

distribution Licensee shall provide an appropriate metering cubicle at such 132 kV/220 kV substation. Transmission Licensee's responsibility shall be limited up to line side isolator of the feeder.

- (7) Within one month after sanction of the load, the applicant shall be required to deposit requisite estimated amount towards works charges depending upon the type and quantum of works required, as per Table 3.10 below:

Table 3.10: Works Charges for HT/EHT connections

Sl. No.	Description	Works charge
(A) 11 kV connection		
(1)	Terminal equipment at consumer end including HT cables, CT, PT, Meter cubicle etc.	Rs. 2.0 lakh
(2)	For independent Feeder: In addition to expenses mentioned at S. No. (1) above - Terminal equipment at sending end including Switch gear, HT cables, CT, PT, Meter cubicle, lightning arrestor etc.	Rs. 6.00 lakh
(3)	Line Cost	
	(a) Overhead Line cost	Rs. 80,000 per 100 mtrs or part thereof
	(b) Underground Cabling cost	Rs. 3.00 lakh per 100 mtrs or part thereof
(B) 33 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightning arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Rs. 20.00 lakh
(2)	Line Cost	
	(a) Overhead Line cost	Rs. 1,25,000 per 100 mtrs or part thereof
	(b) Underground cabling cost	Rs. 5.00 lakh per 100 mtrs or part thereof
(C) 132 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightning arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	

Table 3.10: Works Charges for HT/EHT connections

Sl. No.	Description	Works charge
	(c) Underground cabling cost	
(D) 220 kV connection		
(1)	Terminal equipment including circuit breakers, isolators, lightning arrestors at sending end and EHT cables, CT, PT, Meter cubicle etc. at both ends.	Based on the estimate prepared by Transmission Licensee
(2)	Line Cost	
	(a) Single circuit line	
	(b) Double circuit line	
	(c) Underground cabling cost	

- (8) At least 3 months before the beginning of every financial year, the distribution Licensee may submit, if necessary, proposal for revision of charges as per Table 3.10 along with supporting calculations and justification for approval of the Commission. Charges once approved shall remain valid till these are revised by the Commission.
- (9) On receipt of estimated amount of works charges, the distribution Licensee shall initiate execution of the works.
- (10) In cases, where supply of electricity to premises applied for does not require commissioning of new substation / bay, the distribution/transmission Licensee shall ensure completion of HT/EHT works within the time specified in Table 3.11 below for different voltage levels from the date of deposition of amount of work charges by the applicant:

Table 3.11: Time-frame for release of New HT/EHT connection

Sl. No.	Description	No. of days
(i)	11 kV works including line	
(a)	not involving independent feeder	60 days
(b)	involving independent feeder	90 days
(ii)	33 kV works including line	180 days
(iii)	132 kV and above works including line	300 days

- (11) In cases, where supply of electricity to premises applied for requires commissioning of a new sub-station/bay, the distribution/transmission Licensee shall ensure completion of the works on the new substation/bay. However, the cost of the works pertaining to new substation/bay shall be borne by the respective Licensee (distribution or transmission) and complete the work within the additional time specified below for different sub-stations:

Table 3.12: Additional time-frame for release of New HT/EHT connection

Sl. No.	Description	Number of days
(i)	New 33/11 kV substation	180 days
(ii)	Augmentation of existing 33/11 kV substation	120 days
(iii)	Extension of bay at 33/11kV substation	45 days
(iv)	132 kV and above substation	540 days
(v)	Extension of bay at 132 kV and above substation	90 days

- (12) Within 5 days of completion of the HT/EHT works, the distribution Licensee shall inform Electrical Inspector to inspect the installation as per Regulation 43 (2) CEA Safety Regulations along with the requisite inspection fee. Electrical Inspector shall inspect the works and either accord his approval for energisation of distribution Licensee's works or intimate the deficiencies therein within fifteen days from date of deposit of inspection fee by distribution Licensee.
- (13) The distribution Licensee shall get all the defects removed pointed out by the Electrical Inspector within 30 days and inform the Electrical Inspector in writing under acknowledgement. The Electrical Inspector shall re-inspect the Licensee's works within 5 days from receipt of such information and grant approval accordingly.
- (14) The applicant shall complete installation of its HT/EHT works as per Regulations and he may simultaneously submit the layout drawings and other details such as ratings of equipment/apparatus proposed to be installed etc., to the office of Electrical Inspector for his approval to avoid delay in getting final clearances. On completion of his works, applicant shall request Electrical Inspector for approval

in prescribed form as per the Regulation 43 (3) CEA Safety Regulations along with requisite inspection fee. Electrical Inspector shall inspect the applicant's works as early as possible but, not later than fifteen days from date of application for inspection. Upon receipt of approval from Electrical Inspector, applicant shall inform the distribution Licensee about completion of his works in work completion report as per Annexure-V (A) alongwith self-attested copy of Electrical Inspector's approval at least two weeks before the time-frame specified at Clause (10) and Clause (11) above or tentative date indicated by applicant in his application, whichever is later.

Provided that if applicant thinks that he would not be able to take supply by the date of energisation initially indicated in his application (as per Clause (4) (d) of Sub-regulation 3.4.2), he may inform, at least two months in advance of this date in writing, to the distribution Licensee, a new date on which he proposes to take the supply which shall now be deemed as tentative date indicated by the applicant. However, this option to extend the date of energisation as above may be exercised only once by the applicant which shall not be more than 1 year from the date of application.

- (15) For LT loads, Linked Switch with fuse or Miniature Circuit Breakers (MCBs)/ELCB/Cut Out and for HT/EHT loads Linked Switch with fuse or Circuit Breakers (CBs) in accordance with Regulation 35 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof, of appropriate rating as well as specifications shall be installed by the applicant.
- (16) The distribution Licensee shall inspect and test the applicant's installation, as required under Regulation 31 of the CEA Safety Regulations, in the presence of the applicant or his representative within two weeks from the date of receipt of the work completion report and copy of Electrical Inspector's approval as mentioned in Clause (14) above. Testing of installation shall be done as per procedure laid down in Regulation 33 of the CEA Safety Regulations and the inspecting officer of the distribution Licensee shall maintain a record of test results obtained in the form given at Annexure-V (B) as required under Regulation 31 of

- CEA Safety Regulations. The applicant or his representative shall remain present during the inspection.
- (17) Upon inspection, the distribution Licensee shall verify that all HT and EHT works have been carried out conforming to relevant provisions of the Regulations and all HT and EHT equipment installed at the applicant's premises conforms to relevant BIS and, in absence thereof, other equivalent international standards. Distribution Licensee shall also inspect LT works laid at applicant premises and verify that LT wiring has also been laid as per provisions of the Regulations. **Distribution Licensee shall in particular check resistivity of 'Earth system' provided by the applicant at his premises as per Regulation 41 (xv) of the CEA Safety Regulations, 2010 and record the same in his report. Distribution Licensee shall also verify that earth wire of proper size has been laid in the premises and all metal parts of electrical equipment installed at applicant's premises and third pin of three pin sockets are permanently connected to earth as per Regulation 41 (xiv) of the CEA Safety Regulations, 2010. In case the distribution Licensee finds any defect(s), he shall record it in his report in the specified format given as Annexure V (B) and he shall also intimate the same to the applicant or his representative on the spot under proper receipt.**
- (18) The applicant shall get all the defects removed within 30 days and inform the distribution Licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the distribution Licensee about removal of the defects, the application shall stand lapsed and applicant shall have to apply afresh.
- (19) Upon receipt of information from applicant about removal of defects, the distribution 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 distribution Licensee shall again record the same in the form given at **Annexure-V (B)** and hand over a copy of the same to applicant or his representative available on site and the application shall then stand lapsed. If the applicant is aggrieved by this action of the distribution Licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.

- (20) If on inspection/re-inspection of applicant's installation no deficiency is found or the deficiencies are found to have been removed, the distribution Licensee shall, within a period of 15 days from the date of inspection/re-inspection of applicant's installation or the date of approval granted by Electrical Inspector for distribution Licensee's works whichever is later, a demand note is raised by the distribution Licensee, of the final amount to be paid by the applicant for depositing it within a period of 15 days, indicating the following:
- (a) Initial Security Amount @ Rs 1500/kVA of contracted load.
 - (b) Additional/refund of works charges, if any,
 - (i) For connections upto 33 kV - only line cost based on actual line length. Line cost for actual line length shall be calculated as per norms given in Clause (7) above.
 - (ii) For connections above 33 kV - based on actual expenditure for line and terminal equipment.
 - (c) Less Registration-cum-Processing fee charged as per Clause (1) of Sub-regulation 3.4.2 after deducting the taxes applicable at the time of deposition of registration cum processing fee.
 - (d) The Licensee shall also provide the head-wise details of expenditure incurred against the works executed.
- (21) Upon receipt of such amount as indicated in demand note, the distribution Licensee shall, within 7 days, inform the applicant in writing the final date of energisation of applicant's works. Such final date shall not be later than the sum of relevant time frames given above. At the time of energisation of applicant's works, the applicant shall be required to enter into a Supply Agreement in the format given in Annexure-V (C).
- (22) No connection shall be energized without the approval of Electrical Inspector for works in Clause (13) and Clause (14) above and requisite approval/permission/ NOC from the competent authority such as Pollution Control Board, Director of Industries etc., if required under any law/statute.

- (23) For delay in energisation of connection beyond the time frames specified in Clause (10) and Clause (11) above, the duration of delay on account of the reasons attributable to the applicant shall not be considered for calculation of penalty and compensation to be payable by the distribution Licensee.
- (24) Notwithstanding anything contained in the Sub-regulation 3.4.3, if distribution Licensee fails to provide connection to an applicant within the period specified in Clause (10) and Clause (11) above or extended date of energisation as requested by the applicant at Clause (14) above whichever is later, he shall be liable to pay penalty @ Rs. 500/- for each day of default.
- (25) Distribution Licensee shall submit to the Commission monthly division-wise report as per Annexure-VI containing details of number of connections that were not energised within specified period and shall also deposit with it the penalty accrued on account of such defaults.
- (26) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to provide connection to an Applicant within the period specified above, he shall be liable to pay a compensation @ Rs. 500/- to the Applicant for each day of default. Provided that the total amount of compensation shall be limited to the amount deposited by the applicant. The applicant shall be deemed to have commenced taking supply of electricity from distribution Licensee as a consumer, under the conditions specified in the enclosed Supply Agreement, from the final date of energisation intimated by the distribution Licensee as per Clause (21) above. If the applicant fails to commence taking supply of electricity from this date, the applicant shall be liable to pay Fixed/Demand or any other charges as per applicable Rate Schedule for consumers given in the prevailing Tariff Order.
- (27) **Apart from the Registration-cum-Processing fee, charges provided in the Table 3.10, initial security amount and the additional cost, if any, based on actual line length/actual expenditure as per Clause (20) above, no other charges such as cost of meter, CT, PT, cable and other terminal equipment etc. shall be payable by the applicant of a new connection.**
- (28) The Applicant can opt for constructing the line/sub-station on its own through a Class -1 licensed Contractor subject to the approval of the drawings/design of the

distribution Licensee/transmission Licensee as the case may be with deposition of supervision charges @ 15% of material and labour cost excluding establishment cost. The said supervision charges shall cover following but not limited to -

- (a) Supervision of survey works: Preliminary, detailed, check and contour survey, checking of profiles, tower schedules and route alignments, land schedules etc.
- (b) Checking of soil investigation data.
- (c) Assistance in obtaining various statutory clearances and publication of statutory notifications.
- (d) Checking and approval of drawings, designs, technical specifications of all HT/EHT equipment such as power transformers, switchgears etc., structures, line materials, control protection schemes, cable schedules & approval of vendors.
- (e) Pre-delivery inspection of all HT/EHT equipment and materials at the manufacturers' works.
- (f) Supervision of construction works like foundation and erection of equipment etc.
- (g) Final checking and testing of the equipment.
- (h) Arrangement of line clearances.
- (i) Assistance in the inspection of Electrical Inspectorate/Department of Electricity Safety, GoU.
- (j) Charging of the electrical installations.

3.5 Single Point Bulk Supply for Domestic, Non-Domestic and Mixed Load Categories

- (1) Single Point Bulk Supply connection shall only be allowed for Contracted Load above 75 kW/88 kVA with single point metering for further distribution to the end users. Provided that such users shall not be restricted from applying for individual connections. The person who has taken the single point supply shall be

responsible for all payments of electricity charges to the Licensee and collection from the end users/consumers as per tariff determined for such consumers. The Licensee shall ensure that tariff being charged from end user/consumer does not exceed the approved tariff applicable for Single Point Bulk Supply (SPBS) connection as per Tariff Order issued by the Commission.

- (2) The person who has taken the single point supply shall also be deemed to be an agent of Licensee to undertake distribution of electricity for the premises for which single point supply is given under seventh proviso to Section 14 of the Electricity Act, 2003 and distribution Licensee shall be responsible for compliance of all provisions of the Act, Rules & Regulations thereunder within such area.
- (3) The procedure for release of single point bulk supply connection shall be in accordance with provisions of sub-regulation 3.6 below.

3.6 New Electricity Connection in Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. to be constructed by Developer

[Explanation- Residential Complex/Non-Residential Complex/Multiplex/Malls/Townships etc. means any premises comprising of the following: -

- a) a Building or Buildings having Residential/Commercial units;
- b) a Common area; and
- c) any one or more facilities or services such as park, lift, parking space, community hall, common water supply, common lighting facility viz. security/street lights, toilets, watchman room located within a premises and the approval of the layout of such premises may have been granted by an authority under any law for the time being in force.]

- (1) The responsibility alongwith the cost of creating required/adequate distribution network within Residential Complex/Non-Residential Complex/Multiplex/Mall/Townships etc. for various cumulative normative load shall be as follows:-

- (a) For cumulative normative load above 25 kW and upto 75 kW

From the transformer onwards, i.e. excluding transformer of capacity as determined as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex, shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer including associated accessories and the cost of extending such 11 kV/0.4 kV line from the Licensee's end shall be estimated by the distribution Licensee as per normative charges provided at Table 3.6 of these Regulations, as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.

(b) For cumulative normative load above 75 kW

(i) **For SPBS connection (Metering at HT/EHT)-** From the transformer (including distribution transformer and/or power transformer) installed as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex, shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer including associated protection gear(s) shall be borne by the developer/builder/CGHS. The cost of extending such 220 kV/132 kV/33 kV/11 kV line from the Licensee's end shall be estimated by the distribution Licensee as per charges provided at Table 3.10 of these Regulations, as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.

(ii) **For Non-SPBS connection-** From the transformer onwards i.e. excluding transformer of capacity as determined as per Clause (4) below, as the case may be, and upto the point of connection to the installation of each consumer within such complex shall be that of the developer/builder/Co-operative Group Housing Society (CGHS) who undertakes construction of such complex. The cost of such transformer

including associated protection gear(s) & accessories and the cost of extending such 220 kV/132 kV/33 kV/11 kV line from the Licensee's end shall be estimated by the distribution Licensee as per actual as the case may be, and such cost shall be payable by the developer/builder/CGHS subject to recovery/refund of additional amount on completion of the works.

Provided that the developer/builder/CGHS shall have the option to extend the LT (in case of extension of LT network)/HT/EHT line network of the Licensee along with transformer and associated equipment on its own through a Licenced contractor, as per estimate prepared by the Licensee, as above, by paying supervision charges to the Licensee at the rate of 15% to be levied on estimated material cost & labour cost excluding the establishment cost. The Licensee shall provide a copy of detailed estimate alongwith the demand note.

- (2) The developer/builder/CGHS shall submit Guaranteed Technical Particulars (GTP)/drawings of electrical network of the premises to the distribution Licensee while applying for load approval as per Clause (4) below and shall be responsible for creating required/adequate distribution network as per CEA Safety Regulations, 2010 issued from time to time within Residential Complex/Non-Residential Complex/Multiplex/Mall/Townships etc.
- (3) The land for construction of sub-station or installation of Power/Distribution Transformers or Poles etc. within the premises shall be provided by such developer to the distribution Licensee, free of cost.
- (4) The cumulative normative load shall be calculated as per details given in Annexure-IV and the total area for calculation of cumulative normative load shall be based on the number of units/apartments/shops/built-up area/constructed area/floors so approved as per plan/layout of the premises issued by the competent authority. The capacity of Power Transformer and/or Distribution Transformer, as the case may be, to be installed within the Residential Complex/Non-Residential Complex, Mall, Multiplex etc. shall be determined by the Licensee.

- (5) Where the developer/builder/CGHS desires to hand over the electrical network/installation within such complex up to the point of connection(s) of individual consumer(s) to the distribution Licensee post completion of the project, in such cases, the developer/builder/CGHS shall pay supervision charge @ 15% of the estimated material cost & labour cost excluding the establishment cost to the distribution Licensee. The above estimate of the existing infrastructure shall be prepared by the distribution Licensee for valuation of assets subject to the network/installation conform to CEA Regulations & Standards. At the time of seeking new connection, the individual user(s) of such complex, shall pay service line charges and initial security deposit only as per tables given in Table 3.4 to Table 3.7 of Clause (11) of Sub-regulation 3.3.3 based on the applicability to the distribution Licensee.
- (6) Where provision of single point bulk supply exists, the individual consumer connected from the network of developer/builder/CGHS within such complex shall be liable to pay the tariff charges applicable for Single Point Bulk Supply (SPBS) connection as per Tariff Order issued by the Commission.

Provided that in the complex where the developer/builder/CGHS is having Single Point Bulk Supply (SPBS) connection used for exclusively domestic purposes, the individual consumer/user within such complex shall not be restricted from seeking individual domestic connection directly from the distribution Licensee. Such connections shall be released preferably through Pre-paid meters either provided by the distribution Licensee or procured by the consumer as per CEA Metering Regulations, utilising the existing infrastructure created by the developer/builder/CGHS. Bills of SPBS connection shall be duly adjusted by the monthly energy consumption of such individual consumer having connection from the Licensee. Further, in case the distribution Licensee takes over the electrical infrastructure of such complex, the responsibility of maintenance of the same shall lie with distribution Licensee and in other cases developer/builder/RWA/CGHS shall be responsible for the maintenance.

3.7 Withdrawal/Lapse of Application

- (1) If a person, after applying for connection, withdraws his application or refuses to take supply or his application lapses, the Registration-cum-Processing fee & Tatkal Charges, if any, shall be forfeited and the amount deposited by the applicant towards charges as per Table 3.4 to 3.7 of Clause (11) of Sub-regulation 3.3.3 and Table 3.10 of Clause (7) of Sub-regulation 3.4.3 will be refunded as specified in Table 3.13 below:

Table 3.13: Refund applicable for Withdrawal/Lapse of Application

1	In case the work execution has not commenced by the distribution Licensee by that time.	Full amount may be refunded.
2	Where less than 50% work has been executed.	50% amount may be refunded.
3	Where more than 50% and upto 75% work has been executed.	25% amount may be refunded.
4	Where more than 75% work has been executed.	Nil

Provided that for LT/HT/EHT connections, full security amount deposited by the applicant shall be refunded.

Provided further that for Temporary LT/HT/EHT connections, full consumption security deposited by the Applicant shall be refunded. However, in case no work has been started, material security deposited by the Applicant shall be refunded in full and in rest of the cases, material security shall be refunded after deducting any damage to material (such as meter, transformer, isolator etc.) if any, and dismantling charges which shall be 10% of the material security.

- (2) The refund shall be made by distribution Licensee within 30 days of the receipt of withdrawal/refusal letter/lapse of application, beyond which interest shall be payable at the Bank rate.

CHAPTER 4: EXISTING CONNECTIONS

4.1 Procedure for Enhancement / Reduction in Contracted Load

4.1.1 General

- (1) No enhancement/reduction in load shall be allowed in case of temporary connection. In case a temporary connection holder desires to enhance/reduce the load, he shall surrender the existing temporary connection and apply a fresh.
- (2) Consumer holding a permanent connection can enhance their contracted load anytime, however, reduction of contracted load shall be permitted only once in a financial year.
- (3) The consumer seeking enhancement/reduction in load at same voltage level shall apply to the distribution Licensee in the form given at **Annexure-VII** which shall be made available free of cost at Licensee's sub-division/division or any other office alongwith the proof of payment of the latest bill. The form can also be downloaded from the Licensee's website or even photocopied.
- (4) The consumer seeking enhancement/reduction in load at voltage level other than the existing voltage level, in such cases the consumer shall apply to the distribution Licensee in the form given at **Annexure-II** for new LT Connection or **Annexure-III** for new HT/EHT Connection which shall be made available free of cost at Licensee's sub-division/division or any other office. The form can also be downloaded from the Licensee's website or even photocopied. On receipt of duly filled application form alongwith the proof of latest paid bill from the consumer, the Licensee shall process the application as per the Regulations applicable for New Connection duly adjusting the initial security amount and depreciated cost of the received back material from the site if the same is reusable by the distribution Licensee.

Provided that for cases where there is change in voltage from LT to HT and vice-versa and existing installed transformer of the consumer is not dismantled for the purpose of load enhancement/reduction, in such cases the charges of the transformer deposited by the consumer shall not be adjusted.

- (5) The consumer may apply online for enhancement/reduction of load on the website of the Licensee. 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 lapsed. On receipt of duly filled online application form, the Licensee shall issue an online acknowledgement immediately.
- (6) The procedure and conditions for grant of new connection as specified in Sub-regulation 3.3.1 to Sub-regulation 3.3.3 for LT connections and Sub-regulation 3.4.1 to Sub-regulation 3.4.3 for HT/EHT connections shall be followed for enhancement/reduction of contracted load and the penalty payable by the distribution Licensee for delay in effecting enhancement/reduction of contracted load shall be payable @ Rs. 100 for each day of default for LT consumer and @ Rs. 500 for each day of default for HT/EHT consumer subject to maximum of Rs 1,00,000.
- (7) Without prejudice to the penalty levied on the Licensee, if the Licensee fails to enhance/reduce the contracted load of a consumer within the period specified above, he shall be liable to pay a compensation @ Rs 50 per day of default to the consumer subject to maximum of Rs 50,000.
- (8) Subject to the procedures and completion of formalities as per Sub-regulation 3.3.1 to Sub-regulation 3.3.3 for LT connections and Sub-regulation 3.4.1 to Sub-regulation 3.4.3 for HT/EHT connections of these Regulations, the distribution Licensee shall complete the works as per timelines specified in these Regulations. However, if enhancement/reduction of load does not require any alteration of line/substation works the contracted load shall be enhanced/reduced within 30 days for HT/EHT connection and within 15 days for LT connection from the date of submission of application.
- (9) A consumer seeking enhancement in load shall pay initial security for enhanced load after duly adjusting the amount of security for existing load and transformer charges as the case may be as mentioned below:

(a) **For LT consumers (Load upto 75 kW)**

- (i) In case of total load after enhancement is upto 25 kW and where augmentation or replacement of existing service line/overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay charges for service line only as per Table 3.4, Table 3.5 & Table 3.7 of Clause (11) of Sub-regulation 3.3.3. Whereas, the Licensee shall augment/replace the existing overhead or underground line/equipment upto the existing distributing main at its own cost, if required.
- (ii) In case of total load after enhancement is above 25 kW and upto 75 kW and where augmentation or replacement of service line/overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay charges for service line, overhead or underground line charges and transformer (63 kVA or 100 kVA as the case may be) as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3. Whereas, the Licensee shall augment/replace the existing overhead or underground line/equipment at 11 kV upto the existing 11 kV distributing main at its own cost, if required.

(b) **For HT/EHT consumers (Load above 75 kW)**

- (i) In case of independent feeder, where augmentation or replacement of existing overhead or underground line/equipment etc. is required at the same voltage level, the work charges for the overhead or underground line/terminal equipment shall be paid by the consumer as per Table 3.10 of Clause (7) of Sub-regulation 3.4.3, if required.
- (ii) In case of non-independent feeder, where augmentation or replacement of existing overhead or underground line/equipment etc. is required at the same voltage level, then the consumer shall pay the work charges for the terminal equipment as per Table 3.10 of Clause (7) of Sub-regulation 3.4.3, if required. Whereas, the Licensee shall augment/replace the overhead or underground line at its own cost.

- (10) A consumer seeking reduction in load, in case requires replacement of existing equipment, then the consumer shall pay the work charges for the equipment as per Table 3.6 of Clause (11) of Sub-regulation 3.3.3 and Table 3.10 of Clause (7) of Sub-regulation 3.4.3 as the case may be and the difference between security deposit required for the reduced load and that already deposited shall be adjusted in the bills within the next three billing cycles or within 6 months whichever is earlier.
- (11) The work charges for dismantling old terminal equipment and installing new equipment in case of enhancement of contracted load as specified in Clause (9) (b) above or reduction of contracted load for HT/EHT consumers shall be payable based on the estimated cost of new equipment and labour charges. Such labour charges shall be limited to 10% of the cost of new equipment.

Provided that the overall work charges chargeable from the consumer shall not exceed the charges specified in Table 3.10 of Clause (7) of Sub-regulation 3.4.3 as the case may be, and such charges shall be reduced by the depreciated cost of the equipment removed, if their cost has been borne by the consumer and they are reusable by Licensee.

Provided further that the adjustment for these charges shall be done in the demand note issued as per Clause (20) of Sub-regulation 3.4.3.

- (12) While considering the request for load reduction, the Licensee shall first verify the said consumer's actual consumption profile. In case the actual consumption pattern indicates that the load actually utilized in the past four months is higher than that being demanded, reduction so sought shall not be permitted and the Applicant shall be informed accordingly. Example:

For installations where Electronic meter with MDI has been installed:

<i>Load Category</i>	<i>Industrial</i>
<i>Sanctioned Load</i>	50 kVA
<i>Load Reduction Requested</i>	35 kVA
<i>Max. demand during last 04 months</i>	40 kVA

Since Max Demand during last 04 months as indicated by MDI was higher than requested reduced load, request not to be acceded to.

For Installations where meters do not have MDI

<i>Load category</i>	<i>Domestic</i>
<i>Sanctioned load</i>	<i>7 kW</i>
<i>Load reduction requested</i>	<i>4 kW</i>
<i>Max. Monthly consumption during last 04 months</i>	<i>600 kWh</i>
<i>Normative consumption for domestic category*</i>	<i>100 kWh/kW</i>
<i>Load calculated on normative consumption</i>	<i>600/100 = 6 kW</i>

Since the load calculated on normative consumption basis during last 04 months is higher than the load reduction requested, the request for load reduction should not be acceded to.

** Normative consumption as indicated for provisional billing in the tariff order.*

Provided that once reduction in load has been allowed based on actual load/consumption profile for last 04 months, the enhancement of load if required in future shall be allowed only after 06 months from the date of such reduction.

In case the enhancement/reduction in load requires change in supply type from LT to HT/EHT or vice-versa, the provisions of relevant regulations shall be applicable depending upon the nature of enhanced/reduced load.

- (13) Consumer having contracted load at 0.4 kV or 11 kV or 33 kV, violates the contracted demand and such violation in load falls in the ambit of higher voltage level, the consumer shall be liable to pay the maximum demand violation charges, however, if such violation is within the limit of 10% of the contracted load, the Licensee shall not compel the consumer for augmenting the supply voltage.

4.2 Additional Security Deposit

- (1) Balance of Security Deposit as on 31st March of the previous year shall be 'Existing Security Deposit'. Consumer is required to maintain a sum equivalent of estimated average consumption of 'N'+1 months of previous financial year or the existing security deposit with the Licensee, whichever is higher, as security deposit ('Required Security Deposit') towards any delay or default in payment. Here 'N' is the number of months in a Billing cycle approved in the Tariff Order applicable for preceding year.

- (2) The Licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Excess of Required Security Deposit over Existing Security Deposit shall be Additional Security Deposit. Assessment of Additional Security Deposit shall be done once a year in the month of April and the same shall be reflected in the next bill. Such reflected amount shall be deposited by the consumer through Cash/DD/RTGS/NEFT or any other electronic mode accepted by distribution Licensee.
- (3) Where the Additional Security Deposit is upto 10% of the Existing Security Deposit, no claim shall be made for payment of Additional Security Deposit. Interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be added to the Existing Security Deposit and shall become the Existing Security Deposit for the current year.
- (4) Where the Additional Security Deposit is more than 10% of the Existing Security Deposit, Interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be added to the Existing Security Deposit and Demand for remaining amount of Additional Security Deposit shall be raised on to the consumer.
- (5) Where Existing Security Deposit computed as per Clause (1) above is found to be equal to or greater than the Required Security Deposit, the interest accrued on the Existing Security Deposit upto 31st March of the previous year shall be refunded to the consumer through adjustment in his electricity bill upto 31st July of current year.
- (6) The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer.
- (7) Additional Security Deposit amount shall be shown as a separate entry in the bill particulars/parameters. Any default in payment of dues on account of Additional Security Deposit shall be treated as non-payment of Licensee's dues and shall be dealt as per Regulation 6.1 of these Regulations. No late payment

surcharge/delayed payment surcharge shall be applicable on the unpaid dues of Additional Security Deposit.

4.3 Transfer of Connection

Transfer/shifting of connection shall not be allowed from one premises to another and in such cases, the existing connection shall be permanently disconnected and a separate new connection shall be released for the new premises as per provisions of these Regulations.

Licensee shall deal with the application relating to transfer of connection in the same premises as specified below:

4.3.1 Change of consumer's name due to change in ownership/occupancy of property

- (1) The applicant shall apply for change of consumer's name in the format specified at Annexure-VII of these Regulations along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property. NOC from previous occupant of the premises/certificate of merger/demerger from appropriate authority in case of firms/companies shall be required for cases involving transfer of security deposit in the name of applicant. The change of consumer's name shall be effected within two months after acceptance of application. Subsequent to this, the Licensee shall inform the applicant regarding the change in name through email/mobile or any other electronic medium. Any old dues on the property shall be payable by new consumer subject to the provisions of Section 56 (2) of the Act.
- (2) In case NOC from the previous occupant is not submitted, application for change of name shall be entertained only if security deposit as stipulated in these Regulations is paid afresh. However, the original security deposit alongwith interest shall be refunded to the claimant as and when a claim is preferred by the concerned.
- (3) If the change of consumer's name is not effected within the said two months, compensation as specified in UERC (Standards of Performance) Regulations, 2007 as amended from time to time shall be paid by the Licensee.