

4.3.2 Transfer of consumer's name to legal heir:

- (1) The applicant shall apply for change of consumer's name in the format specified at Annexure-VII to these Regulations with a copy of latest bill duly paid. The application shall be accepted on showing valid proof of legal heirship like Registered Will, Succession Certificate, Mutation in municipal/land records etc. 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 transfer of 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) 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.

4.4 Change of category

- (1) The applicant shall apply for change of category on the format specified at Annexure-VII alongwith due adjustment of charges for new category as specified in these Regulations.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of application.
- (3) The Licensee shall inspect the premises within 5 days from date of receipt of Application Form to verify and shall change the category within two months from the date of receipt of Application Form. Subsequent to this, the Licensee shall inform the applicant regarding the change of category through email/mobile or any other electronic medium.
- (4) Change of category shall be effective from the date of approval of the application. Billing under changed category shall commence from the date of approval of the application. If the category is not changed within the period specified as Clause (3) above, the consumer shall not be liable for any action on account of unauthorised use of electricity from the date of receipt of application, and for such

default, compensation for the same shall be paid to him as provided in UERC (Standards of Performance) Regulations, 2007 as amended from time to time.

- (5) No change in category shall be allowed for PTW connections and no connection for any other category shall be released from the feeder dedicated for PTW connection(s).

CHAPTER 5: METERING AND BILLING

5.1 Metering

5.1.1 General

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006/Metering Communication and Data Acquisition Requirements (MCDAR) as per UERC (State Grid Code) Regulations, 2016 as amended from time to time. Any changes in the MCDAR shall be based on the recommendations of the MCDAR Committee with the Approval of the Commission.

Provided that the recommendation of MCDAR Committee shall be in conformity to the CEA (Installation & Operation of Meters) Regulations, 2006 & amendments thereof and statutory reports/documents/Rules in this regard.

- (2) The Licensee shall use meters complying with the CEA Regulations referred at (1) above for energizing a new connection or for replacement of meter. The consumer, if he so desires, may procure meter conforming to the CEA regulations referred in (1) above as per list of Make & specifications approved by the Licensee but the Licensee shall test, install and seal the meter.
- (3) Licensee shall have the option of installing the meter at the consumer's premises or outside the premises such as on pole/boundary of premises etc. Where meter has been installed outside the consumer's premises, the responsibility of safe custody of metering unit shall lie with the Licensee. Where meter has been installed at the consumer's premises, the responsibility of keeping the meter under safe custody shall lie with the consumer.

Provided that where the Licensee installs the meter outside the premises of the consumer, then the Licensee shall provide real time display unit/home display unit at the consumer premises on the request of the consumer on chargeable basis at the rates determined by the Commission from time to time in its Orders, for his information to indicate the electricity consumed by the consumer. Provided further that for the billing purpose, reading of consumer meter and not the display

unit shall be taken into account.

- (4) The consumer shall provide suitable and adequate space for installation of the meter, either at entry point or outside the premises, in such a manner that it is always accessible to the Licensee or his representatives without the need of meter reader to get the premises unlocked or opened for this purpose.
- (5) In the case of multi-storey buildings, the meters shall be fixed preferably on the ground floor having proper ventilation and adequate illumination.
- (6) It shall be the responsibility of Licensee to maintain the meter and keep it in working order at all times.
- (7) Initial installation and replacement of the meter shall be done by the Licensee in presence of the consumer or his authorised representative after giving one week's notice. At the time of Initial installation and replacement the Licensee shall record the particulars of meter in the Sealing certificate (1st copy) which shall be jointly signed by the Licensee and the consumer, the same shall be kept in master file of the consumer. 2nd copy of the sealing certificate shall be issued to the consumer at the time of installation of the meter under proper receipt. 3rd and 4th copy of sealing certificate shall be submitted to the concerned sub-divisional/divisional office. The meter seals shall be in accordance with Regulation (12) of Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 as amended from time to time.
- (8) For effective metering and subsequent activities, the Licensee shall ensure proper functioning of its systems (including Hardwares & Softwares) placed at various field offices alongwith online connectivity of its all field offices through the reliable internet services. Further, the Licensee shall also ensure the uptime/availability of its online services at least 95% during working hours in a month and this concern should be taken care by the Licensee while executing the Service level agreement with the Internet Service Providers.

5.1.2 Reading of meters

- (1) The meter shall be read once in every billing cycle. The meter reading shall be read/recorded only by the person duly authorized by the Licensee for this purpose.
- (2) The Licensee shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading.
- (3) Licensee shall ensure that meter readings are regularly read through Spot Billing Machine (SBM) or any other latest device and bills shall be issued at the spot and uploading of the bill shall be ensured within 3 days of bill generation for geographically plain areas and 5 days for Hilly areas. Where Automatic Meter Reading (AMR)/Advanced Metering Infrastructure (AMI) based metering system is installed, the Licensee shall upload the bill on its website on the same day of bill generation.
- (4) Where the meter is within the consumer's premises, the consumer shall extend all facilities to the Licensee to read the meter.
- (5) Time of Day (ToD) meters, wherever installed shall be read only through Meter Reading Instrument (MRI). It shall be the duty of Licensee's official to read the meter and check condition of LEDs on electronic meters. In case Earth Leakage (E/L) LED indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advise him to get his wiring checked and leakage removed. He shall also inform concerned officer of the Licensee about the leakage.
- (6) Where meters could not be read because of non-availability (NA) of any consumer, Licensee may raise a provisional bill based on the last one year's average consumption of the consumer clearly showing the date when the meter reader went to the consumer's premises to take the meter reading and reason for not being able to do so. All such bills shall be suitably adjusted as and when such meters are read. Such provisional billing shall not continue for more than 2 billing cycles continuously and thereafter no provisional bills shall be raised.

- (7) If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a 15 days clear notice to the consumer under proper receipt, to keep the premises open for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the Licensee shall after expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.
- (8) When a consumer gives prior information in writing about inaccessibility of the meter to the Licensee due to continued absence from premises, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer deposits in advance an amount sufficient to meet its payment obligations during the period of absence. The Licensee shall adjust such deposited amount against the electricity dues after each billing cycle. This facility shall be available to any consumer if he so wishes and for deposition of the advance amount the consumer can apply to the Licensee in the format specified at Annexure-IX to the Regulations.
- (9) If the consumer desires to have special reading taken, the same shall be arranged by the Licensee on payment of charges as per the miscellaneous charges in the applicable Tariff Order.
- (10) Licensee shall ensure that no new case of Not Read (NR) shall be added to its billing data base. The Licensee is required to make necessary changes in its billing software for identification and highlight such cases of provisional billing for more than 2 billing cycles continuously to the higher authorities.
- (11) Wherever Global System of Mobile (GSM)/General Packet Radio Service (GPRS)/Advanced Metering Infrastructure (AMI) based Automatic meter reading are done, the Licensee shall physically verify the reading of such consumers in a gap of not more than six months.

5.1.3 Testing of meters

- (1) The meter test labs of the Licensee shall be NABL accredited or it shall utilise the services of other accredited testing labs till its labs get NABL accredited.
- (2) All the meter test labs shall have CCTV surveillance system.

- (3) The Licensee shall conduct periodical inspection/testing and calibration of the meters, in the following manner:

Periodicity of meter tests - The Licensee shall observe following time schedule for regular meter testing as per Table 5.1 below:

Table: 5.1 Periodicity of Meter Tests

Category	Interval of Testing
Bulk Supply Meters (HT)	1 Year
LT Meters	5 Years

CT ratio and accuracy of CT/PT, wherever applicable, shall also be tested along with meter.

Provided that periodicity of testing of meters installed at PTW connections shall be atleast once in 2 years.

- (4) If the consumer disputes the accuracy of the meter, he may, upon giving notice/complaint to that effect and paying prescribed testing fee as per charges given in the prevailing Tariff Order, have the meter tested by the Licensee.

If, after testing, the meter is found to be defective or recording incorrectly or damaged due to technical reasons, attributable to the Licensee then the fee deposited for meter testing will be refunded by adjustment in the electricity bills. In case, the meter is found to be correct then the Licensee will not refund such fee.

- (5) The Licensee shall, within 30 days of receiving the complaint, carry out testing of the meter as per the procedure specified in these regulations and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least 2 days in advance.

Provided that where the Licensee is installing a test/check meter alongwith the meter under test for verification of energy consumption, in such cases the Licensee shall be required to provide a copy of the valid test report of such test/check meter to the consumer before initiating the testing.

- (6) The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter shall be done for a minimum consumption of 1 kWh. Suitable Scanner shall be used for counting the pulses. The meter testing report shall be in the format given in Annexure-VIII.
- (7) In case a consumer is not satisfied with the testing of the installed meter or the meter cannot be tested by the Licensee at site then the meter will be removed and packed for testing in the laboratory in tamper proof special meter sealing kit bag to be arranged by the Licensee and another duly tested meter in an accredited test laboratory will be installed at the premises of such consumer. In the event, the Licensee or the consumer apprehends tampering of meter and/or its seals then the Licensee and the consumer will jointly seal the packing containing the meter. The seals will be broken and testing undertaken in the laboratory in the presence of the consumer, if he so desires.
- (8) The Licensee shall ensure the videography covering the various stages such as existing condition of meter, process of meter removal, sealing in tamper proof special meter sealing kit bag at consumer premises and opening of the special meter sealing kit bag at test lab including fixing of meter on the test bench, opening of the meter parts and dismantling of meter. The tamper proof special meter sealing kit bags are to be arranged by the Licensee within six months of applicability of these Regulations in each sub-division of the Licensee.
- (9) In case of testing of a meter, removed from the consumer premises for the purpose of testing in the Licensee's laboratory, the consumer would be informed of the date of testing in advance.
- (10) When the meter is found to be:
 - (a) fast beyond limits specified by Bureau of Indian Standards (BIS), the Licensee shall replace/rectify the defective meter within 15 days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of 12 months or less depending on period of installation of meter or previous testing date prior to the date of consumer's complaint and up to the date on

which defective meter is replaced/rectified;

- (b) slow beyond permissible limits, as specified by Bureau of Indian Standards (BIS), and the consumer does not dispute the accuracy of the test, the Licensee shall replace/rectify the defective meter within 15 days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than 12 months or less depending on period of installation of meter or previous testing date prior to date of test and up to the date on which defective meter is replaced/rectified.
- (11) Wherever the testing of meter is being done, signature of the consumer, or his authorized representative, if present, would be obtained on the Test Report and a copy thereof shall be supplied to the consumer.
- (12) If the consumer or his representative disputes or refuses to sign the test report, the defective meter shall not be replaced and the matter shall be decided either (a) upon the application of consumer, by CGRF or Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month; or (b) upon the application of Licensee, by Electrical Inspector or any authorized third party, who shall test the correctness of the meter and give results within one month.

The decision of the Electrical Inspector or CGRF or such authorized third party, as the case may be, shall be final and binding on the Licensee as well as the consumer. The Licensee shall keep record of all such meter tests and submit to the Commission the exception reports in every 6 months.

5.1.4 Meter not recording

- (1) If the meter is not displaying/not recording/stuck as reported by the consumer, the Licensee shall check the meter within 30 days of receipt of complaint and if found not displaying/not recording/stuck or identified as defective (IDF), the meter shall be replaced by the Licensee within 15 days thereafter.
- (2) Where the Licensee observes that meter is not recording any consumption for the last one billing cycle or appears defective (ADF), he shall notify the consumer

through email, SMS etc. Thereafter, the Licensee shall check the meter within 30 days and if the meter is found stuck/stopped/defective, the meter shall be replaced within 15 days.

- (3) Where the Licensee observes that current reading is lower than the previous reading (RDF), which is possibly due to current reading being less than actual, or previous reading be higher than actual or old meter having been replaced with new meter. Licensee shall investigate the matter within 30 days and meters found defective shall be replaced within 15 days else correction shall be made in the data base to set his record straight.

5.1.5 Burnt meter

- (1) In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore the connection within 6 hours of receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within 3 days.
- (2) The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the Licensee shall bear the cost of meter.
- (3) In case upon inspection of the consumer's installation and subsequent testing of the meter, if it is established that meter got burnt due to causes attributable to the consumer e.g. tampering, defect in consumer's installation, connection of unauthorised load by the consumer etc. the consumer shall pay for the cost of new meter and appropriate action, if required, under the provisions of the Act shall be initiated by the Licensee.
- (4) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of theft of energy shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

5.1.6 Stolen meter

- (1) In case, where a meter installed at a consumer's premises is reported as stolen and the FIR to this effect has been lodged by the consumer, supply of electricity shall immediately be restored by the Licensee at consumer's request by installing another tested meter and the cost of the meter shall be borne by the consumer.
- (2) In case where a meter installed outside the consumer's premises is reported as stolen, FIR to this effect shall be lodged by the Licensee and supply of electricity shall be immediately restored by the Licensee by installing another tested meter and the cost of the meter shall be borne by the Licensee.
- (3) In above cases, electricity charges for the period for which the meter was not available shall be assessed on the basis of average consumption of last three billing cycles.
- (4) If it is established by the Licensee that the loss of meter was due to a deliberate act of the consumer, appropriate action under the provisions of the Act shall be initiated by the Licensee.

5.1.7 Billing during the period defective/stuck/stopped/burnt meter remained at site or Stolen meter

- (1) The consumer shall be billed on the basis of the average consumption of the past three billing cycles immediately preceding the date of the meter being found or being reported defective/stuck/stopped/burnt/stolen. These Charges shall be leviable for a maximum period of 2 billing cycle during which time the Licensee is expected to have replaced the defective meter.
- (2) The Maximum Demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding month/billing cycle of past year is also not available, the highest maximum demand as available for lesser period shall be considered.

5.2 Billing

5.2.1 General

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- (3) The billing cycles for various categories of consumers shall be as per prevailing Tariff Order.
- (4) The bills shall be generated in accordance with the billing cycles. The bills shall be delivered to the consumers immediately in case of spot billing and the Licensee shall upload the bill on its website within 5 days of bill generation for Hilly areas and 3 days for geographically Plain areas. In case of AMR/AMI based metering system, the bill shall be uploaded on the same day of bill generation.
- (5) The Licensee shall also inform the consumer about issuance of the bill and its payment due date via SMS or email, as the case may be.
- (6) The due date of payment of bill shall be atleast 15 days from the Bill Date.
- (7) Provisional billing (NA/NR/IDF/ADF/RDF billing based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Clause (7) of Sub-regulation 5.1.2 shall be enforced.
- (8) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears in the bill.
- (9) Licensee shall provide complete details of all kind of arrears in the bill.
- (10) The payment may be made at the designated bill collection centers of the Licensee during specified time or online payment mechanisms or by any other scheme notified by the Licensee for acceptance of bill payment from time to time.

- (11) Where the payment is made through cheque and the same is dishonored, the Licensee shall inform the consumer and require him to pay the bill within 5 working days in cash or through RTGS/NEFT/Demand Draft only (except Government consumers). The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque. If there is one instance of dishonour of cheques of a consumer in a financial year, the consumer shall be required to make all subsequent payments in cash, online or through RTGS/NEFT/Demand Draft for the next six months (except Government consumers).

5.2.2 Bill Particulars

The following particulars shall be indicated in the bill:

- (1) Consumer name and address;
- (2) Service Connection No - This is the unique consumer identification number, which can be referred to for any communication;
- (3) Account No. - This is the unique number of each consumer which can be referred to for any communication;
- (4) Name of office of distribution Licensee having jurisdiction over the supply;
- (5) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down/compiled in soft form;
- (6) Bill Number & Bill Date;
- (7) Bill Month and Bill Period;
- (8) Bill Basis - Provisional or Metered Unit (MU);
- (9) Meter Number;
- (10) Meter type and make;
- (11) Multiplying factor of meter;
- (12) Consumer Category;
- (13) Applicable tariff;

- (14) Bill-cum-disconnection notice;
- (15) Current Security deposit with the Licensee and details of additional security required;
- (16) Contracted Load (kW/kVA/HP);
- (17) Maximum demand during the billing period (kW/kVA/HP) (only for categories specified in tariff order issued from time to time);
- (18) Fixed charge/Demand Charge (kW/kVA/HP);
- (19) Energy Import and Export details for consumers with net-metering;
- (20) Meter Reading of previous billing cycle. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading;
- (21) Current Meter Reading. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading;
- (22) Billed Units. This shows the total units consumed for the particular billing cycle. In case of TOD meter, billed units for each time slot shall be mentioned separately;
- (23) Energy charge. In case of TOD meter, energy charges for each time slot shall be mentioned separately;
- (24) Electricity Duty, Green Energy Cess, GST (if applicable) or any other Cess or Duty imposed by the Govt.;
- (25) Fuel Charge Adjustment (FCA) charges;
- (26) Voltage Supply Rebate and Voltage Supply Surcharge details;
- (27) Low Power Factor Surcharge;
- (28) Excess off-season load denial of benefit plus surcharge;
- (29) Extra charges for temporary connection as per Tariff order issued from time to time;
- (30) Additional Surcharge and Additional Rebate;
- (31) Solar Water Heater Rebate;
- (32) Miscellaneous Charges;

- (33) Open access energy details;
- (34) Arrear amount;
- (35) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity duty etc.;
- (36) Amount payable (rounded off) on or before the due date- net amount to be paid on or before the due date;
- (37) Due Date i.e. 15 clear days from the Bill date including last date before which the bill has to be paid;
- (38) Late Payment Surcharge - it is the fee that is charged in case the payment is not made within the due date/amount payable after due date;
- (39) Amount payable (rounded off) after the due date- net amount to be paid after the due date;
- (40) Compensation to the consumer, if any;
- (41) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last 6 months;
- (42) Last Payment Details;
- (43) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted;
- (44) Any other information which the Licensee deems fit;
- (45) Meter Remark- This indicates the meter status.

The following particulars shall be printed at the back of the bill:

- (1) Mode of payment and collection facilities;
- (2) Telephone no./Toll free no. and address of the Customer Care Centre where the consumer can register its complaint;
- (3) Telephone numbers and address of the Consumer Grievance Redressal Forum (CGRF) constituted;

- (4) Telephone number and Address of Ombudsman (any consumer can approach ombudsman only in event he is aggrieved by the decision of Forum);
- (5) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn;
- (6) An electricity bill shall not be a proof of ownership of such property where the electricity supply is provided.

5.2.3 Excess Load/Demand Penalty

- (1) In case of consumers where electronic meters with Maximum Demand Indicator (MDI) have been installed and the Maximum Demand recorded in any month exceeds the contracted load/demand, charges for such excess load/demand shall be as fixed by the Commission in its Tariff Order from time to time. Such excess load penalty shall be levied only for the month in which Maximum Demand exceeds Contracted Load.

Provided that excess load/demand penalty shall not be applicable to the consumer categories namely Private Tube Wells/Pumping Sets, Snowbound, Domestic and consumers having pre-paid connections.

Provided further that the load for Domestic consumers (except BPL consumers) shall be revised if their maximum demand recorded exceeds their contracted load as per following procedure:-

- (a) Any excess demand violation shall be established by the Licensee based on the Maximum Demand Indicator.
- (b) Where MDI recording feature is available in consumer meter, in such cases the Licensee shall analyse the permissible percentage variation in contracted load for three consecutive billing cycles as per Table 5.2 below and if the maximum demand is found to be exceeding the permissible limits then a system generated notice alongwith the bill of 4th billing cycle shall be issued to the consumer informing either to restrict his load within the contracted load or apply for additional load.

In case the consumer does not restrict its load or does not apply for additional

load, and continues to exceed the contracted load/demand in the 5th-billing cycle, the Licensee shall enhance the contracted load of the said Domestic consumer in 6th billing cycle on the basis of average of the MDI recorded in the previous 5 billing cycles and also recover the applicable charges for load enhancement as per relevant Regulations.

Table: 5.2 Permissible % age variation of Contracted Load for Domestic consumers only

Contracted Load in kW	Permissible % age variation of Contracted Load
1 kW & upto 4 kW	50%
above 4kW & upto 10 kW	40%
above 10 kW & upto 25 kW	25%
above 25 kW	20%

Provided further, that, if the load falls in decimal number, the Licensee shall consider the same as next whole number for calculation purpose.

Where MDI recording feature is not available in consumer meter, in such cases the Licensee shall install appropriate meter for recording the same within Six months of applicability of these regulations.

- (2) Where Maximum Demand of consumer (other than domestic consumer) during three consecutive billing cycles exceeds the contracted load, a notice alongwith the third bill of the said billing cycles shall be served to the consumer by the distribution Licensee informing him either to restrict his load within the contracted load or apply for additional load. In case the consumer does not restrict its load or does not apply for additional load, and the consumer continues to exceed the contracted load/demand for subsequent billing cycle, the charges for such excess load/demand shall be twice the charges for excess load/demand violation as per Clause (1) above.
- (3) The Application for load enhancement shall be governed by regulation 4.1 above.

- (4) The penal charges for excess load/demand shall not be applicable to the consumers who have submitted their duly filled application for the appropriate load enhancement (alongwith the requisite documents & amount) from the next billing cycle.
- (5) The provisions of Clause (1)(b) above pertaining to demand violation by domestic consumers shall come into force w.e.f. 01.04.2021. The Licensee shall submit the detailed procedure in this regard within 02 months of notification of these Regulations for approval of the Commission.

5.2.4 Complaint on consumer bills

- (1) In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within 3 days from the date of receipt if received by post.
- (2) If no additional information is required from the consumer, the Licensee shall resolve the consumer's complaint and intimate the result to the consumer within 15 days of receipt of the complaint. In case, any additional information is required, the same shall be obtained, the issue resolved and result intimated to the consumer within 30 days of receipt of the complaint. Till the complaint on the bill is resolved, the consumer shall either pay the amount specified in the disputed bill or the amount raised in the provisional bill by the Licensee for the disputed period based on average consumption of last three consecutive undisputed bills. Amount so recovered shall be subject to final adjustment on resolution of the complaint.
- (3) In case of non-receipt of bill by the consumer, the Consumer shall approach the Licensee, who may furnish duplicate bill immediately with due date for payment extended as above and no late payment surcharge shall be leviable if the complaint is correct.

5.2.5 Arrears appearing in bills/Wrongly raised bills

- (1) If the arrears appear in a bill for the first and second time, for which payment has already been made within due date, or which are not due to the Licensee, the Licensee shall be liable to pay to the consumer compensation as per UERC (Standards of Performance) Regulations, 2007 amended from time to time.

- (2) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill (s), the case shall be dealt in accordance with Clause (1) above.
- (3) The compensation mentioned in Clause (1) above shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the Licensee.
- (4) In case the arrears, as mentioned in Clause (1) above appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis.
- (5) The provisions of this regulation shall also apply to the bills, which have been wrongly raised by the Licensee.

5.2.6 Change of occupancy/vacancy of premises

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee as per Clause (9) of Sub-regulation 5.1.2 at the time of change of occupancy or on the premises falling vacant and obtain no-dues certificate from the Licensee.
- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such

bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-dues certificate within 07 days of receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the necessary formalities for change of name, the same shall be effected.

5.2.7 Payment on self-assessment by the consumer

- (1) In case of non-receipt of bill, the consumer may deposit self-assessed bill in the format specified in Annexure-IX to the Regulations for the period for which bill has not been received provided that it is not less than the average consumption of the last three billing cycle. The payment so made by the consumer shall be adjusted in the next bill.
- (2) In case of dispute regarding levy of surcharges, the Licensee shall settle the dispute within one billing cycle from the date of filing of objection by the consumer.

5.2.8 Advance payment of anticipated bills by consumer

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Licensee, in the format specified at Annexure-IX to the Regulations. In such cases, the amount adjusted against the electricity dues after each billing cycle and balance left shall be clearly shown by the Licensee in the subsequent bills.
- (2) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments, Clause (8) of Sub-regulation 5.1.2 shall be applicable.