- (6) The applicant shall get all the defects removed within 15 days and inform the Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the Licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (7) Upon receipt of information from applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the Licensee shall again record the same in the form given at Annexure I (A) and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved by this action of the Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.
- (8) If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee shall sanction the load immediately. Further, in case applicant does not receive any deficiency note or demand note for the outstanding dues within 15 days from the date of application, the load applied for shall be deemed to have been sanctioned and Licensee shall not deny grant of the Temporary Connection on these grounds.
- (9) Upon sanction of the load, the Licensee thereafter shall issue a demand note indicating:

(a) **Consumption Security:**

The Applicant shall deposit an amount of consumption security as per Table 3.3(A) below:

**Table 3.3 (A): Consumption Security for Temporary connections
(Rs/kW/month)**

Domestic	Non-Domestic	Construction
2000	4000	4000