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The Odisha Gazette

EXTRAORDINARY

PUBLISHED BY AUTHORITY

No. 1927 CUTTACK, FRIDAY, OCTOBER 11, 2019/ASWINA 19, 1941

ODISHA ELECTRICITY REGULATORY COMMISSION
BHUBANESWAR – 751 021

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NOTIFICATION
The 27th August, 2019

No.OERC/Engg/92/2003(Vol-VII)/1210 - In exercise of the powers conferred by Section 50 read with and Section 181 (2) (t), (v), (w) and (x) read with Part-VI of the Electricity Act, 2003 (Act 36 of 2003) and all other powers enabling it in this behalf, the Odisha Electricity Regulatory Commission hereby make the following Supply Code by Notification to govern supply of electricity by the licensee/supplier to the consumers / end users and measures for recovery of electricity charges, intervals for billing of electricity charges, disconnection of supply of electricity for non-payment thereof, restoration of supply of electricity, measures for preventing, tampering, distress or damage to electrical plant or electrical line or meter, entry of distribution licensee or any person acting on his behalf for disconnecting supply and removing the meter, entry for replacing, altering or maintaining electric lines or electrical plants or meter and such other matters.

Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019

CHAPTER I

1. SHORT TITLE, COMMENCEMENT

1.1 This Code shall be called the "Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019; herein after referred to as "Code".

1.2 This Code shall come into force on the date of publication in the Official Gazette.

1.3 This Code shall extend to the whole of the State of Odisha.

1.4 This Code shall be applicable to:

(a) all Distribution and Retail Supply licensee/suppliers including Deemed licensee/suppliers, all consumers, end users of electricity in the State of Odisha;

(b) all other persons duly doing the business of distribution/supply of electricity in his area of supply;

(c) all other persons who are exempted under Section 13 of the Act; and

(d) unauthorized supply, unauthorized use, diversion and other means of unauthorized use/ abstraction of electricity.

1.5 The Odisha General Clauses Act, 1937 shall apply to the interpretation of this Code.

1.6 This Code shall supersede the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2004 and its subsequent amendments.

1.7 On the application of the licensee/supplier(s) or suo motu all forms and formats annexed to this code may be suitably amended by the Commission in the public interest by a special order.

CHAPTER II

2. DEFINITIONS AND INTERPRETATIONS

2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act and/or General Clauses Act (Central/State). Expressions used herein but not specifically defined in the Act but defined under any law passed by a the Parliament or State Legislative Assembly shall as applicable to the electricity industry in the State shall have the same meaning as assigned to them in such law.

2.2 In this Code, unless the context otherwise requires:

(1) **"Act"** means the Electricity Act, 2003 (Act 36 of 2003) ;

(2) **"Agreement"** with its grammatical variations and cognate expressions means an agreement entered into by the licensee/supplier and the consumer in accordance toRegulation-48in the format at Form no.1- 3 of these Regulation;

(3) **"Accredited Test Laboratory"** means a test laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL); list of which may be prominently displayed in the licensee/supplier's field office premises for the knowledge of the consumers.

(4) **"Ampere"** means a unit of electric current and is the unvarying electric current which when passed through a solution of nitrate of silver in water, in accordance with the specification set out in Annexure-I of the Indian Electricity Rules, 1956 or Rules/Regulations made under Section 53 of the Act, deposits silver at the rate of 0.001118 of a gramme per second; the aforesaid unit is equivalent to the current which, in passing through the suspended coil of wire forming part of the instrument marked "Government of India Ampere Standard Verified" when the suspended coil is in its sighted position, exerts a force which is exactly balanced by the force exerted by gravity in Calcutta on the counter balancing iridio platinum weight of the said instrument;

(5) **"Ancillary Support"** means the support required for maintaining power quality, reliability and security of the distribution system;

(6) **"Apparatus"** means electrical/electronic apparatus and includes all machines, *devices,* fittings, accessories, appliances and equipments in which conductors are used for consuming electrical energy;

(7) **"Applicant"** means an owner or occupier of any land/premises who submits an application form with a licensee/supplier for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made there under or other services;

(8) **"Application"** means an application form complete in all respects in the appropriate format, as required by the Distribution licensee/supplier, along with documents showing payment of necessary charges and other compliances;

(9) **"Authorised Representative**" of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;

(10) **"Average Power Factor"** means the power factor resulting from variations of the quantum and duration of the consumer's load during a specific period and its value corrected to the nearest percentum figure to be calculated as a ratio of the registration during the same period of kilowatt-hour and kilovolt-ampere hour;

(11) **"Bi-directional Meter"** means a consumer meter for measuring, indicating and recording quanta of electricity flowing in opposite directions (export to the licensee/supplier's distribution system and import by the consumer from distribution system) in Kwh including any other quantity as per the requirement. The net quantum of electricity either exported to the distribution system or imported by the consumer in Kwh is derived by arithmetical means (or shown by the meters automatically). In case the meter is fixed with HT consumers the power factor will be based on the import of energy by the consumer only.

(12) **"Billing Cycle or Billing Period"** means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee/supplier;

(13) **"Break-down"** means an occurrence relating to equipment of supply system or other electrical line which prevents its normal functioning;

(14) **"CEA"** means the Central Electricity Authority referred to in sub-section 1 of Section 70.

(15) **"Check Meter"** means a meter, which shall be connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter; In case of LT supply, check meter includes a meter which is connected in series with the main meter in a place other than the consumer premises;

(16) **"Code"** means the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019;

(17) **"Commission"** means Odisha Electricity Regulatory Commission;

(18) **"Conductor"** means any wire, cable, bar, tube, rail or plate used for conducting energy and so arranged as to be electrically connected to a system;

(19) **"Consumer"** Means any person who is supplied with electricity for his/her own use by a licensee/supplier or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee/supplier, the Government or such other person, as the case may be. A consumer can be specified as :

(i) 'Low Tension Consumer (LT Consumer)' if he obtains supply from the licensee/supplier at low voltage; or

(ii) 'High Tension Consumer (HT Consumer)' if he obtains supply from the licensee/supplier at High voltage; or

(iii) 'Extra High Tension Consumer (EHT Consumer)' if he obtains supply from the licensee/supplier at Extra High voltage.

(20) **"Connected Load"** means aggregate of manufacturer's rating of all equipments/apparatus including portable equipments/apparatus connected in the consumer's premises and apparatus in respect of which declaration has been made by the consumer under Regulation No. 118 for taking supply or any other method of assessing connected load as may be approved by the Commission. This shall be expressed in KW or KVA. If the ratings are in KVA, the same may be converted to KW by multiplying the KVA with a power factor of 0.9. If the same or any equipment's/apparatus is rated by the manufacturer in HP, the HP rating shall be converted into KW by multiplying it by 0.746;

(21) **"Conservation"** means any reduction in consumption of electricity as a result of increase in the efficiency in supply and use of electricity;

(22) **"Correct Meter"** means a meter, which shall have, features, accuracy Class and specifications as per the Standards on Installation and Operation of Meters given in Schedule of CEA (Installation and Operation of Meters) Regulation, 2006; as amended from time to time;

(23) **"Consumer Installation"** means any composite electrical unit including electric wires, fittings, motors, transformers and apparatus portable and stationary, indoor, outdoor and underground erected and wired by or on behalf of the consumer in one and at the same premises;

(24) **"Contract Demand"** means maximum KW or KVA as the case may be, agreed to be supplied by the licensee/supplier under Regulation 117 and reflected in the agreement executed between the parties. Where the agreement stipulates supply in KVA, the quantum in terms of KW may be determined by multiplying the KVA with 0.9 and vice versa;

(25) **"Date of Commencement of Supply"** means the date immediately following the 7th day on which an intimation to an intending consumer of the availability of power at the point of supply is made or the date of actual availing of supply by such consumer, whichever is earlier;

(26) **"Demand Charge"** means to a charge on the consumer based on the capacity reserved for him by the licensee/supplier, mutually agreed in the agreement as Contract Demand or Maximum Demand (as the case may be) whether the consumer utilizes such reserved capacity in full or not;

(27) **"Designated Authority of the Licensee/supplier"** means an authority who has been notified as such by the licensee/supplier in the manner approved by the Commission to exercise powers under specific provisions of this Code;

(28) **"Distribution"** means the conveyance of electricity by use of distribution system and the expression "distribute" shall be construed accordingly;

(29) **"Distributing Main"** means the portion of any main with which a service line is, or is intended to be, immediately connected;

(30) **"Distribution System"** means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;

(31) **"Earthed" or "Connected With Earth"** means connected with the general mass of earth as per CEA(Measures relating to Safety and Electric Supply)Regulations 2010 as to ensure at all times an immediate discharge of energy without danger;

(32) **"Electrical Line"** means any line which is used for carrying electricity for any purpose and includes

a. Any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or maybe, supported, carried or suspended; and

b. Any apparatus connected to any such line for the purpose carrying electricity

(33) **"Energy"** means electrical energy-

(i) Generated, transmitted, distributed or supplied for any purpose,

(ii) Used for any purpose except the transmission of a message.

(34) **"Energy Charge"** refers to a charge on the consumer for his consumption of electricity;

(35) **"Engineer"** means an Officer, by whatever name he/she may be designated, who is employed by the licensee/supplier and who is in charge of the local area having direct jurisdiction over the area of supply or any part thereof in which the premises to be served are located and who is notified as such for the purposes of these Regulations by the licensee/supplier in the manner laid down by the Commission and includes any other engineer duly authorised by him to exercise any power, jurisdiction or authority under these Regulations;

(36) **"Extra High Tension Consumer"** means a consumer who obtains supply from the licensee/supplier at Extra High Voltage;

(37) **"High Tension Consumer"** means a consumer who obtains supply from the licensee/supplier at High Voltage;

(38) "**Initial Period of Agreement"** means the period of two years starting from the date of commencement of supply in respect of Domestic and General Purpose category of consumers and five years in respect of other category of consumers. The initial period of agreement shall continue till the end of the month, on which the end date of the two years/five period*s* expires; as the case may be.

(39) **"Licensed Electrical Contractor"** means a contractor licensed under Regulations 29 of CEA(Measures relating to Safety and Electric Supply) Regulations, 2010 made under Section 53 of the Act;

(40) **"Licensee/Supplier"** means a person who has been duly authorised or granted a licence under the provisions of Act for supply of electricity in its area of supply;

(41) **"Load"** means the electric load in a given circuit that consumes electrical energy;

(42) **"Load Factor"** in case of contract demand of 100 KW and above is the ratio of the total number of units consumed during a given period to the total number of

units that would have been consumed had the maximum demand been maintained throughout the same period and is usually expressed as a percentage, that is,

Load Factor in Percentage = (Actual units consumed during a given period / Maximum demand in KW X Number of Hrs during the period) X100,

'Load Factor' in case of loads up to and excluding connected load of 100KW is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the contract demand been maintained throughout the same period and is usually expressed as a percentage, that is,

Load Factor in Percentage = (Actual units consumed during a given period / Contract demand in KW X Number of Hrs during the period) X 100,

(43) *"***Low Tension Consumer***"* means a consumer who obtains supply from the licensee/supplier at low voltage;

(44) **"Main"** means any electric supply-line through which electricity is, or is intended to be supplied;

(45) **"Maximum Demand"** expressed in KW or KVA in relation to any period shall mean four times the largest number of kilowatt hours or kilovolt-ampere hours delivered at the point of supply of the consumer and recorded during any consecutive fifteen minutes/thirty minutes, (as the case may be) in that period. Where agreement stipulates supply in KVA, the quantum in terms of Kilowatts may be determined by multiplying the KVA with 0.9 'Maximum demand' for a category of consumer shall be calculated as per the procedure provided in the Tariff Order, approved by the Commission;

(46) **"Meter"** means an equipment used for measuring electrical quantities like energy in kWh or KVAh, maximum demand in kW or KVA, reactive energy in KVAR hours etc. including accessories like Current Transformers (CT)and Potential Transformers (PT) where used in conjunction with such meter and any enclosure used for housing or fixing such meter or its accessories and any devices for testing purposes;

(47) "**Minimum Monthly Fixed Charges" (MMFC)** refers to such charges payable by the consumers to cover fixed charges incurred by the licensee/supplier for affording supply such as fixed expenses and operation and maintenance expenses or any such charge as made in the tariff order of the Commission;

(48) **"Net Meter"** means a consumer meter which is a bi-directional energy meter for measuring the quantum of electricity flowing in opposite directions and the net quantum of electricity either consumed by the consumer or injected into the distribution system of the licensee/supplier in kWh; which shall be an integral part of the net metering system;

(49) **"Obliged Entity"** means (i) Distribution Licensee (or any other entity procuring power on their behalf), and (ii)Any person consuming electricity (a) generated from conventional Captive Generating Plant having capacity of 1 MW and above for his own use and or (b) procured from conventional generation through open access and third party sale.

(50) **"Occupier"** means the owner or person in occupation of the premises where energy is used or proposed to be used;

(51) **"Ohm"** means a unit of electric resistance and is the resistance offered to an unvarying electric current by a column of mercury at the temperature of melting ice 14.4521 grams in mass of an uniform cross sectional area and of a length of 106.3 centimetres. The aforesaid unit is represented by the resistance between the terminals of the instrument marked "Government of India Ohm Standard Verified" to the passage of an electric current when the coil of wire, forming part of the aforesaid instrument and connected to the aforesaid terminals is in all parts at a temperature of 30 degree Celsius;

(52) **"Person"** shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;

(53) **"Phased Contract Demand"** means contract demand agreed to be availed in a phased manner;

(54) **"Point of Supply"** means the point as detailed at Regulation-64;

(55) **"Power Factor"** means the ratio of kilowatt to kilovolt-ampere;

(56) **"Premises"** means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee/supplier for supply of electricity;

(57) **"Prepaid Meter"** means a meter which facilitates use of electricity energy after payment of dues in advance;

(58) **"Promoter"** means

(i) a person who constructs or causes to be constructed an building or a building consisting of apartments, or converts an existing building or a part thereof into apartments, for the purpose of selling all or some of the apartments to other persons and includes his assignees; or

(ii) any development authority or any other public body in respect of allottees of buildings or apartments, as the case may be, constructed by such authority or body on lands owned by them or placed at their disposal by the Government for the purpose of selling all or some of the apartments; or

(iii) Registered society /co-operative housing society, Self Help Groups (SHGs) or office / artificial juridical person (company, firm, partnership etc.) buildings / apartments/ demarcated housing plots for its Members or

(iv) any other person who acts himself as a builder, coloniser, contractor, developer, estate developer or by any other name or claims to be acting as the holder of a power of attorney from the owner of the land on which the building or apartment is constructed or plot is developed for sale/use; or

(v) such other person who constructs any building or apartment for sale to the general public.

(59) **"Prosumer"** means a Consumer of electricity in the area of supply of the Distribution Licensee/supplier, who uses a self-owned or third party-owned Solar Power System installed at the Consumer's premises, to offset part or all of the Consumer's electricity requirements;

(60) **"Real time operation"** means action to be taken at a given time at which information about the electricity system is made available to the concerned Load Despatch Centre;

(61) **"Safety Rules"** means rules framed under Section 53 of the Act;

(62) **"Service Line"** means any electric supply line through which electricity is, or is intended to be, supplied from distribution main or from the transmission system, as the case may be;

(63) **(a) "Smart Meter"** means a meter conforming to the relevant IS standard that uses information & communication technology to act intelligently in an automated manner with facilities for remote connect/disconnect and display of meter data and instruction from the licensee for the consumer.

(b) AMI (Advanced Metering Infrastructure) refers to a framework enabling two way communication between smart meter and the server of the licensee/supplier to execute the remote reading, monitoring & control of meters to serve as repository of records for all data.

(64) **"Standard Agreement Form"** means the form of agreement laid under Regulation 48;

(65) **"Street"** includes any way, road, lane, square, court, alley, passage or open space, whether a thoroughfare or not, over which the public have a right or way, and also the roadway and footway over any public bridge or causeway;

(66) **"Transmission System"** means the system consisting of extra high voltage electric lines, having design voltage of 132 KV and higher owned or operated by a transmission licensee/supplier authorised to transmit electricity for the purposes of the transportation of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection including bays/equipment up to the interconnection with the distribution system, any plant and apparatus and meters owned or used in connection with the transmission of electricity, but shall not include any part of a distribution system;

(67) **"Utility"** means the electric lines or electrical plant, and includes all lands, buildings, works and materials attached thereto belonging to any person acting as a generating company or licensee under the provisions of this Act;

(68) **"Volt"** means a unit of electro-motive force and is the electric pressure which, when steadily applied to a conductor, the resistance of which is one ohm, will produce a current of the one ampere and the unit may be indicated by the abbreviation V and one thousand such units may be indicated by the abbreviation KV;

(69) **"Voltage"** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;

(i) **"Low Voltage"** where the voltage does not exceed 230 volts (voltage between one phase and neutral) in case of single phase supply and does not exceed 650 volts (voltage between two phases) in case of three-phase supply under normal conditions subject, however, to the percentage

variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;

(ii) **"High Voltage"** where the voltage (between two phases) exceeds 650 volts and does not exceed 33,000 volts under normal conditions subject, however, to the percentage variation stated CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;

(iii) **"Extra High Voltage"** where the voltage (between two phases) exceeds 33,000 volts under normal conditions subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules / Regulations specified under the Act;

(70) **"Works"** includes electric line, and any building, plant, machinery apparatus and any other thing or whatever description required to transmit, distribute or supply electricity to the public and to carry into effect the objects of a licence or sanction granted under this Act or any other law for the time being in force;

(71) **"Year"** means a financial year commencing the first day of April.

CHAPTER III

POWER SUPPLY

Application for Supply

3. Application for initial supply or subsequent additional supply of power shall be made in the format in duplicate as provided in Form No.1 & 2 as the case may be. Copies of the format of the application may be obtained from the local offices of the licensee/supplier free of cost. Photocopies of a blank Form or Form downloaded from the web-site of the licensee/supplier can also be used as an application form. Any assistance or information required for filling up the application form may be obtained by the applicant from the local office of the engineer.

4. Application forms for new connection must be accompanied with a photograph of the applicant, identity proof of the applicant, proof of applicant's ownership or legal occupancy over the premises for which new connection is being sought, proof of applicant's current address, as detailed in Regulation 6 to 9 of this Code.

5. (a) The application after duly filled in shall be signed by the owner or the lawful occupier with the consent of the owner of the premises for which supply is required and shall be submitted at the local office or to the engineer along with a non-refundable fee not exceeding the amount as fixed below together with a sketch map of the premises and documentary evidence of his ownership or occupation of the premises in question.

   (b) Payments prescribed for getting power supply may be paid in non-cash mode i.e. (Bank Draft, Cheque, Pay Order or Digital mode with proof.

   (c) The fees may change by the Notification of the Commission from time to time.

   (d) The following fees shall be paid along with the application.

For loads at single phase	… Rs. 50/-
For Loads at three phase	… Rs.200/-
For loads at HT	… Rs.1000/-
For loads at EHT	… Rs.10000/-

   (e) Application for new connection can also be submitted online/digital mode with due acknowledgement.

   (f) The licensee/supplier shall acknowledge the application/letter(s) of the applicant/consumer forthwith.

6. Any of the following documents shall be considered as acceptable proof of identity:

   A. If the applicant is an individual, submission of his Aadhaar Card as an identity proof is preferable. In case of non-availability of the same, any one of the following is acceptable;

      (a) Electoral identity card;

      (b) Passport;

      (c) Driving license;

      (d) Ration card along with any document showing photo identity;

      (e) PAN card;

   B. If the applicant is a company, trust, educational institution, government department etc., the application form shall be signed by a competent authority

(e.g. Branch Manager, Principal, Executive Engineer, etc.) along with a relevant resolution/ authority letter of the institution concerned.

7. Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:

   (a) Copy of sale deed, lease deed or Record of Right.

   (b) Registered valid General Power of Attorney;

   (c) Municipal tax receipt or Demand notice or any other related document establishing ownership/occupation of premises ;

   (d) Letter of allotment from Developmental Authority.

   (e) Letter of Incorporation or Authority

   (f) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (a) to (d) above, also furnish a No Objection Certificate from owner of the premises.

8. The licensee/supplier may grant connection to the premises of any applicant, and the licensee/supplier's engineer may dispense with documentary evidence of lawful occupation of the premises at his discretion recording sufficient reasons that the applicant is a lawful occupier. Any documentary evidence regarding electricity connection or payment of bills raised by the licensee/supplier for consumption of electricity in this premises will not constitute evidence for the purpose of lawful occupation of the premises in any municipal record, revenue record or any court of law.

   Explanation : Any consumer who has been granted connection under this provision shall be deemed to be an occupier for the purposes of supply of electricity by the licensee/supplier notwithstanding that his occupation is found by any court, tribunal or other authority to be not bonafide or lawful.

9. Any of the following documents shall be considered as acceptable proof of current address for communication:

   (a) Aadhaar Card

   (b) Electoral identity card;

   (c) Passport;

   (d) Driving license;

   (e) Ration card with any document showing photo identity;

   (f) Statement of running Bank Account;

   (g) Latest Water / Telephone / Electricity / Gas connection Bill;

   (h) Income Tax (PAN Card)

10. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the application form and agreement;

11. In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an

authorization in the name of the applicant for signing the application form and agreement;

12. Other documents applicable only for selected consumer categories such as:

(a) Industrial consumers: Valid Industrial License

(b) Agricultural consumers: No Objection Certificate from competent government authority for lifting water from tube wells/bore wells/ wells/ streams/ rivulets/rivers exclusively for agricultural uses; and an undertaking for use of electricity supply for agricultural purpose only.

(c) Temporary Structure: No Objection Certificate for temporary structure from the NAC / Municipality / Gram Panchayat.

13. All applications for supply of power shall be submitted well in advance before the expected date of supply subject to provisions at Regulation 33 hereunder, where distribution mains have been laid and power supply continues. Licensee/supplier shall make available all the requisites for making an application in its website and also gradually introduce on-line application procedure for the applicants within one year.

14. An applicant, who is not the owner of the premises occupied by him, shall execute an indemnity bond, indemnifying the licensee/supplier against any damages payable on account of any dispute arising out of supply of power to the premises.

15. When the applicant's premises have no frontage on a street and the service line from the licensee/supplier's mains has to go over or under the adjoining premises of any other person (whether or not the adjoining premises is owned jointly by the applicant and such other person) the applicant shall obtain at his own expense necessary way-leave, if required, licence, sanction, permission or other right or interest from the adjoining owner or co-owner. The licensee/supplier may not supply power until such way-leave, licence, sanction or other right or interest is obtained. Any extra expenditure incurred in placing the service line in accordance with the terms of way leave, sanctioned licence or other right or interest obtained from the owner or co-owner shall be borne by the applicant. No way-leave, license, sanction or other right or interest once granted shall be cancelled or withdrawn, without giving six months' notice by registered post to the engineer and the concerned consumer and a provision to this effect should be incorporated in the terms of the way leave, licence, sanction**,** or other right or interest arranged by the consumer and submitted to the licensee/supplier. The consumer may however arrange for alternative route, if any, to retain the supply of power. In all such cases the consumer shall bear the cost of diversion and other incidental expenses as may be estimated by the engineer at standard rates adopted by the licensee/supplier. It shall not be incumbent upon the licensee/supplier to ascertain the validity or adequacy of the way-leave, license, sanction, or other right or interest obtained by the applicant.

Notwithstanding anything stated above, any way leave (including way leave granted for supply to others) would be surrendered or alternative route would be accepted only if in the opinion of the licensee/supplier it is technically feasible. The decision of the licensee/supplier in this regard would be final.

16. The service connection to an applicant for Industrial or General Purpose category may be given after the applicant obtains permission or sanction, etc. from the appropriate authority or body.

17. (i) If the applicant in respect of an earlier agreement executed in his/her name or in the name of his spouse, son, daughter, parents or in the name of a firm or company with which he/she was associated either as a partner, director or managing director, is in arrears of electricity dues or other dues for the same premises or his/her other premises situated in the same DISCOM or any other DISCOM in the State, the application for supply shall not be allowed by the engineer until the arrears are settled and paid in full.

(ii) Where applicant has purchased a new property and power connection is lying disconnected, it shall be the duty of the applicant to verify that the previous owner has paid all dues to the Licensee/supplier and has obtained "no dues certificate" from the Licensee/supplier. In case "no dues certificate" is not obtained by the previous owner, the applicant before change in ownership of property may approach the Engineer of the Licensee/supplier for a "no dues certificate". The Engineer shall acknowledge receipt of such request and shall either intimate in writing outstanding dues, if any, on the premises or issue "no dues certificate" within one month from the date of application. In case the Licensee/supplier does not intimate outstanding dues or issue "no dues certificate" within specified time, new connection on the premises shall not be denied on ground of outstanding dues of previous consumer. In such an event, the licensee/supplier shall have to recover his dues from previous consumer as per provisions of law.

(iii) Where a property /premises has been legitimately sub-divided , the outstanding dues for the consumption of energy on such undivided property, if any, shall be divided on pro-rata basis based on area of such sub-divided property. Similarly, the security deposit shall also be adjusted on pro-rata basis basic on the above methodology.

(iv) A new connection to 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/supplier 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/supplier demand record of last paid bills of other portion(s) from such applicants.

(v) In case of complete demolition and reconstruction of the premises or the building, the existing installation shall be surrendered and agreement terminated. Meter and service line will be removed, and only fresh connection shall be arranged for the reconstructed premises or building, treating it as a new premises after clearing the old dues on the premises by the consumer(s) or its successors.

(vi) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee/ supplier which remains unpaid by a deceased consumer or the erstwhile owner / occupier of any land / premises as the case may be, shall be a charge on the premises transmitted to the legal representative/ successor-in-law or transferred to the new owner/ occupier having lawful occupation of the premises as the case may be, and the same shall be recoverable by the licensee/ supplier as due from such legal representative or successor-in-law or new owner/ occupier having lawful occupation of the premises as the case may be.

18. Any application for new service connection shall be accompanied by an undertaking through affidavit that, the applicant has no outstanding dues payable to the present distribution licensee/supplier or any other distribution licensee/supplier within the state of Odisha as specified in Form 1 & 2.

19. For temporary supply the applicant shall apply in the format prescribed in Form No.I in this Code along with the documents specified in Regulations 6 to 12 of this code. No Objection Certificate (NOC) from the local authority, Tahasildar or Executive Officer as the case may be shall be submitted if the supply is required at a place owned by these authorities.

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:
Provided further 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.

20. The existing domestic consumers of any licensee/supplier may opt for multiple connections with distinct individual networks in his single premises for separate dwelling units with valid documentary evidence of the same, if he clears all arrear dues pending against him. In case of consumer availing multiple service connection(s) each service connection shall be treated as separate one and all the relevant Regulations as under Chapter-III shall also apply.

Processing of Applications

21. (i) For all application forms pertaining to release of supply to new connections, the licensee/supplier shall verify the application form along with enclosed documents and if found deficient, shall issue a written note to the applicant either on the or within 3 days from the date of receipt of application regarding shortcomings in the application form if any.

(ii) The licensee/supplier shall maintain a permanent record of all application forms received in an Application Register/Database. Each application form shall be allotted a permanent application number (for identification) serially in the order in which it was received. Separate registers/databases for different category of consumers may be maintained. The licensee/supplier shall keep the registers/ databases updated with stage-wise status of disposal of each application form and display in its website.

(iii) The licensee/supplier shall deal with application forms in each tariff category on the broad principle of "first come, first served" basis as per serial priority in the Application Register/Database. The licensee/supplier shall maintain a waiting list of applicants seeking new connections and area-wise information about new connections released. The updated status of the waiting list shall be displayed on the licensee/supplier's website or the Notice Board/Blackboard kept at the local office of the licensee/supplier, to be updated daily.

(iv) An application form shall be deemed to have been received, if the requisition of supply is made in the prescribed format, complete in all respects and attached with all relevant documents, along with all applicable charges in accordance to this Code.

(v) During the inspection of the premises, the licensee/supplier shall:

(a) Fix the point of supply and the place where the meter and other equipment shall be installed, in consultation with the consumer.

Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the consumer electrical system in such a manner that it is protected from elements like rain etc. and is easily accessible by the licensee/supplier for various purposes.

(b) Rectify the full address and mention the landmarks near the premises if required, and note down the pole number from where service connection is proposed to be given along with the GPS location of the pole as per Consumer Indexing Protocol.

(c) Verify all other particulars mentioned in the application form, as required.

Estimate

22. (i) If the application form is complete, the licensee/supplier shall inspect the premises for fixation of the point of entry of supply mains and the position of mains, cut-outs or circuit breakers and meters and shall supply a detailed estimate to applicant of the cost of carrying out the work along with security deposit required within 5 (five) days of the date of receipt of application for LT and 10(ten) days in case of HT supply. After deposit of security amount, the licensee/supplier shall issue test report to the applicant to be certified by the licensed electrical contractor. The applicant shall also deposit necessary inspection fees to the Govt. of Odisha. The licensee/supplier will in no case fix meters and main cutouts nor will allow the same to remain in any position which entails entry of the licensee/supplier's employees into restricted areas of the private or religious quarters. The licensee/supplier also shall forward the form of licensed contractors' completion and test report to the applicant. Before the work of laying the electric line/service line is taken up, the applicant shall pay in full the cost of laying the electric line/service line as per estimate prepared by the engineer.

(ii) In case of EHT supply the licensee/supplier shall forward the application to the transmission licensee/supplier within three days of its receipt of application for its further processing in terms of provisions in the Grid Code. The licensee/supplier shall obtain the final reply regarding feasibility from the Transmission Licensee/supplier and shall supply a detailed estimate to applicant of the cost of carrying out the work along with security deposit required within 21 days of the receipt of application. The licensee/supplier also shall forward the form of licensed contractors' completion and test report to the applicant. Before the work of laying the electric line/service line is taken up, the applicant shall pay in full the cost of laying the electric line/service line as per estimate prepared by the engineer.

(iii) After the deposit has been duly made, orders for taking up the work shall be issued within a period of two working days from the date of deposit. The amount deposited by the applicant shall be subsequently adjusted, if necessary, on compilation of the figures of the actual cost of the service lines. The balance amount, if any, shall be refunded to the consumer by way of adjustment in the first electricity bill. The applicant shall pay any expenditure incurred in excess of the amount deposited by the applicant within fifteen days of demand.

(iv) A final bill shall be sent to the consumer after giving service connection, within one month, indicating therein the actual expenses incurred together with a demand or refund notice, if any.

(v) In case of HT & EHT, if the applicant wants to take up the required work by engaging a licensed electrical contractor, he may carry out the required work for availing power supply by engaging such contractor under supervision of the licensee/supplier. The remunerative calculation shall be made to determine the supervision charges to be paid by the applicant to the licensee/supplier.

(vi) For simplicity notwithstanding anything provided under Regulation 27, without adopting any remunerative calculation norm, the following shall be the standardised new connection charges excluding processing fee, meter and security deposit in case of LT (single phase) consumers of all categories having CD upto 5 KW with the pole within 30 meter from the consumers premises.

upto 2 KW	:	Rs.1,500/-
beyond 2 KW upto 5 KW	:	Rs.2,500/-

Provided that if the line extension is required beyond 30 meters, the licensee/ supplier shall charge @ Rs. 5000/- for every span of line extension in addition to the above charges.

Provided further that all the above charges shall be subject to amendment by the Commission from time to time by a general order.

(vii) The licensee/supplier shall make arrangements to intimate the applicant on the status of application at each stage of processing.

23. Service lines for temporary connections shall be laid by the licensee/supplier where possible and the estimated cost for laying and removing such electric line/service lines, transformers etc. together with estimated energy charge shall be paid by the applicant in advance on demand by the licensee/supplier.

24. Where any difference or dispute arises as to the cost or fixing of the position of service lines, the matter shall be referred to the concerned Electrical Inspector for decision.

Licensee/supplier's Obligation to Supply and power to recover expenditure

25. The licensee/supplier is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

26. The licensee/supplier shall meet the cost for strengthening / augmentation and up-gradation of its network, to meet the demand of the existing consumers, through its annual revenue requirements (ARR) and the licensee/supplier shall seek to recover these costs from the consumers by submitting appropriate tariff proposal before the Commission while submitting the ARR. However, for individual consumers, licensee/supplier shall check the remunerativeness of the supply as mentioned in these Regulations.

27. The cost of extension of distribution main or its up-gradation up to the point of supply for meeting demand of a consumer, whether new or existing, and any strengthening/ augmentation/up-gradation in the system starting from the feeding substation for giving

supply to that consumer, shall be payable by the consumer or any collective body of such consumers as per norms fixed at Appendix I.

28. In case of a new connection, the consumer shall bear service connection charges, i.e. the cost of extension of service line from the distribution main to the point of supply and shall pay the security deposit as per Regulation 52 below of this code.

29. The supply of power shall be made, if it is available in the system, technically feasible and remunerative as per the norms fixed at Appendix I by the Commission and the applicant enter into an agreement in the standard form under Regulation 48 accepting the terms relating to tariff and other conditions of supply of the licensee/supplier. In case the consumer opts for construction of the distribution system for his own use, he shall not claim any refund for such investment in future.

30. In case the scheme of supply is not remunerative, as above, the applicant shall be required to bear the portion of charges to make the scheme remunerative. Occasion may arise that only a single consumer has to bear the entire non-remunerative charges for extending power supply to the premises. As more number of consumers are added to the point of supply and make the supply remunerative, the licensee/supplier shall refund the entire non-remunerative amount to the consumer who has paid for the non-remunerative portion of the supply, through adjustments in the subsequent E.C bills. However, this facility can be availed within a period of two years from the date of initial energisation.

31. No additional power connections shall be extended by licensee/supplier unless all arrear charges for the existing power supply have either been paid in full or paid in accordance with an instalment facility granted by the licensee/supplier for unconditionally paying the arrears within the stipulated time. In case of default of payment or instalments, the power supply to original and additional ones may be disconnected and terminate the agreement forthwith.

32. Every Distribution Licensee/supplier shall, on receipt of an application from the owner or occupier of any premises give supply of electricity to the premises within the time stipulated in Regulation 33, subject to the payment of fees, charges and security and the due fulfilment of other conditions to be satisfied by such owner or occupier of the premises.

33. The Distribution Licensee/supplier shall give supply of electricity to the premises pursuant to the application under Regulation 32 above as hereunder :

(a) Where no the extension of distribution main or commissioning of new substation is required the licensee/supplier shall effect such supply within 7 days of the date of payment of fees, charges and security amount payable in case of LT category;

(b) In cases where such extension of distribution main or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV substation within the time frame given hereunder:

Type of service Connection requested	**Period from date of payment of required fees, security and other estimated charges, within which supply of electricity should be provided**
Low Tension (LT) Supply	10 days
11KV Supply	20 days
33KV Supply	30 days

Provided that the Distribution Licensee/supplier may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension is such that the Licensee/supplier will require more time, duly furnishing the details in support of such claim for extension and if satisfied with the justification given by the Distribution Licensee/supplier, the Commission may extend the time for commencing the supply.

(c) In the case of application for new connection, where extension of supply requires erection and commissioning of new 33/11 KV sub-station, the Distribution Licensee/supplier shall within 15 days of receipt of application, submit to the Commission a proposal for erection of 33/11 KV sub-station together with the time required for commissioning the substation. The Commission shall, after hearing the Distribution Licensee/supplier and the consumer concerned decide on the proposal and the time frame for erection of the sub-station. The Distribution Licensee/supplier shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission.

Provided that if the substation is meant to extend supply to an individual consumer, the Licensee/supplier may, unless otherwise directed by the Commission, commence erection of the substation only after receipt of necessary security from the applicant.

Provided further that, where such substation is covered in the investment plan approved by the Commission, the Distribution Licensee/supplier shall complete the erection of such substation within the time period stated in such investment plan.

Provided that wherever the substation or the line has been covered in the investment plan approved by the Commission the distribution licensee/supplier should not collect any charge from the intending consumers even though it may not be remunerative, in case the line or substation proposed in the investment plan would not have been there.

34. The Distribution Licensee/supplier shall not be responsible for the delay, in extending the supply, if the same is on account of problems relating to statutory clearances, right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of Electrical Inspector/Chief Electrical Inspector for his High Tension or Extra High Tension installation, or for any delay in compliance with requirements by the applicant or delay or for any other similar reasons beyond the reasonable control of the Distribution Licensee/supplier.

35. Subject to the provisions above, it shall be the responsibility of the Distribution Licensee/supplier to have necessary commercial arrangements with the respective Transmission Licensee/supplier(s) to ensure that the required supply at Extra High Tension (EHT), i.e. above 33 KV, is made available within the time frame in consultation with Transmission Licensee/supplier.

36. Where the village or hamlet or area is not electrified earlier, the Distribution Licensee/supplier shall give supply of electricity to premises in such village or hamlet or area as per the programme of electrification of habitations approved by the Commission after confirmation by the State Government and subject to availability of fund for giving such supply and right of the way. The supply shall be extended within the time frame

stated in the Commission's approval. If the plan is made by government the same shall be included by the licensee/supplier in the programme of electrification.

Shifting of service connection/deviation of lines and shifting of equipment

37. Wherever the consumers request for shifting the service connection or for deviation for the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as laid down in this Code.

Shifting of meter/service	15 days
Shifting of LT lines	30 days
Shifting of 11KV lines	60 days
Shifting of 33KV lines	90 days
Shifting of 33/11 KV Distribution Transformer structures	90 days

The time schedule given above includes the time required for preparation of estimates, collection of deposits and execution.

The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit by way of adjustment in the E.C.bill.

No charges to be levied in case the line was previously drawn unauthorisedly over a plot which causes inconvenience either to plot owner/owners, or other consumers affected.

Transfer of service connection

38. The Consumer shall not without prior consent in writing of the Distribution Licensee/supplier assign, transfer or part with the benefit of the Agreement executed with the Distribution Licensee/supplier nor shall part with or create any partial or separate interest there under in any manner.

39. A connection may be transferred in the name of successors/legal hairs upon death of the consumer or in case of transfer of the ownership or occupancy of the premises, upon filing an application form in the prescribed format given in either Form No.1 or 2 (as applicable) for change of name by the new owner or occupier:

Provided that such change of name shall not entitle the applicant to require shifting of the connection from the present location.

40. The licensee/supplier shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(a) The applicant shall apply for change of consumer's name in the format prescribed in Form No.1 or 2 to this Code, along with a copy of the latest bill duly paid in full and proof of ownership/occupancy of property.

(b) No Objection Certificate from the registered consumer/ authorized person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee/supplier shall process the application form in accordance with the provisions of this Code.

(c) In case the No Objection Certificate from the registered consumer/ authorized person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid

afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person with documentary evidences.

(d) Change of consumer's name shall be effected within 15 days after acceptance of application form.

41. The licensee/supplier shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

(a) The applicant shall apply for change of consumer's name in the format prescribed in Form No.1 or 2 to this Code, with a copy of the latest bill duly paid in full. The application form shall be accepted on showing the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heir-ship. The licensee/supplier shall process the application form in accordance with the provisions of this Code.

(b) The change of consumer's name shall be effected within 15 days after acceptance of application.

(c) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee/supplier which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee/supplier as due from such legal representative or successor-in law or new owner/occupier of the premises as the case may be.

Change of Classification by Consumer

42. With due information to the licensee/supplier a consumer can utilize a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection in, the same tariff category. The consumer shall intimate the change of purpose of power supply to the licensee/supplier for necessary amendment in the agreement. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee/supplier before changing the purpose of supply in the relevant format.

43. If a consumer wishes to change his consumer category, he shall submit an application form to the licensee/supplier in the format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 21 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. The licensee/supplier shall also note down the meter reading at the time of inspection. If on inspection, the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection and a written acknowledgment shall be sent to the consumer.

Within thirty (30) days from the date of acceptance of application from the consumer, the licensee/supplier shall effect change of consumer category.

Provided that if the licensee/supplier does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 10 days from date of inspection.

For the period in which the consumer's application for reclassification is pending, the consumer shall not be liable for any action on grounds of unauthorized use of electricity, to the extent the electricity is utilized in the manner applicable to the reclassified category for which the application has been made. In such case the effective date of change of classification shall be reckoned from the 1st day of the month following the month in which the application is complete in all respect was received by the licensee/supplier.

Provided further, no consumer will be permitted to change the category of the service connection from any low-tension category (other than agriculture) to low-tension category for agriculture.

Conversion of Nature of Services

44. The applicant shall apply for conversion of the nature of his existing connection in the format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 21 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. After payment of requisite charges by the applicant, the licensee/supplier shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the time limits as specified in the Standard of Performance Regulations for respective class of consumers.

Shifting of Meter / Existing Connection

45. No consumer can shift the meter without the knowledge and consent of the licensee/supplier. However, the consumer can apply for shifting the service connection/meter in existing premises in the format prescribed in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with Regulation 21 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as laid down in Regulation 37 read with Regulation 80 to 85 of this Code.

Consequences of Default

46. (i) The Distribution Licensee/supplier who fails to comply with the time frame for supply of electricity stipulated in this Code shall be liable to pay penalty as may be decided by the Adjudicating Officer in accordance with Section 143 read with Section 43(3) of the Act.

(ii) The Adjudicating Officer after giving opportunity of hearing to the affected parties shall pass appropriate order within 30 days of date of filing of the application.

47. The liability to pay penalty under this Code for default if any, shall not absolve the Distribution Licensee/supplier from the liability to pay compensation to the affected person as per the regulation notified under sub-section (2) of Section 57 of the Act.

Agreement

48. (i) Every person whose application for initial supply or subsequent addition/reduction of supply of power has been processed by the licensee/supplier

who avails the supply at three phase, shall before taking such supply execute an agreement in the standard format as per Form No.3 of this Code and will pay security amount as per Regulation 52(ii) of this Code and submit the report of Electrical Inspector or the Licensed Contractor, as the case may be. In the case of non-remunerative schemes, portion of charges as indicated in proviso to Regulation29 will also have to be deposited. Such agreement shall not be required for Domestic and General Purpose consumers and their applications for power supply in the format as per Form No.1, if accepted, shall constitute the agreement between the licensee/supplier and the consumer. The duplicate copy of the application in Form No.1 shall be handed over to the applicant with endorsement of acceptance for his reference and record.

(ii) If an agreement has been executed but power supply has not been effected, any change in Contract Demand shall be treated under the new agreement afresh.

Termination of Agreement

49. (i) If power supply to any consumer remains disconnected for a period of two months or above for non-payment of charges or dues or non-compliance of any direction issued under this Code, and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee/supplier with the consumer for power supply shall be deemed to have been terminated on expiry of the said period of two months, without notice provided initial period of agreement is over.

(ii) On termination of the agreement, the licensee/supplier shall be entitled to remove the service line and other installation for supply of power from the premises of the consumer.

(iii) After permanent disconnection, if the consumer wishes to revive the connection, then it would be treated as a fresh application for connection and would be entertained only after all outstanding dues have been cleared.

(iv) Any subsisting agreement can be terminated or fore-closed by the consumer by giving two month's notice provided up-to-date electricity bill and fixed/demand charge for uncovered initial period of agreement are paid.

(v) However, in case of power supply where the total investment of additional infrastructure required to bring power to the consumers premises has been entirely borne by the consumer himself, no fixed or demand charges shall be recovered for the uncovered period from the consumer if he wishes to terminate the agreement before the date of agreement period. In case of contract demand 1 MW and above the consumer is required to pay 20% of the demand charges for the uncovered initial agreement period.

Provided that the notice shall be accompanied with a copy of payment of last bill.

(vi) If the applicant execute an agreement as per Regulation 48 and not availed the power supply within the stipulated period (Regulation 86), the agreement of the licensee/ supplier for the power supply shall be deemed to have been terminated and two months demand charges/fixed charges shall be adjusted against the available security deposit. If he wants to avail power supply, he shall have to apply afresh as per rules.

Supplementary Agreement

50. Whenever restriction on power supply is imposed and power purchased from other States or agencies is supplied to the consumer on special request, a supplementary agreement shall be executed which shall remain in force for the period of such restriction.

Record of Disconnection and Reconnection

51. The licensee/supplier shall maintain a record of disconnection and reconnection. The licensee/supplier shall intimate in writing the date of disconnection including amount due, meter reading at the time of disconnection to the consumer within seven days of disconnection, and obtain acknowledgement of the consumer or his authorized representative. The information shall be placed in the website with intimation to consumers.

Security Deposit

52. (i) Any person entering into an agreement with the licensee/supplier for supply of power shall deposit such amount to cover charges (i.e. demand/fixed charges and energy charges as applicable) for supply of two months charges in the case of monthly billing cycle, for the relevant consumer category. The security deposit amount shall be modified in line with contract demand. Enhanced security deposit shall be payable thirty days prior to each scheduled enhanced demand. Provisions to this effect shall be incorporated in the agreement.

(ii) The initial security deposit (demand charges/Monthly Minimum Fixed Charge plus energy charges) shall be calculated based on the load factor as under:

Calculation of amount for Initial Security Deposit

■ Two months consumption charges as Security Deposit (In Rupees) = Px {(Contract Demand in K W) X (24 Hrs) X (30days) X (Load Factor) X (Energy Charge in Rs per unit) + *(Contract Demand in KVA) X (80%) X (Demand Charge in Rs. per KVA)}		
Sl. No.	**Category of Consumer**	**Load Factor for calculation for Energy Consumption (%)**
1.	Domestic	10%
2.	General Purpose	30%
3.	Irrigation Pumping and Agriculture	15%
4.	Allied Agricultural Activities	20%
5.	Allied Agro Industrial Activities	30%
6.	Public Lighting	50%
7.	L.T. / Industrial (S) Supply	20%
8.	H.T./L.T. Industrial (M) Supply	30%
9.	Specified Public Purpose	30%
10.	Public Water Works	50%
11.	Large Industry	70%
12.	Power Intensive Industry	80%
13.	Mini Steel Plant	40%
14.	Railway Traction	40%
15.	Heavy Industry	70%
16.	Emergency Supply to CPP	To be mutually settled

■ Two months consumption charges as Security Deposit (In Rupees) = Px {(Contract Demand in K W) X (24 Hrs) X (30days) X (Load Factor) X (Energy Charge in Rs per unit) + *(Contract Demand in KVA) X (80%) X (Demand Charge in Rs. per KVA)}		
Sl. No.	**Category of Consumer**	**Load Factor for calculation for Energy Consumption (%)**
17.	Temporary Connection	As applicable to relevant consumer category
* Applicable to consumers under two part tariff, P = 2(two)		

(iii) If any person requiring supply under LT or HT is prepared to take the supply through a pre-payment meter if available, the distribution licensee/supplier shall not be entitled to collect the security deposit from such person.

Provided that in the case of existing consumers (LT or HT) who opt for the supply through pre-payment meter, the Licensee/supplier shall refund the amount of the security deposit of such consumer lying with the Licensee/supplier by adjustment of outstanding dues to the Licensee/supplier or any amount becoming due to the Licensee/supplier immediately thereafter.

(iv) The security deposit shall be paid in cash or by bank draft or by electronic/digital payment. It may also be paid by cheque or by credit card, where specifically allowed by the licensee/supplier.

(v) The licensee/supplier may require any consumer to give him reasonable security as shall be approved by the Commission for the payment to him of all monies which may become due to him where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such consumer, in respect of the provision of such line or plant or meter.

Review and payment of Additional Security Deposit and Refund of Security Deposit (if applicable) for the electricity supplied

General Review

53. Subject to the restrictions of the periods of two months as specified in Regulation 52(i), the adequacy of the amount of security deposit calculated in respect of consumers shall be reviewed by the Licensee/supplier generally once in every year (preferably after revision of tariff for the respective year) based on the average consumption for the period representing 12 (twelve) months from April to March of the previous year.

Demand notice for Additional Security Deposit

54. (i) Based on review as per Regulation 53 above, demand for shortfall or refund of excess shall be made by the Licensee/supplier. Provided, however, that if the security deposit payable by the consumer is short by or in excess of not more than 10% of the existing security deposit, no demand for shortfall will be made for payment of Additional Security Deposit and the consumer shall not be entitled to demand the refund of the Excess.

(ii) If the existing Security Deposit of a consumer is found to be in excess by more than 10% of the required security deposit, refund of the excess security deposit shall be made by the Licensee/supplier by adjustment from the outstanding dues of the

consumer to the Licensee/supplier or any amount becoming due from the consumer to the Licensee/supplier immediately thereafter.

(iii) Where the consumer is required to pay Additional Security Deposit, the Licensee/supplier shall issue notice to the Consumer (including newspaper) thirty days in advance stating the amount payable with supporting calculations.

Surcharge for belated payment of Additional Security Deposit

55. (i) The consumers shall pay the additional security deposit within thirty days from the date of service of the demand notice issued by the Licensee/supplier.

(ii) If there is any delay in payment, the licensee/supplier may claim surcharge thereon at the rate of 15% per annum or at such rate as may be fixed by the Commission from time to time, without prejudice to the Licensee/supplier's right to disconnect supply of electricity, as per this Code.

Disconnection for non-payment of Security Deposit for the electricity supplied

56. The application for power supply to the consumer can only be completed after payment of security deposit. In the case where additional security deposit is demanded by the licensee/supplier in terms of Regulation 54 above, and the consumer does not make payment within the stipulated time, the supply to the consumer shall be liable for disconnection as laid down under this code.

Interest on Security Deposit payable by the Licensee/supplier

57. (i) The Licensee/supplier shall pay interest on security deposit to the consumer, at the bank rate. (SBI Base Rate as on 1st April of the relevant year) provided that

(ii) The Commission in its tariff order for the respective financial year may direct the licensee/supplier to pay a higher rate of interest.

(iii) The interest accruing to the credit of the consumer shall be adjusted annually in the amounts outstanding from the consumer to the licensee/supplier as on 1st May of every year and the amounts becoming due from the consumer to the licensee/supplier immediately thereafter.

(iv) The licensee/supplier shall duly show the amounts becoming due to consumer towards interest on the security deposit in the bills raised on the consumer.

(v) The Licensee/supplier shall pay interest at twice the rate specified under sub-Regulation (i) above for the delay in making the adjustments for interest on security deposit.

Refund of Security Deposit after termination of the Agreement

58. The security deposit shall be returned to the consumer only after the termination of the agreement and after adjustment of outstanding dues, if any, within a period of one month from the date of termination. In case of non-refund of such security deposit during the aforesaid period, it shall carry interest at the rate of 15% per annum from the effective date of termination of the agreement (without prejudice to other rights and remedies of the consumer) payable to the consumer. Before termination of the agreement, the licensee/supplier is entitled to adjust the whole or part of the security deposit towards arrears payable by the consumer.

Service Line

59. Upon compliance of all conditions including technical feasibility and viability, the licensee/supplier shall lay service line, from the nearest distribution mains up to a convenient point on the boundary of the applicant's property to which power is proposed to be supplied.

Provided that in case of temporary supply, the licensee/supplier's estimated cost of laying the line at the time of connection and removal of service line at the time of disconnection shall be borne by the applicant.

Provided that the main cut outs or fuses shall be inserted and sealed by the licensee/supplier free of cost to the consumer and acknowledgement thereon shall be obtained from the consumer.

60. In case of a HT or EHT feeder directly taken to the consumer's premises for his exclusive use from the licensee/supplier's sub-station or from the transmission licensee/supplier, the metering arrangement shall be done at the consumer's premises or, at the distribution/ transmission licensee/supplier's sub-station itself, as mutually agreed.

61. When the metering arrangements are installed in the consumer's premises, the position of the service cutouts or circuit breakers and meters shall be so fixed as to permit easy access to the employees of the licensee/supplier at any time.

62. Where the shifting of the service line within the same premises is undertaken on the request of the consumer, the entire charge on account of shifting including the cost of additional materials if any shall be borne by the consumer and shall be payable within fifteen days of licensee/supplier's demand. In other cases, where shifting is necessary in public interest or for convenience of the licensee/supplier, the consumer shall extend full co-operation but shall not be required to pay any charges.

63. The entire service line, notwithstanding that whole or portion thereof has been paid for by the consumer, shall be the property of the licensee/supplier and shall be maintained by the licensee/supplier who shall always have the right to use it for the supply of energy to any other person unless the line has been provided for the exclusive use of the consumer through any arrangement agreed to in writing.

Point of Supply

64. Unless otherwise agreed to, the supply shall be at a single point at the out-going terminals of the licensee/supplier, i.e.

(a) Cut-outs or circuit breakers in the case of low tension consumers, and

(b) Control switch gear or circuit breaker or high tension fuses that may be installed in the licensee/supplier's or consumer's premises as mutually agreed in the case of high tension or extra high tension consumers subject to provisions of this Code.

Wiring on Consumer's Premises

65. For the protection of the consumer and the public, it is necessary that the wiring on the consumer's premises should conform to the CEA (Measures relating to Safety & Electric Supply) Regulations, 2010 and the rules of the insurance company with which the building may have been insured and will be carried out by a licensed contractor. The material used for wiring shall comply with the standards laid down in that behalf by the Bureau of Indian Standards. As soon as the applicant's licensed contractor completes the

wiring and other electrical installation in the premises, the applicant shall submit to the licensee/supplier, the contractor's completion and test report.

66. As required by Regulation 29 of the CEA (Measures relating to Safety & Electric Supply) Regulations, 2010 amended from time to time, no electrical installation work including addition, alteration, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliance and fittings as in no way alter the capacity and the character of the installation, shall be carried out within the premises of any consumer or owner for the purpose of supply of energy to such consumer or owner, except by a contractor licensed by the appropriate licencing body of the Govt. of Odisha in this behalf and under the direct supervision of a person holding a certificate of competency issued or recognized by the appropriate licensing body. Any person committing a breach of Regulation 29 of the CEA (Measures relating to Safety & Electric Supply) Regulations, 2010 and amendments thereof shall render himself liable to punishment under the said Regulations.

CHAPTER-IV

APPARATUS ON CONSUMER'S PREMISES

Installation of Equipment and Apparatus of the Consumer

67. (a) The licensee/supplier shall built and maintain efficient distribution system with ancillary support for maintaining power quality/reliability and security of the grid.

(b) The work of wiring at the premises of the consumer shall be carried out by a Licensed Electrical Contractor and conform to the standards specified in Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and the material used for wiring shall comply with the standards laid down by the Bureau of Indian Standards. All multi-storied buildings, having a height of more than 15 meters from ground level, shall also comply with Regulation 36 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010. Wiring shall be tested as per provisions of Regulation 31 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 in all the cases.

68. All transformers, switch-gear and other electrical equipment/apparatus belonging to the consumer and connected to the mains of the licensee/supplier shall be maintained to the reasonable satisfaction of the licensee/supplier and shall comply in all respect with, CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof and shall confirm to the BIS.

69. Low tension consumers shall in all cases and at their cost provide a safety device and equipment's in accordance with Regulation 35 ,40, 41 ,42 and other Regulation deemed fit of CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof.

70. High tension or extra high-tension consumer shall install suitable protective devices as approved by the licensee/supplier in accordance with Regulation 35, all the Regulations under Chapter- VI and other Regulation of CEA (Measures relating to safety and Electric Supply) Regulations, 2010 and amendments thereof, so as to afford full protection to the licensee/supplier's apparatus placed on the consumer's premises. In case a high tension or extra high tension consumer is directly connected to a Transmission Licensee/supplier's sub-station, the Distribution Licensee/supplier shall obtain the concurrence of the Transmission Licensee/supplier before giving approval as above.

71. High tension consumers shall install step-down transformers having vector group with winding connected in delta on high voltage side and star on low voltage side with neutral terminal brought outside and suitably earthed.

72. Supply to the consumer may be cut off if the wiring, apparatus, equipment or installation is found to be defective at any time or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee/supplier or interferes with the efficient supply of energy to other consumers. In case of leakage in consumer's premises, Regulation 34 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof shall apply.

A.C. Motor Installation

73. (i) No A.C. motor shall be connected to the low or medium voltage system of the licensee/supplier unless the motor and the installation thereof has suitable device to limit starting current as detailed in Regulation 74 (i) below.

(ii) Power supply shall not be given to any applicant at low or medium voltage and for utilizing in induction motors of capacity of 3 HP and above or welding transformers of capacity 1 KVA and above, unless shunt capacitors of appropriate rating are installed by the consumer across the terminals of such motor(s) or welding transformers to achieve average monthly power factor as specified in this Code.

74. (i) Motors of low or medium voltage shall be provided with control gear so as to prevent satisfactorily the maximum current demand from the consumer's installation exceeding the limits given in the following schedule at any time under all possible conditions.

Nature of Supply	Size of Installation	Limit of maximum Current Demand
Single Phase	Up to and including 1 BHP	Six times full load current
Three Phase	Above 1 BHP and up to and including 10 BHP	Three times full load current
Three Phase	Above 10 BHP and up to and including 15 BHP	Twice full load current
Three Phase	Above 15 BHP	One-and-a-half-time full load current

Failure to comply with these provisions will render the consumer liable to disconnection from the supply on account of interference with the supply to other consumers. Starting current limit may be relaxed by the licensee/supplier depending on the location and condition of working.

(ii) Motor circuits shall be controlled by a triple pole linked switch protected by a no-volt release and T.P. fuses (or overload releases). It is important that the release should be maintained in thorough working order. Wiring for motors shall be run with all three-phase wires bunched in a single metallic conduit, which shall be efficiently earthed throughout and connected to the frame of the motor from which two separate earth wires shall be run. The minimum size of the earth wire permitted is No.14 S.W.G. All motors shall comply in every respect with the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof. Motors above one BHP shall be wound for three-phase, 400 volts between phases.

(iii) Voltage and current harmonics:

(1) The total harmonic distortion for voltage at the connection point shall not exceed 5% with no individual harmonic higher than 3%.

(2) The total harmonic distortion for current drawl from the transmission system at the connection point shall not exceed 8%.

(iv) In addition, synchronous motors shall also be provided with an apparatus to control wattless current.

75. Installation of Irrigation/Agriculture Pump Set:

All new pumping set connection/reconnections shall comply with BIS and BEE Standards.

Installation of Equipment and Apparatus of the Licensee/supplier

76. The licensee/supplier may ask the applicant to provide accommodation to install the licensee/supplier's equipment and apparatus, which may be considered necessary by the engineer for effecting power supply to the applicant. After the applicant has provided such accommodation for fixing the equipment and apparatus, the said installation shall continue on his premises with full control vested in the licensee/supplier. The installation shall remain in the premises for a reasonable period not exceeding six months even after the termination of the agreement without payment of any compensation to the owner of the premises to enable the engineer to ensure the supply of power to existing consumers receiving supply through the said installation.

77. In case of LT consumers, the Distribution Licensee/supplier shall provide meter (unless the consumer elects to supply the same), meter enclosures, switch gear and other equipment's in accordance with the CEA (Installation and Operation of Meters) Regulations, 2006 and the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time depending upon the requirement, at a place mutually agreed upon so as to have unobstructed access at all times.

78. In case of HT/EHT, the supplier shall provide suitable meter including CTs and PTs, unless the consumer elects to do so. The supplier shall provide Circuit Breaker or Air Break Switch (Isolator) or High Voltage Fuse or other suitable device in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 as amended from time to time. Consumer should also provide similar control devices on his side.

79. Every consumer shall compensate the distribution licensee/supplier for any damage to the mains apparatus or instrument or any other property of the distribution licensee/supplier in the consumer premises for the reason of any act, neglect or default of consumer or his authorised representative or persons employed by him.

Inspection and Testing for New Connections

80. On compliance with the provision of Regulation 52 by the applicant and within one days of receipt of the completion report and the test report of the licensed contractor, the engineer will give two clear days' notice to the applicant of the time and the date when his representative proposes to inspect and test the installation. It shall then be the duty of the applicant to arrange his licensed contractor or other representative to be present during the inspection to give the engineer or his representative any relevant information required by him concerning the installation. On due compliance by the applicant, the officer authorised under the statute shall complete the inspection of applicant's installation within a period of four days from the date of receipt of the test report of the licensed contractor.

81. No charge shall be levied for the first test, but for subsequent tests, if required, charge shall be payable as may be fixed by the licensee/supplier under the statute.

In case of Low Tension Consumers

82. (i) Before taking the insulation tests of installation, wiring must be complete in every respect. All fittings such as lamps, fans, cookers, motors, etc. must be connected, fuses inserted and all switches placed in the 'ON' position before the tests are carried out. Temporary wires or fittings or dead ends, shall not be included in the installation and no part of the work shall be left incomplete. The insulation resistance of the entire installation to earth shall be tested from the load side of the licensee/supplier's terminals.

(ii) The licensee/supplier shall not connect the installation on the applicant's premises with its works unless it is reasonably satisfied that the installation shall not at the time of making connection cause leakage exceeding one five thousandth part of the maximum current supplied to the applicant's premises. Any defects if noticed by licensee/supplier's engineer shall be intimated within two days from the date of inspection to the applicant.

(iii) The insulation resistance shall be measured by applying between earth and the whole system of conductors or any section thereof with all fuses in place and all switches closed and except in case of earthed concentric wiring all lamps in position or both poles of the installation otherwise electrically connected together, a D.C. Voltage of not less than twice the working voltage provided that it does not exceed 500 Volts for medium voltage circuit. When the supply is derived from three wires (AC or DC) or a poly-phase system, the neutral pole of which is connected to earth either directly or through added resistance the working voltage shall be deemed to be that which is maintained between the outer or phase conductor and the neutral. The insulation resistance in megohms of an installation shall not measure less than 50 divided by the number of points on the circuit provided that the whole installation need not be required to have an insulation resistance greater than one megohm. Heating and power appliances and electric lines may if desired be disconnected from the circuit during the tests but in that event the insulation resistance between the case or frame work and all live parts of each appliance shall not be less than that stated in the relevant ISS or when there is no such mention, shall not be less than half a megohm.

(iv) The insulation resistance shall also be measured between all conductors connected to one pole phase conductor and all the conductors connected to the middle wire or to the neutral or to the other pole or phase conductor of the supply. Such a test shall be made after removing all metallic connections between the two poles of the installation and in these circumstances, insulation resistance between the two terminals of the installation shall not be less than that specified in Regulation 82(iii) above.

In case of high tension consumers and EHT consumers

83. (i) Manufacturer's test certificates in respect of all HT or EHT apparatus shall be produced if required.

(ii) In addition, the licensee/supplier may test the HT or EHT installation, as the case may be, by applying standard test voltage in accordance with the CEA (Measures

relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof and Bureau of Indian Standards.

(iii) Testing of a High Tension or EHT installation shall however be taken up by the engineer only after the HT or EHT consumer obtains certificates of inspection of the installation from the Electrical Inspector.

Approval of Consumers Installation

84. Before any wiring or apparatus of the applicants, including transformers, switch gear, etc. are connected to the licensee/supplier's distribution system, the same shall be subject to the inspection and approval of the engineer and no connection shall be made without such approval. In addition, all EHT or HT installation shall have to be approved by the Electrical Inspector or any officer authorised by him in this behalf as required under Regulation 43 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof.

85. (i) Power supply shall commence when the engineer is satisfied that-

(a) installation is in accordance with the Completion and Test Report as approved by the engineer, and

(b) installation complies with other conditions of this Code, and

(c) installation complies with the provisions of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof

(ii) The engineer shall notify the applicant in writing of any defect noticed by him within seven days of inspection. In such a case the engineer may allow commencement of supply only after the defects in the installation are rectified to his satisfaction. If the applicant receives no intimation within seven days of inspection, the installation will be deemed to have been approved. In case the consumer challenges the defects pointed out by the licensee/supplier, the licensee/supplier shall refer the matter to the Electrical Inspector within seven days, whose decision shall be final and binding.

Commencement of Supply

86. The applicant shall draw power within 7 days from the date of receipt of intimation for commencement of supply by the licensee/supplier. If the applicant fails to do so, shall be liable to pay the demand charges and minimum monthly charges from the date immediately following the date of such intimation.

Licensee/supplier's Supply Mains and Apparatus

87. (i) All equipment/structure, except the meter shall be included in the service connection estimate and the cost thereof realized from the applicant. The applicant shall have the option of supplying an appropriate meter to the specification of the licensee/supplier and approved by the Commission.

(ii) In case the applicant requires the licensee/supplier to provide the meter, the licensee/supplier shall do so on such terms and conditions as decided by the licensee/supplier with the approval of the Commission.

(iii) Notwithstanding the fact that the meter, metering equipment and other apparatus as indicated above are supplied by the applicant, or paid for by the applicant, the same shall remain under the control of the licensee/supplier.

Safety of Installation

88. All actions, procedures and practices shall be governed by CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereto. Without prejudice to any other action available under the law and under this Code, supply may be disconnected, if it constitutes an immediate danger to the safety of the installation or personnel.

89. The consumer shall compensate the licensee/supplier for any damage caused to the mains, apparatus or instruments or any other property of the licensee/supplier in the consumer's premises, occasioned by any act, omission, lapses or negligence on the part of the consumer or his servants, agents or employees and if supply of power has been disrupted or disconnected on account of such damage, the supply may not be restored until the damage is assessed and the cost of restoration is deposited by the consumer. The engineer's decision in regard to the damage caused and the compensation payable assessed on the basis of current market rate and the cost of restoration as assessed shall be final and binding subject to the result of the appeal, if any. The consumer may represent to the designated authority of the licensee/supplier in regard to the determination of damage and cost fixed by the engineer. No damage shall be claimed and no demand for payment of cost shall be raised without giving seven clear days' notice to the consumer and reasonable opportunity to him to make representation, if any.

90. The licensee/supplier shall, in consultation with the consumer, be entitled to lay necessary overhead and underground mains and install substations, equipment, transformers, etc. in accordance with the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof on the private property of the consumer, required for the purpose of supply of power to him. The consumer shall not be entitled to interfere with or alter any such installation of the licensee/supplier in his premises at any time for any reasons whatsoever. Upon request by the consumer, the engineer may effect any alteration, if feasible, at the cost of the consumer.

91. (i) The licensee/supplier in turn shall maintain its installation in good order. The conductors and poles shall be maintained in such order as not to cause any electrical or mechanical accidents or damage to consumer's property and public property or endanger human life. Prompt action shall be taken by the licensee/supplier to repair or replace the damaged parts immediately on getting intimation of damage or danger to life.

(ii) The licensee/supplier/consumer/user of electricity shall obtain periodic safety certificate from the Electrical Inspector/Authorised person for continuance of electric supply to his/its premises as per CEA (Measures relating to Safety and Electric Supply)Regulations, 2010.

Fuse Failure

92. (i) If at any time, the licensee/supplier's service fuse or HT fuse fails, intimation thereof may be sent to the nearest fuse call centre or section office having jurisdiction over the area for rectifying the defects or replacing the fuse.

(ii) None other than the authorized employees of the licensee/supplier may replace the fuse in the licensee/supplier's cut-outs and H.V switchgears.

Access to Consumer's Premises

93. For carrying out general inspection, repair and testing, the Engineer/Officer or the staff authorized by him shall be entitled to enter the premises of a consumer after informing the consumer or occupier. In case of unauthorized addition and alteration of equipment, theft and misappropriation of energy, diversion of power bypassing of meter for consumption of electricity, the Engineer/Officer or his staff can disconnect the power of the premises without giving any prior notice.

94. Where a consumer refuses to allow the licensee/supplier or any person authorised as aforesaid to enter his premises or land in pursuance to the provisions of above Regulations, or when such licensee/supplier or any person has so entered, refuses to allow him to perform any act which he is authorized by those Regulations to perform, or fails to give reasonable facilities for such entry or performance, the licensee/supplier may, after the expiry of 24 hours from the service of a notice in writing on the consumer, cut off the supply to the consumer for so long as such refusal or failure continues in pursuance to a special order in this behalf made by an Executive Magistrate in accordance with the Section-163 of the Act.

Where the consumer/occupier/end user/person refuses the licensee/supplier or his duly authorised person to enter into his/its premises/land/building then the Engineer/Authorised Officer with due permission from the Executive Magistrate/ Licensee can enter the premises for purpose of disconnection of power supply, removal of any apparatus for removal of unauthorised use of electricity.

Preparation of Inventory of Consumers Installation or Inspection Report

95. During the checking and verification of the electrical installation in the premises of the consumer, including the supply line and meter, a complete inventory shall be prepared of all connected equipment, apparatus, machinery, forming integral part of the installation in the premises of the consumer. The consumer or his representative shall be requested to sign the inventory or inspection report. If the consumer or his representative refuses to sign the inventory or the inspection report an endorsement to that effect shall be made by the engineer on the body of the report with due signature and designation. A copy of the said report shall be affixed at the consumer's premises. In such cases, the consumer shall be deemed to have been served with a copy of the report. Within 7 days of service of the report as aforesaid, the consumer shall be entitled to complain against the correctness of the inventory or the result of the inspection to the designated authority of the licensee/supplier, who shall enquire into the matter of the complaint and decide on the correctness or otherwise of the report.

Addition and Alteration of Consumer Installation

96. Additions or alterations to the consumer's approved installation shall be made only by a licensed electrical contractor. In case such addition or alteration results in increase of the connected or contract load of the consumer, prior approval of the licensee/supplier shall be taken and the procedures laid down in Regulations 127, 128 and 132 shall be followed. Approval of Electrical Inspector shall also be taken wherever applicable.

CHAPTER V

METERS

97. (i) Consumer meters shall generally be owned by the licensee/supplier as per the of CEA Regulations.

(ii) Initial power supply shall not be given without a correct meter. All meters shall be of static type. The meters not complying with Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of Meters) Amendment Regulations, 2010 as amended from time to time shall be replaced by the licensee/supplier or on request of the consumer. The meters may also be replaced as per the regulations or directions of the Commission.

(iii) At the time of seeking a new connection the consumer shall have the option to either:

(a) Purchase the meter and associated equipment himself from a vendor(s) provided the equipment are of specification approved in CEA(Installation and Operation of Meters) Regulations, 2006 and as amended from time to time ; or

(b) Request that the meter and associated equipment be supplied by the licensee/supplier.

Provided that the consumer shall indicate this option in the application form and licensee/supplier shall supply him with the list of approved vendor(s) and make(s). Once the consumer has procured the meter, the licensee/supplier shall test, install and seal the meter.

Provided further that the licensee/supplier shall make available on its website an updated list of makes and specifications of meters and other equipments including the list of vendors.

The licensee/supplier shall replace the defective or the meter not complying with the above mentioned standards within next billing cycle of its detection, even if not replaced by the consumer. In no case, provisional billing shall continue for more than two billing cycle at a stretch, whatsoever may be the reason.

(iv) The meters for new connections or replacements shall be of following type(s):

(1) For LT connections:– (a) 1 Phase Static Meters-whole current with MDI

(b) 3 Phase Static Meters-whole current with MDI & TOD.

(c) 3 Phase 4 wire CT operated Trivector Static Meters with MDI & TOD.

(2) For HT/EHT consumers – 3 Phase Tri-vector meters with MDI. The meters shall have a facility for "Time of the Day" metering and storage of at least 45 days.

(3) The licensee/supplier shall gradually move on to prepaid/smart/pre-paid smart meters as and when available preferably within three years. In case

pre-paid meter is installed, the meter shall conform to the technical requirements as specified in Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and amendments thereof.

(4) In case smart meter is installed, the meter shall conform to the technical requirements as specified in IS:16444 and amendments thereof along with Central Electricity Authority guidelines as specified from time to time.

(v) The metering arrangement in case of prosumers shall be governed as per the Commission's order on net metering/bi-directional metering and their connectivity with respect to Solar PV systems with amendments thereof and Regulations made thereon.

(vi) All the consumers shall be required to provide appropriate and suitable site for placement of meter, related equipment, appropriate metering device, load-limiter or other apparatus to the satisfaction of the licensee/supplier. If the supply is made through a dedicated feeder, metering arrangement should be made at the sending end.

(vii) In the case of all new high-tension supplies, HT metering units shall be provided and installed. In case where LT metering unit is provided at L.T. side of the transformer, all L.T. metering units shall be converted to H.T. units. For existing L.T. metering units connected on the L.T. side of the consumer's transformers, the reading of such metering units shall be added with the average losses in the transformers calculated as bellow:

(a) Energy loss in transformer in units per month = (730 X rating of the transformer in KVA) /200,

(b) Demand loss in transformer in KVA = Rating of the transformer in KVA/200.

Such arrangement shall not continue for more than four months, if the consumer has paid for the HT metering arrangement. If it is continued beyond the four months, the assumed transformer loss shall no longer be added. In case of LT billing for HT supply by the order of the Commission no transformer loss shall be added to the billed units.

98. **(a) Standards of meter:** It shall comply with the standards as specified by the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of Meters) Amendment Regulations, 2010 as amended from time to time. All meters shall have BIS mark. To facilitate this, the licensee/supplier shall provide a list of makes and models of the meters to the consumers.

(b) Smart Meter: The licensee/supplier shall endeavour to supply electricity to the consumer/end user through smart meter in a manner as notified by the Commission from time to time.

99. **Accuracy Class:** It shall meet the requirements of Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of Meters) Amendment Regulations, 2010 as amended from time to time. Meters up to 650 V should be of 1.0 or better class accuracy,

above 650 V and up to and including 33 KV shall be 0.5S or better and above 33 KV, it should be 0.2S class or better.

The accuracy class of Current transformers (CTs) and Voltage transformers (VTs) shall be compatible and shall not be inferior to that of associated meters. The existing CTs and VTs not complying with this code shall be replaced by new CTs and VTs, if found defective, non-functional or as per the directions of the Commission.

100. **Reviewing Status of Meter:** The licensee/supplier shall make out a plan for introduction and adoption of new technologies (such as Pre-paid Meters, Smart Meters, time of the day meters, automatic remote meter reading system through appropriate communication system)becoming available with the approval of the Commission or as per the directions of the Commission

101. **Immunity to External Factors**: The meter shall be immune to external influences like magnetic induction, vibration, electrostatic discharge, switching transients surge voltages, harmonics and necessary tests shall be carried out in accordance with the relevant standard.

Supply and Installation of Meters and Cut-outs/ MCBs / CBs

102. (i) The licensee/supplier shall supply the meter (unless the consumer elects to supply the same), cut-out/ MCB / CB / load limiter to consumers at the time of providing new service connection or at any other time as required and charge meter rent as per the tariff order of the Commission.

(ii) (a) In case of new connection/replacement of meter, the consumer, in accordance with Regulation 97 to 101 and regulations framed under Section 73 of the Act, may himself procure the meter either from the vendors certified by the licensee/supplier conforming to licensee/supplier's technical specifications or may request the licensee/supplier to supply the meter and charge meter rent as per the tariff order. The licensee/supplier shall calibrate the consumer's meter at consumer's cost and seal the meter. The consumer shall have the option to get the meter calibrated in any other accredited Test laboratory.

(b) Alternatively, consumer may choose to pay the full cost of the meter provided by the licensee/supplier. No meter rent shall be chargeable in such case.

(c) The consumer shall claim the meter purchased by him as his asset only after it is permanently removed from the system of the licensee/supplier.

(d) The distribution licensee/supplier shall put in place a system of quality assurance and testing of meters with the approval of the Commission.

The licensee/supplier shall set up appropriate number of accredited testing laboratories or utilize the services of other accredited testing laboratories. The licensee/supplier shall take immediate action to get the accreditations of their existing meter testing laboratories from NABL, if not already done.

(iii) Meters will be installed at the point of supply or at a suitable place as the engineer may decide. The owner of the premises where, the meter is installed shall provide access to the authorised representative(s) of the licensee/supplier for installation, testing, commissioning, reading, recording and maintenance. The place of

installation of meter shall be such that minimum inconvenience and disruptions are caused to the site owners and the concerned distribution licensee/supplier.

It may be installed by the licensee/supplier either at consumer premises or outside the consumer premises. If it is installed outside the premises of the consumer, then the licensee/supplier shall provide real time display unit at the consumer premises for his information to indicate the electricity consumed by the consumer. For billing purpose, reading of the meter but not the display unit shall be taken into account.

The meter shall be fixed preferably in the basement or ground floor in multi-storied buildings having easy access for reading and inspection at any time. The consumer shall run his wiring from such point of supply.
In case supply is provided by the licensee/supplier to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.

(iv) In case of a feeder directly taken to the consumer's premises for his exclusive use from the licensee/supplier's sub-station or from the transmission licensee/supplier, the metering arrangement shall be done at the at the sending end of the licensee/supplier's sub-station itself. In the event the Commission allows supply of electricity directly from a generating company to consumer on a dedicated transmission system, the location of the meter will be as per mutual agreement. When the metering arrangements are installed in the consumer's premises, subject to Regulation 102(iii) above, the position of the service cut-outs or circuit breakers and meters shall be so fixed as to permit easy access to the employees of the licensee/supplier at any time.

All EHT & HT consumers shall provide independent entry to the meter or metering cubicle. All efforts should be made to ensure un-obstructed access to the meter by representative of the licensee/supplier.

(v) An applicant requiring high voltage or extra high voltage supply must provide and maintain at his expense a locked and weather-proof enclosure of a design approved by the licensee/supplier for the purpose of housing the licensee/supplier's metering equipment. Similar enclosure may be used by the applicant for his own metering equipment.

(vi) The metering box shall normally be mounted at such a height and such manner that meter reading counter/ display window is at eye level.

(vii) The licensee/supplier shall evolve a format of "Meter Particulars Sheet" for recording the particulars of the meter at the time of initial installation or replacement. The licensee/supplier shall retain one copy and the second copy, duly signed by the authorised representative of the licensee/supplier, shall be given to the consumer under proper acknowledgment. The consumer or his authorised representative shall also sign the Meter Particulars sheet. Subsequently, details of any faults in the meter, repairs, replacements etc. shall be entered into the Meter Particulars Sheet by the licensee/supplier or his authorised representative.

Sealing of Meters

103. (i) All meters shall be sealed by the manufacturer at its works. Whenever new meter/metering equipment is installed (as a replacement or for a new connection), the meters and associated equipment shall be properly sealed at site by the engineer as per the standards given in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of meters) Amendment Regulations, 2010 as amended from time to time, in addition to the seal provided by the manufacturer at its works and consumer's acknowledgement shall be obtained.

(ii) The licensee/supplier shall endeavour to put in place a tracking and recording software for all new seals provided by the manufacturer of the meter so as to track total movement of seals starting from manufacturing, procurement, storage, record keeping, installation, and series of inspections, removal and disposal. Seal shall be unique for each utility and name or logo of the utility shall be clearly visible on the seals. Only the patented seals (seal from the manufacturer who has official right to manufacture the seal) shall be used. Polycarbonate or acrylic seals or plastic seals or holographic seals or any other superior seal may be used. Lead seals shall not be used in the new meters.

(iii) Old lead seals shall be replaced by new seals in a phased manner and the timeframe of the same shall be submitted by the licensee/supplier to the Commission for approval.

Removal of Seals from Meters

104. The seals, nameplates, distinguishing numbers or marks affixed on the said equipment or apparatus shall not be interfered with, broken, tampered with removed or erased by the consumer under any circumstances. Any tampering, breaking or removing the seal from the meter shall be dealt with as per relevant provisions of the Act. The meter, metering equipment, etc. shall on no account be handled or removed by anyone except under the authority of the engineer or his authorized representative. The engineer or his authorized representative can do so in the presence of the consumer or his representative with appropriate records in presence of independent witness. An acknowledgement shall be taken from the consumer or his representative along with the independent witness when seal is broken.

105. **Safety of Meters**

(i) The consumer shall be responsible for safe custody of meter(s) and associated equipments, if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee/supplier about any fault, accident or problem noticed with the meter. Licensee/supplier shall be responsible for the safety of the meter located outside the consumer's premises.

(ii) The licensee/supplier may also have a provision for such metering system where the real time display unit is at the consumer premises and the metering unit is outside the premises such as on a pole etc. In such cases, the responsibility of safe custody of the metering unit shall lie with the licensee/supplier and the consumer shall be provided with the real time display unit installed by the licensee/supplier in consumer premises.

106. (i) In case of single phase meters, the consumer shall ensure that there is no common neutral or phase or looping of neutral or phase of two or more consumers on consumers' side wiring. If such common neutral or phase or looping of neutral or phase comes to the notice of the licensee/supplier, the consumer shall be informed through installation report or regular electricity bills or meter test report as applicable.

(ii) Consumer shall install the Earth Leakage Protective Device (ELPD) in accordance with the provisions of the rules or regulations in this regard.

(iii) If the earth leakage indication is displayed in the meter the licensee/suppliers shall suitably inform the consumer through installation report or regular electricity bills or meter test report as applicable.

(iv) In case CTs and VTs form part of the meters, the meter shall be installed as near the instrument transformers as possible to reduce the potential drop in the secondary leads. The Voltage Transformers shall be electromagnetic VT or Capacitive Voltage Transformer (CVT).

(v) The meters shall be provided with such anti tampering features as per the Standards stipulated in the Schedule annexed to the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of meters) Amendment Regulations, 2010 as amended from time to time.

107. The consumer may, after giving notice to the engineer, get a check meter installed at his own expense in his incoming line by the side of the licensee/supplier's meter. In case of difference in readings between the licensee/supplier's meter and consumer's check meter, the readings of the licensee/supplier's meter shall be taken to be conclusive. The consumer may demand the licensee/supplier's meter to be tested by the Electrical Inspector whose decision shall be final and binding on the consumer and the licensee/supplier. The consumer shall be required to pay a fee for such testing. If the meter is found incorrect after testing, the fee paid by the consumer shall be refunded by the licensee/supplier by way of adjustment in the next bill. If the meter is found correct after testing, the fee paid by the consumer shall be forfeited by the licensee/supplier.

Provided that even if the meter is supplied either by licensee/supplier or by consumer, if the Engineer suspects about the accuracy of the meter, the Engineer may by giving 24 hour notice to the consumer install a check meter tested and duly sealed in Government laboratory either by side of the original meter within the premises of the consumer or at such other places as may be decided by the Engineer to test the accuracy of the meter and in that case the reading records in the check meter can be treated as of the original meter for the purpose of ascertaining the consumption made by the consumer and shall be conclusive.

108. (i) The meter and associated equipment shall be inspected by the engineer prior to their commissioning in the service. If the engineer has reason to believe that the meter is incorrect, he may at any time remove the existing meter supplied by the licensee/supplier for the purpose of testing in accordance with existing Rules, Regulations and provisions of the Act. The consumer shall not be entitled to

object to such removal. Till such time, the meter is re-fixed again after testing, the billing shall be done as per Regulation 155.

(ii) In case the consumer has supplied the meter, if the meters become defective in service or found to be missing, the consumer shall, on such defects or loss being noticed by him or notified to him by the engineer, remove the defects or, as the case may be, replace the meter within a period not exceeding thirty working days. The engineer within seven working days of noticing the defect or loss shall advise the consumer for necessary test, repair or replacement of the meter. Should the consumer desire to get the meter tested or rectified in the licensee/supplier's testing laboratory, he may do so by depositing the fees fixed by the licensee/supplier and the licensee/supplier shall get it tested within a period of fifteen working days from the date of deposit. Failure to rectify or replace the meter within the above period (if due to the consumer) shall result in disconnection of power supply after seven clear days' notice to the consumer. Till the period the meter is re-fixed again after testing, the billing shall be made as per Regulation 155 and Regulation 158 as the case may be.

(iii) Where the meter has been supplied by the licensee/supplier and the meter becomes defective in service, the engineer shall remove the meter and test the same as provided in Regulation108(i).

(a) If after testing, the meter is found defective not due to tampering or deliberate damage, the defective meter shall be replaced by another tested meter without any charge to the consumer within thirty working days from the date of removal of meter from consumer's premises.

(b) If the meter is found to be missing, or after inspection or testing if the meter is found to have been tampered with or damaged, the engineer may call upon the consumer to deposit the cost of replacement within seven working days. The licensee/supplier shall install a tested meter within fifteen working days of deposit by the consumer.

(iv) Due notice to the consumer shall be served by the licensee/supplier to be present during the test. The Licensee/supplier shall have the option to carry out and conclude the test in absence of the consumer after expiry of the notice period. The billing for the period the meter remains defective or unavailable from the date of reporting to the date of its installation after repair or shall be revised in accordance with Regulations 155,157 and 158 ; as the case may be.

(v) If the meter is found to be incorrect after testing, testing fees paid by the consumer shall be returned by way of adjustment in the next electricity bill of the consumer.

(vi) The repair or adjustment of a meter found to be defective should be done so as to bring the percentage of the error within the stipulated limit of accuracy. In case adjustment or repair is not possible, the defective meter shall be replaced by another tested meter within a period of thirty working days, failing which the licensee/supplier shall pay compensation as per provisions of OERC (Licensees Standards of Performance) Regulations, 2004 and amendments thereof.

(vii) In the event of any difference or dispute on the accuracy of any meter, the same shall be decided on an application by either party to the Electrical Inspector, whose decision shall be final.

(viii) On receipt of complaints of meters running slow, running fast, creeping beyond limits, not working or defective, a tested standard meter can be fixed in series with the existing meter by the licensee/supplier. The connecting terminals/meter boxes of both the existing and tested standard meter shall be sealed by the Licensee/supplier's representative in presence of the consumer. Meter reading of both the meters shall be taken jointly after some hours of operation. The accuracy of existing meter can be known by comparing readings of both the meters for the same period. If the existing meter is found to be defective, it can be removed to laboratory for repair and the tested meter already available in the consumer's premises can be fixed in place of the existing meter.

Reading of Meters

109. Till the introduction of Smart or pre-paid meter the following procedures shall be adopted.

(i) The meter shall normally be read on fixed date ± 3 working days for monthly billing cycle. The licensee/supplier 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.

(ii) The meter reader supplied with a laminated photo identity card shall show to the consumer on demand.

(iii) The meter readers shall have access to the consumer's premises at all reasonable times for the purpose of meter readings. In respect of Domestic and General Purpose consumers, meters should be read only during daylight hours. The consumer shall extend all facilities to the licensee/supplier or his authorised representatives to read the meter.

(iv) The Licensee/supplier may use hand held instruments, Meter Reading Instrument (MRI) or Automatic Meter Reading (AMR) machine or any advanced mechanism for recording meter readings and detection of actual consumption of energy for generation of bills on the spot. The licensee/supplier may adopt alternative technically advanced practices for consumer's information of meter readings.

(v) It shall be responsibility of the licensee/supplier to record the metered data, maintain database of all the information associated with the meters and verify the correctness of metered data, Arrangements shall be made by the licensee/supplier to display the meter reading and payment status of high value consumers, i.e., consumers having consumption pattern of say more than 1500 unit, on its website.

Special Reading of Meters in Cases of Change of Occupancy/Vacation of Premises for Domestic Consumers

110. (i) It shall be the responsibility of the consumer to get his connection disconnected if the vacates the premises or changes his occupancy or otherwise he shall continue to remain liable for all charges.

(ii) Notice and request for disconnection is to be given by the consumer at least 7 (seven) days before the proposed date of vacation or occupancy change. The licensee/supplier shall arrange to take a special reading of the meter after intimating the consumer.

(iii) If the licensee/supplier fails to disconnect the supply even after seven days' notice, no claim shall be made on the consumer either for consumption of energy

or safety of the licensee/supplier's equipment in consumer's premises beyond this period.

Testing of Meters

111. (i) It shall be the responsibility of the licensee/supplier to satisfy himself regarding the accuracy of the meter before it is installed and during its service. Licensee/supplier may test it for this purpose. The consumer shall provide the licensee/supplier necessary assistance in conducting the test as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and all subsequent amendments.

(ii) If so desired by the consumer the meter may be tested for accuracy at any accredited laboratory.

Provided that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee/supplier viz. voltage fluctuation, transients etc., the licensee/supplier shall refund the test fee to the consumer by adjustment in the subsequent bill.

(iii) The licensee/supplier shall also conduct periodical inspection/testing of the meters at site as per the following schedule or earlier: The licensee/supplier may instead of testing the meter at site can remove the meter and replace the same by a tested meter duly tested in an accredited test laboratory.

(a) Single phase meters	at least once every five years
(b) LT three phase meters	at least once every three years
(c) HT/EHT meters including MDI	at least once a year

(iv) Records of these test results shall be maintained in accordance with CEA (Measures relating to Safety & Electric Supply) Regulations, 2010 and in accordance with regulations framed under Section 73 of the Act.

(v) If required, the licensee/supplier may remove the existing meter for the purpose of testing as provided under this Code. The representatives of the licensee/supplier must, however, produce an authenticated notice to this effect and sign the document, mentioning his full name and designation, as a receipt, before removing the meter. The consumer shall not object to such removal.

(vi) In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meters up to 650 volts. The testing for consumers meters above 650 volts should cover the entire metering system including CTs, VTs. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit, measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works.

(vii) The licensee/supplier shall inspect and check the correctness of the meter within 7 working days of receiving the complaint.

Provided that before testing a consumer's meter, the licensee/supplier shall give 3 days' advance notice, so that the consumer or his authorised representative may be present at the testing.

(viii) The consumer/authorised representative present during testing will sign the test report as a token of witness. In case the consumer / authorised representative are not present, the licensee/supplier's representative and the testing laboratory official shall sign on the test report.

(ix) The licensee/supplier shall dispatch the test report to the consumer, to be received under acknowledgment, within three working days of the date of testing.

(x) If a consumer disputes the results of testing, he may appeal to the concerned Electrical Inspector which shall adjudicate upon the matter.

Additional meters

112. In addition to any meter which may be placed for recording the electricity consumed by the consumer, the licensee/supplier may connect additional meters/stand-by meters, maximum demand indicator or other apparatus as he may think fit for the purposes of ascertaining or regulating either the quantity of electricity supplied to the consumer, or the number of hours during which the supply is given, or the rate per unit of time at which energy is supplied to the consumer, or any other quantity or time connected with the supply to consumer:

Provided that the meter, indicator or apparatus shall not in the absence of an agreement to the contrary, be placed at point other than that between the distributing mains of the licensee/supplier and any meter:
Provided further that, where the charges for the supply of energy depend wholly or partly upon the reading or indication of any such meter, indicator or apparatus as aforesaid, the licensee/supplier shall, in the absence of an agreement to the contrary, keep the meter, indicator or apparatus correct.

Cost of Replacement of Defective/ Burnt/ Lost Meters

113. (i) If, as a result of testing it is established that the meter became defective/burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the licensee/supplier, the cost of the meter shall be borne by the licensee/supplier. In that case, the licensee/supplier shall recover only the balance meter rent due from the consumer so far.

(ii) If, as a result of testing, it is established that the meter was rendered defective/burnt due to reasons attributable to the consumer such as defect in consumer installation, connection of unauthorized load by the consumer etc., the cost of the meter shall be borne by the consumer. The licensee/supplier shall inform the consumer to replace the meter and associated equipment as per provisions of this Code within 30 working days. In case the consumer fails to do so, the licensee/supplier shall install a new meter.

Provided that in case the licensee/supplier installs the new meter, they shall recover the cost of the new meter from the consumer as per the meter rent approved by the Commission.

(iii) Provided further that if, as a result of testing, it is established that the meter was rendered defective/burnt due to tampering or any other deliberate act by the consumer to interfere with the meter, the licensee/supplier may proceed as per relevant provisions of law. The cost of meter replacement after settlement of assessment amount shall be borne by the consumer before effecting power supply.

If so desired by the consumer the meter may be tested for accuracy at a third party facility approved by the Commission. The list of third party agencies approved by the Commission for testing of meters shall be available on the website of the licensee/supplier.

Provided that if the meter is found to be defective / burnt due to technical reasons attributable to the licensee/supplier viz. voltage fluctuation, transients etc., the licensee/supplier shall refund the test fee to the consumer by adjustment in the subsequent bill.

(iv) In case of loss of meter, the cost of new meter and other apparatus shall be borne by the consumer unless the meter was installed in the licensee/supplier's office or sub-station.

Provided that if the licensee/supplier replaces the meter, the cost of new meter shall be recovered from the consumer as per the meter rent approved by the Commission.

(v) In case the licensee/supplier replaces the meter due to technological up-gradation, the cost of the old correct meter already recovered through meter rent shall be deducted from the cost of new meter and the balanced amount may be recovered through meter rent on pro-rata basis.

Replacement of Defective Meters

114. (i) The consumer is expected to intimate the licensee/supplier as soon as he notices that the meter has stopped or is not recording/displaying.

(ii) If during periodic or other inspection by the licensee/supplier, any meter is found to be with improper recording, or a consumer makes a complaint in this regard, the licensee/supplier shall follow the procedure detailed in this Code.

(iii) If the meter is actually found to be not recording/displaying, the licensee/supplier shall replace such (stuck, running slow, fast or creeping, etc.) meter within 30 working days from the date meter is found to be defective. In case of unavoidable circumstances, the licensee/supplier by recording reasons may replace the defective meter within a period not more than 60 days.

Replacement of Burnt Meters

115. (i) In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee/supplier, the licensee/supplier shall restore the supply after ensuring that necessary preventive action at site is taken to avoid future damage and replace with a new meter within a period not exceeding 30 days.

(ii) If the meter is burnt due to causes not attributable to the consumer, the licensee/supplier shall replace the burnt out meter within 30 working days of receiving the complaint.

(iii) If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in Regulation 113 shall be followed with respect to cost of meter. The licensee/supplier shall serve a notice to the consumer for recovery of cost of the meter within 7 working days of detection and shall replace the meter within 30 working days of receiving payment from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

Replacement of Lost Meters

116. In case of lost meter, the licensee/supplier shall conduct an enquiry after receiving the complaint along with a copy of the FIR/Station diary lodged by the consumer with the nearest police station. Supply in such cases shall be restored after installation of new meter. In case the consumer, on enquiry is found guilty for lost meter, the cost of lost meter as well as the cost of the new meter along with installation charge shall be borne by the consumer. Billing in that case shall be done as per Regulation 158.

CHAPTER - VI

CONTRACT DEMAND

Contract Demand and Connected Load

117. Contract Demand for loads of 110 KVA and above shall be stipulated in the agreement and may be different from the connected load. Contract demand for a connected load below 110 KVA shall be same as the connected load.

In case of installation of meters with provision of recording demand for the consumers with contract demand less than 110 KVA, the highest recorded demand during the billing period shall be utilised for billing of the demand charges. The highest demand recorded in the meter shall continue to be utilised for billing purposes from the month it occurs till the end of the financial year unless the demand recorded in the subsequent month exceeds last recorded highest demand. In the next financial year, the above process shall be repeated afresh for billing demand charges.

Regarding the billing of demand charges for contract demand more than 110 KVA the billing methodology for demand charges shall be stipulated by the Commission in the tariff order of the relevant year.

118. (i) The manufacturer's rating of each item shall be considered to determine the connected load at the premises. The consumers shall be encouraged to install Bureau of Energy Efficiency (BEE) certified appliances.

(ii) Spare plug points shall not be counted towards connected load.

(iii) In case of non-availability of rated capacity of any item, the load shown below shall be considered for Domestic and General Purpose category of consumers.

Item (1)	**Load per Item (Watts) (2)**	**No. of Items (3)**	**Load (4)=(2) X (3)**
Tube light	40W		
LED Tube light/ Lamp	18 W/12W		
Incandescent lamp	60W		
Table Fan / Ceiling Fan (36")	60 W		
Air Circulator	180 W		
Ceiling Fan (48")	60 W		
Ceiling Fan (56")	70 W		
Exhaust Fan	75W		
Music system	40 W		
Television (Portable)	65 W		
Television	125 W		
Mixie/Grinder	500 W		
Electric Iron	450 W		
Fridge (Single door)	1/8 HP (100 W)		
Fridge (Double door)	1/6 HP (125W)		
Cooler	170 W		

Item (1)	Load per Item (Watts) (2)	No. of Items (3)	Load (4)=(2) X (3)
Heater (for cooking) - according to physical availability	1000/1500 W		
Heater (for water heating)	1000/1500 W		
Microwave oven	600/900 W		
Washing machine	340 W		
Kitchen Exhaust Chimney	45 W		
Aqua guard filter m/c	30 W		
Air conditioner (1 Ton)	1000W		
Air conditioner (1.5Ton)	1500W		
Geyser	1500W		
Geyser (Instant)	2000W		
Pump Set	375 W		
Personal Computer with Monitor	120 W		
Printer	100 W		
Each light point as	60 W unless otherwise declared by the consumer, which will be final		

Reduction of Contract Demand

119. (i) Every application for reduction of contract demand shall be made to the designated authority of the licensee/supplier.

(ii) Subject to Regulation 120 below no application for reduction in contract demand shall be entertained within twelve months from the date of commencement of initial or revised supply unless the agreement provides otherwise.

(iii) Notwithstanding anything contained above and in Regulation 117, the Commission may allow the change of contract demand of short term agro based seasonal industries or irrigation in its order from time to time for a particular season of the year.

120. Contract demand above 20 KW shall not be allowed to be reduced more than once within a period of thirty-six months from the date of initial supply or from the date of last reduction. Contract demand of 20 KW and below shall not be allowed to be reduced more than once within a period of twelve months from the date of last reduction. However, the designated authority of the licensee/supplier may for sufficient reasons to be recorded, allow such reduction more than once within the aforesaid period of thirty-six months or twelve months as applicable.

121. Every application for reduction of contract demand shall be accompanied by

(a) such processing fees as may be notified by the licensee/supplier for the particular category of consumer,

(b) test report from the licensed contractor where alteration of installation is involved,

(c) meter reading showing the maximum demands of the previous three months

(d) Inspection report of Electrical Inspector wherever applicable.

(e) Latest electricity bill duly paid and

(f) Any other reason(s) for reduction of contract demand.

122. No permission shall be granted to reduce the contract demand if on a consideration of the investment made by the licensee/supplier for effecting power supply to the consumer, the reduction is likely to result in the investment becoming non-remunerative according to the norms fixed by the licensee/supplier with the approval of the Commission, unless the consumer is agreeable to bear the financial burden of making the investment viable due to such reduction.

123. Decision on a consumer's application for reduction of contract demand shall be taken by the designated authority within fifteen days in case of domestic and sixty days in case of other categories of consumer of receipt of complete application. No application shall be rejected without recording reasons. The order on the application shall be communicated to the consumer by registered post/courier service/registered E-mail/personal service with proper acknowledgement of the consumer.

124. If the application is not decided by the licensee/supplier within the above-mentioned period of fifteen days in case of domestic and sixty days in case of other categories of consumer of receipt of complete application, the applicant may, by a written notice to the licensee/supplier, draw its attention to the matter. If no decision is communicated to the consumer within a further period of 15 days, permission for reduction of contract demand shall be deemed to have been granted.

125. When reduction of contract demand is permitted by the designated authority of the licensee/supplier or deemed to have been permitted, the effective date of such reduction shall be reckoned from the first day of the month following the month in which the application, complete in all respects, was received by the engineer.

126. Any difference in security deposit arising out of load reduction shall be adjusted in the subsequent bills of the consumer within a maximum limit of six billing cycles.

Enhancement of Contract Demand

127. Contract Demand can be enhanced by the consumer applying for it or on detection of demand exceeding the original contract demand by the licensee/supplier. In the later case licensee/supplier shall enhance the CD forthwith and intimate the consumer accordingly with claim for additional security deposit within 15 days.

If the consumer does not deposit additional claim within 15 days, thereafter, the licensee/supplier shall move to disconnect the supply observing due procedure while enhancing the CD the statutory requirement of safety as per CEA Regulation 2010 shall be complied.

Every application for enhancement of contract demand shall be made to the designated authority of the licensee/supplier and accompanied by -

(a) such processing fee as notified by the licensee/supplier for the particular category of consumer,

(b) test report from the licensed contractor where alteration of installation is involved,

(c) Inspection report of Electrical Inspector wherever applicable and

(d) Documents in support of clearance of earlier dues.

128. An application for the enhancement of the contract demand may be rejected if -

(a) the additional power cannot be supplied at the existing voltage of supply of the license and the consumer is not willing to avail the power at higher voltage at which licensee/supplier is able to supply in accordance with Regulation 134 of this Code, or

(b) the consumer is not agreeable to bear that part of the estimated cost of necessary additions or alterations in the system as is required to make it remunerative according to the norms fixed by the licensee/supplier with the approval of the Commission, or

(c) the consumer is in arrears of payment of licensee/supplier's dues. However, the application may be accepted if such arrear has been stayed in appropriate forum.

129. If supply of enhanced load is feasible, the consumer shall:

(1) Pay additional security deposit, cost of addition or alteration required to be made to the system, if any, and system strengthening charges/capacity building charges, if any, within 15 working days of receipt of the demand note; and
(2) Execute a supplementary Agreement.

130. Decision on a consumer's application for enhancement of contract demand shall be taken by the designated authority within fifteen days in case of domestic and sixty days in case of other categories of consumer of receipt of complete application. No application shall be rejected without recording reasons. The order on the application shall be communicated to the consumer by registered post, courier, registered E-mail ID or personally with proper acknowledgement. The effective date of enhancement is similar to Regulation 125.

131. If the application is not decided by the licensee/supplier within the above-mentioned period of fifteen days in case of domestic and sixty days in case of other categories of consumer the applicant may, by a written notice to the licensee/supplier, draw its attention to the matter and yet if no decision is communicated to him within a further period of 15 days, the permission for enhancement of contract demand shall be deemed to have been granted from the date of his application. In that event, consumers enhanced contract demand shall be considered for calculation of overdrawal penalty/demand charges.

132. If as a result of the enhancement of contract demand, the classification of the consumer changes, the designated authority of the licensee/supplier before allowing the application may call upon the consumer to execute fresh agreement, subject to compliance of other conditions as laid down in this Code.

CHAPTER - VII

SYSTEM OF SUPPLY

System of Supply

133. (i) The declared frequency of A.C. supply is 50 Hz.

(ii) The declared voltage of A.C. Supply is as follows:

(a) Low Voltage - Single phase, 230 V, between phases and neutral or three phase, 400 volts between phases.

(b) High tension supply - Three phase at 11 KV or 33 KV between phases.

(c) EHT supply - Three phase above 33 KV between phases

- 132 KV/220KV between phases in two phase system of Railway Traction.

134. (I)The voltage of supply shall be determined by the engineer depending on the contract demand of the consumer. The supply voltage for the contract demands shall normally be as follows.

Sl. No.	Category	System of Supply
1.	(a) Contract demand not exceeding 5 KW or 5.55 KVA, excepting in the case of irrigation pumps and agricultural services	Single phase, two wires and 230 volts
	(b)Irrigation pumping and agricultural service load of 3 BHP and below	Single phase, two wire and 230 volts, between phase and neutral, or 3 phase, 3 or 4 wire and 400 volts between phases
	(c) Load above 5 KW or 5.55 KVA up to and including 70 KVA	3 phases, 3 or 4 wires at 400 volts between phases
2.	(a) Contract demand above 70 KVA but below 555 KVA	3 phase, 3 wires at 11000 volts
	(b) Contract demand of 555 KVA and above but below 1110 KVA	3 phase, 3 wires at 11000 volts or 33000 volts depending on the convenience of the licensee/supplier
3.	Contract Demand of 1110 KVA and above but upto 15000 KVA for dedicated line (tie-line) and upto 10000 KVA in non-dedicated (non-tie) line	3 phases, 3 wires at 33000 volts. The Connectivity level of User, consumer or Generator including CGP can be at any higher voltage level as decided mutually on the basis of techno-commercial analysis and system study.
4.	For Contract Demand of above 15000 KVA	3 phases, 3 wires EHT

Provided that licensee/supplier, at its discretion, may also supply at any other voltage depending on system availability or condition.

(II) Power supply to multi-storeyed buildings, residential apartments, multiple duplexes/simplexes etc. developed by the promoter.

(i) All such projects need to have prior approval of competent authority.

(ii) The promoter on its own cost shall develop the infrastructure required for effecting power supply to consumers and handover to the licensee/supplier on deposit of necessary charges. Alternatively, the cost of such infrastructure may be deposited with the licensee/supplier and licensee/supplier shall be responsible for installation, maintenance, repair/replacement etc. thereafter.

(iii) The power supply shall not in any way affect the right of a person residing in the housing unit sold/leased to demand power supply directly from the licensee/supplier.

Power Factor

135. The consumer shall so arrange his installation that the average lagging power factor of his load during any billing period is not less than 92%. Power factor penalty shall be levied if there is a breach of the aforesaid requirement as decided from time to time.

Balance of Load

136. A consumer taking three phase supply shall balance his load in such a way that the difference in loading of each phase does not exceed 5% of average loading between the phases.

Parallel Operation with Licensee/supplier's System

137. The consumer shall arrange plant, machinery and apparatus of his generating station including any extension of or addition to the same to operate in an isolated mode from the licensee/supplier's system. Parallel operation is permissible only with the consent of the licensee/supplier. In cases where such consent has been given, the consumer shall so arrange his installation that the licensee/supplier or the engineer does not become liable for any damage caused to the consumer's plants, machinery and apparatus on account of such parallel operation, or any adverse consequences arising there from.

CHAPTER - VIII

CLASSIFICATION OF CONSUMER

Classification of Consumer

138. Licensee/supplier may classify or reclassify the consumer into various categories from time to time as may be approved by the Commission and fix different tariffs and conditions of supply for different class of consumers. The present classification is as follows:

(a) Domestic

This category relates to supply of power to residential premises for domestic purposes only which may include connected load for non-domestic purposes like offices, consultation chambers and other misc. loads up to 20% of the total connected load. This category shall include consumers under;

(i) Kutir Jyoti Programme or similar programme/schemes announced and implemented by Central/State Govt.

(ii) Supply of power to the occupants of the flats/apartments/multi-storied buildings/ residential colonies/Registered Housing Societies/Residential Welfare Association (RWA).

(iii) Supply of power to common facilities like water supply, common area lighting, lift, etc., in residential housing colonies/complexes and apartments, being utilized mostly for residential purpose after the completion by the developer and occupied by residents.

This category shall not cover residential colonies attached to industrial establishment where power supply is drawn through the meter of the industrial establishment.

(b) General Purpose

This category relates to supply of power to premises, which are used for other purposes not covered under any other category under this Code where the non-Domestic load exceeds 20% of the total connected load.

(c) Public Lighting

This category relates to supply of power to the government, a local authority or any other public body for providing street lighting, for traffic signalling and for lighting of Public Park.

(d) Railway Traction

This category relates to supply of power for Railway Traction.

(e) Irrigation Pumping and Agriculture

This category relates to supply of power for pumping of water in lift irrigation, flow irrigation and for lifting of water from wells/bore-wells, dug-wells, nallahs, streams, rivulets, rivers, exclusively for agricultural purposes in areas other than areas coming

under Municipality / NAC limit having population more than 25000 (as per 2011 Census of the State)(APPENDIX-II). This category is applicable to pumping capacity of less than 15 H.P in aggregate for a single consumer.

(f) Allied Agricultural Activities

This category relates to supply of power for Aquaculture (which includes Pisciculture/ Prawn culture), Horticulture, Floriculture, Sericulture, Animal Husbandry and Poultry in areas other than areas coming under Municipality / NAC limit of the State. Activities such as ice factories, chilling plants, cold storages, cattle/poultry/fish feed units and food /agri products processing units are excluded. In case a feed unit is attached to a poultry firm/aqua culture farm/cattle rearing farm and has a connected load of less than 20% of the connected load of the whole farm then the tariff of the power consumed by such farm shall be treated under this category. If the connected load in the attached feed unit exceeds 20% of the total connected load then the entire consumption of the farm and feed processing unit taken together shall be charged with the tariff as applicable for General Purpose or the Industrial purpose as the case may be.

(g) Allied Agro-industrial Activities

This category relates to supply of power to Cold Storages (i.e. a temperature controlled storage where flowers, fruits, vegetables, meat and fish can be kept fresh or frozen until it is needed) and includes chilling plant for milk and only the cold storages attached to processing units for meat, fish, prawns, flowers, fruits and vegetables.

(h) Public Water Works and Sewerage Pumping Installation

This category relates to supply of power for public water supply and sewerage pumping installations owned and operated by the State Govt., Local Bodies or their agencies. This also includes supply of power for water supply under Swajala Dhara Scheme of Govt. of India or any other scheme set up/ managed by Village Committee catering to the village hamlets with about 100 households on the average and has a connected load of less than 10 KW.

(i) Specified Public Purpose

This category relates to supply of power to (a) religious institutions managed by the Government/without any commercial activity, (b) educational institutions/training institutions (including their hostels) managed by the Government, (c) hospitals, dispensaries and primary health centres managed by Government, local bodies and charitable institutions (recognised as such by Income Tax Dept.), (d) electric crematorium and (e) non-commercial sports organisations managed by the Government/without any commercial activity.

(j) LT/HT Industrial (S) Supply

This category relates to supply of power for industrial purpose with a contract demand below 22 KVA.

(k) LT/HT Industrial (M) Supply

This category relates to supply of power for industrial production with a contract demand of 22 KVA and above but below 110 KVA, where power is generally utilized as motive force.

(l) Large Industries

This category relates to supply of power to industries with a contract demand of 110 KVA and above but below 25000 KVA, where power is substantially utilised as motive force for industrial production.

(m) Heavy Industries

This category relates to supply of power to industries with a contract demand of 25000 KVA and above where power is substantially utilised as a motive force.

(n) Mini Steel Plant

This category relates to supply of power to steel manufacturing units licensed to operate as mini steel plants with contract demand of 4444 KVA and above where power is ordinarily utilised in induction or arc furnaces.

(o) Power Intensive Industries

This category relates to supply of power to industries where power is substantially utilised as raw material involving electro-chemical or electro-metallurgical processes with a contract demand of and above 2000 KVA.

(p) Temporary supply

This category relates to supply of power to meet temporary needs on special occasions including marriage or other ceremonial functions, fairs, festivals, religious functions or seasonal business or for construction of residential houses, complexes, commercial complexes, industrial premises provided that such power supply does not exceed a period of six months.

(q) Industries owning Generating Stations and Captive Power Plants availing Emergency Supply only

This category relates to supply of power to industries having captive generating plants only for start-up of the first unit or to meet auxiliary and survival requirement in the event of failure of generation capacity. Emergency supply in a month shall be electrical energy in KWh limited to 10% load factor of highest capacity of Captive Generating Unit. Overdrawl of energy beyond 10% of load factor of highest capacity generating unit for consecutively three months shall attract and shall be billed on two part tariff with ceasing of emergency power supply status.

Consumers under Special Agreement

139. The licensee/supplier may, having regard to the nature of supply and purpose for which supply is required, fix special tariff and conditions of supply for the consumers not covered by the classification enumerated in this Code. For such purpose licensee/supplier may enter into special agreements with the approval of the Commission with suitable

modifications in the Standard Agreement Form. The tariff in such cases shall be separately approved by the Commission.

Reclassification of Consumer

140. If it is found that a consumer has been classified in a particular category erroneously or the purpose of supply as mentioned in the agreement has changed or the consumption of power has exceeded the limit of that category or any order of reduction or enhancement of contract demand has been obtained, the engineer may reclassify him under appropriate category after issuing notice to him to execute a fresh agreement on the basis of the altered classification or modified contract demand. For this purpose, the consumer shall be duly given a 15 days notice period to file objections, if any on the notice. The licensee/supplier after due consideration of the consumer's reply, if any, may alter the classification within 30 days thereafter through passing of necessary order and issuing letter, notice to that effect.

Provided that if the consumer does not take steps within the time indicated in the notice to execute the fresh agreement, the engineer may, after issuing a clear fifteen days show cause notice and after considering his explanation, if any, may disconnect the supply of power observing due formalities as per law.

Provided further that in case of any dispute, the matter shall be referred to the Grievance Redressal Forum constituted under the Electricity Act, 2003.

CHAPTER - IX

CHARGES FOR SUPPLY

Tariffs and Charges

141. Tariffs and charges for supply of electricity shall be determined by the licensee/supplier with the approval of the Commission under the Act. Such tariff, tariffs or charges shall take effect only after seven days from the date of publication in at least two daily newspapers having circulation in the area of supply. The charges may include:

(a) Minimum monthly fixed charges,

(b) Demand charges,

(c) Energy charges, and

(d) Other charges as specified by the Commission.

Minimum Monthly Fixed Charges

142. Every consumer shall be liable to pay minimum monthly charges for the full period of the agreement, even if no electricity is consumed for any reason whatsoever or supply has been disconnected due to default of the consumer or agreement has been fore-closed for any reason whatsoever.

Demand Charges

143. (i) Monthly demand charges shall be payable by the consumer on the basis of maximum demand and contract demand as determined in the tariff notification. In case maximum demand meter is not provided or the meter has become defective, the monthly demand charges shall be payable on the basis of contract demand as determined in the tariff notification.

(ii) Such monthly demand charges shall be payable for the full period of the agreement under Regulation 48 even if no electricity is consumed for any reason whatsoever or supply has been disconnected due to default of the consumer or agreement is fore-closed before its actual termination date for any reason whatsoever.

(iii) During statutory power-cuts and power restrictions imposed by the licensee/supplier, if the restriction on demand is imposed for a period exceeding sixty hours in a month, the monthly demand charges shall be prorated in accordance with the period and quantum of demand restrictions imposed. In all other cases the consumer shall be liable to pay the full demand charges.

Energy Charges

144. Energy charges as decided in the licensee/supplier's tariff shall be payable by the consumer on the basis of actual consumption of the energy, other charges including meter rent.

145. No meter rent shall be chargeable in case where consumer has supplied the meter or the consumer has paid the full cost of the meter provided by the licensee/supplier or during the period the meter supplied by the licensee/supplier remains defective. Bills shall be prepared for each category on the basis of the information provided in the prevailing tariff order.

The licensee/supplier may levy other charges including customer charges, connection charges, re-connection charges, delayed payment surcharge, fuel surcharge, power purchase surcharge, and power factor penalty or any other charges as approved by the Commission from time to time.

Statutory Levies

146. Statutory levies such as electricity duty shall be payable by the consumer on demand.

CHAPTER - X

RECOVERY OF ELECTRICITY CHARGES AND INTERVAL OF BILLING

Payment of Bills

147. (i) It would be the duty of the engineer or his authorized agent to ensure that the bills are dispatched within ten days from the end of billing cycle and records of such dispatch are duly maintained. The licensee/supplier shall send the bills to the consumers either by post or by courier or through the messenger well before the due date to avoid any inconvenience to the consumer not covered under spot billing. The licensee/supplier may send the information on billed amount and due date of payment to the consumers through registered E-mail ID/Mobile numbers/smart meters. The mobile number of each consumer shall be collected /recorded for sending billing SMS.

(ii) Contents of the Energy Bill:
The bill for metered connections may have the following details but not restricted to:

(a) Service Connection Number

(b) Period of Bill

(c) Name, address and mobile number of the consumer, email Id, if available

(d) Bill number

(e) Pole Number from which connection is served

(f) Name, address and telephone number of the distribution centre

(g) Date of issue of bill

(h) Tariff category

(i) Tariff, rate of electricity duty applicable

(j) Contracted/ Connected load/ demand

(k) Single phase or three phase connection

(l) Identification details of the meter

(m) Status of meter (OK/defective/not available)

(n) Reading date - past and present

(o) Meter reading - past and present

(p) Multiplying Factor of the meter if any

(q) Units assessed

(r) Basis of bill(Actual, average, provisional etc.) stated item wise

(s) Meter rental (with instalment number)

(t) Current month's charges - Energy Charges, fixed/demand charge, Minimum Fixed Charges, Electricity Duty, meter rent, capacitor surcharge if any, security deposit instalment if any, Rebate allowed, others if any

(u) Arrear Electricity Charges, Delayed Payment Surcharge arrears.(Indicating period for which arrears are due, energy charges, fixed/demand charges, DPS, electricity duty etc.)

(v) Credit towards interest on Security Deposit

(w) Total charges

(x) Delayed Payment Surcharge

(y) Due date of payment – through cheque and cash payment, demand draft, electronic mode of payment.

(z) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)

(aa) Security Deposit held and required

(bb) Details of subsidy if any

(cc) Consumption details of last six readings

(dd) Compensation to consumers if any

(ee) Instalment no., if allowed

If the bill is issued after final assessment (with number & date), the amount is to be shown separately at (r) above.

The following information may also need to be provided to the consumer printed on the bills: -

(a) The names(s) / address(es) of collection centers

(b) Working hours for collection of bills

(c) Designation and address of the authority with whom grievance pertaining to bills, meter, meter reading etc. can be lodged both at licensee/supplier and GRF level.

(d) Any other message that the Licensee/supplier may like to give e.g. requesting the consumer to indicate their phone number, if available, on the portion of the bill retained by the licensee/supplier on receipt of payment. This information can be used for better communication with consumers.

(e) The bill may contain additional information, if any, as desired by the licensee/supplier.

(iii) **Contents of the spot billing:** The spot bill may have the following details

(a) Service Connection Number

(b) Period of Bill

(c) Name and address of the consumer

(d) Bill number

(e) Date of issue of bill

(f) Tariff category

(g) Tariff, rate of electricity duty and applicable

(h) Contracted/ Connected load/ demand

(i) Single phase or three phase connection

(j) Reading date - past and present

(k) Meter reading - past and present

(l) Units assessed

(m) Basis of bill (Actual, average, provisional etc.)

(n) Meter rental (with instalment number)

(o) Current month's charges - Energy Charges, fixed/demand charge, Minimum Charges, Electricity Duty, meter rent, capacitor surcharge if any, security deposit instalment if any, Rebate allowed, others if any

(p) Arrear Electricity Charges, Delayed Payment Surcharge arrears to be shown separately.

(q) Total charges

(r) Delayed Payment Surcharge

(s) Due date of payment

(iv) **Central Assistance Centre:** The licensee/supplier shall make arrangements to provide guidance and information to any consumer on telephone and for this purpose shall set-up call centre or centres according to the directives given by the Commission in this regard. All urban areas may be brought under this facility in the first phase and rural areas may be included thereafter. Details of payment status, arrear status, authorised load, contract demand, dump data etc. may be provided to the consumer in complete shape if he discloses his connection number and address with a copy of Aadhaar Card. The licensee/supplier shall also develop and implement, within a reasonable time as desired by the Commission, a bill details display system on internet for divisional headquarter towns at first instance. Access to this information display may be controlled through password system. For obtaining dump data, the consumer shall have to pay Rs.100/- in case of LT and Rs.500/- in case of HT, EHT, which may change by an order of the Commission from time to time.

Billing

148. The charges payable by a consumer for supply of electrical power and other sums payable to the licensee/supplier shall be billed on pro-rata monthly basis indicating the period for which charges have been levied. When supply to a new consumer is commenced or an agreement is terminated on a day other than the first day of a month, demand charges and other charges as applicable under tariff notification shall be levied pro-rata for the number of days during the month for which supply shall have been given or agreement shall have been in force.

Disputed/Erroneous Bills

149. In the event, of any dispute in the billed amount, the consumer may lodge a complaint before the designated officer/agency as determined by the Licensee/supplier and pay at the average of last 6 months consumption or the billed amount whichever is less within due date pending settlement of the dispute. The licensee/supplier shall resolve the dispute

or communicate its decision with reasons to the consumer within a maximum period of one month.

150. (i) If the licensee/supplier finds the bill to be erroneous, a revised bill shall be furnished to the consumer indicating a revised due date. Excess amount paid by the consumer shall be refunded by way of adjustment in the subsequent bill. Such excess amount shall be refunded together with simple interest at the rate of 1 (one) % per month from the date of payment of excess amount.

(ii) If the licensee/supplier finds the bill to be correct, the consumer shall be intimated accordingly and notified to pay the balance, if any, within fifteen days with interest at the rate of 1% per month from the due date. If the engineer does not resolve the dispute within one month stipulated in Regulation 149, the consumer will not be liable to pay the interest on the balance amount. However, if the dispute is not resolved due to negligence or non-cooperation of the consumer, the consumer will be liable to pay interest. The consumer shall be informed of the decision of the licensee/supplier immediately.

(iii) Failure to make payment as provided under Regulation 149 above shall merit action as provided in Regulations 171 to 177.

Payment

151. (i) (a) The licensee/supplier shall ensure adequate publicity of the addresses / locations and working hours of the collection centres including those of banks where consumers can make payments. The licensee/supplier shall also endeavour to provide a choice of maximum alternative modes of payment to the consumers like payment through cash, local cheque, bank draft, banker's cheque, Electronic Clearing System (ECS), net-banking, debit card/credit card, e-wallets, PoS etc. after proper cost-benefit analysis. EHT/HT/General Purpose consumers will inform their respective banker to pay electricity bill directly to Licensee/suppliers on presentation of bill. Consumers will authorize bankers to debit their account on payment of bill.

(b) The collection centres should have the facility of receiving payment from consumers/representatives of consumers who wish to make payments on behalf of a number of consumers. Separate counters should be provided for this purpose so that the waiting time for other consumers is not increased.

(ii) **Due Date of Payment:** The Licensee/supplier shall intimate the consumer of the due date for payment of his bills. The due date of payment for all consumers shall be seven days from the bill date. This will normally be the due date for all billing cycles for that consumer. If due date of payment mentioned in the bill is a public holiday for the licensee/supplier or under NI Act, the succeeding working day shall be treated as the due date.

(iii) **Receipt of Payment:** Every consumer shall be issued a receipt in token of having received the payment through cash or demand draft.

(iv) **Advance Payment:** The consumer may also be allowed to make advance payment of future bills, which shall be adjusted in the succeeding months. Utility will also consider suitable rebate in case of advance payment. The details of payment made in advance shall also be entered into the account of the consumer. On intimation of the consumer the supply can be disconnected temporarily in his absence for more than one billing cycle due to safety reason. On re-occupation of

the premises the supply can be restored with payment of reconnection charges. The consumer shall have liberty to pay in advance the electricity bills for his period of absence for visit to other places.

(v) **Collection Drop Boxes:** The licensee/supplier should make arrangements to receive payment through drop boxes where the consumer may drop his cheque (crossed account payee). Licensee/supplier should keep the drop boxes at the collection centres and at other locations as notified from time to time to facilitate the payment without the need for standing in the queue. The cheque should be drawn in favour of the licensee/supplier. The service connection number, billing month, consumer name and address including telephone number if any should be clearly written on the back of the cheque. In case the bank levies any clearance charge, the same amount shall be recoverable from the consumer in the subsequent bill. The licensee/supplier shall migrate to cashless on line or e-payment mode gradually.

(vi) **Bounced Cheque:** In the event of non-realisation of cheque, the licensee/supplier shall have the right to increase the security deposit from the consumer and shall also have the right to take steps such as levying dishonoured cheque charges or initiating other actions as per Law besides insisting on future payment by demand draft or by cash. Upon dishonour of the cheque, the licensee/supplier shall forthwith intimate the consumer the reasons of such bouncing of cheque or demand payment of the dues along with bank charges to be paid within 15 days failing which power supply may be disconnected treating the same as notice under section 56(1) of the Act. The line may be disconnected forthwith without any notice if due date is passed along with other legal actions.

(vii) **Payment of Energy Charges:** Consumers are expected to make payment for the energy used by them every month/by-monthly. The licensee/supplier must ensure that a bill is delivered to the consumer by hand or by post every month/by-monthly.

(viii) **Provisional Billing:** The amount thus billed shall be adjusted against the bill raised on the basis of actual meter reading during subsequent billing cycle. Such provisional billing shall not continue for more than two meter reading cycle at a stretch. If the meter remains inaccessible even for the next cycle, the consumer will be served with a 24-hour notice under section163 (3) of the Act, to open his premises for reading of the meter at a fixed time and date. If the meter is not accessible at the time fixed in the notice, the supply may be disconnected after serving a 24-hour notice under section 163 (3) of the Act. For notice, SMS or email messages be also adopted in addition to above.

(ix) **Transformer Loss:** In the case of High Tension supply, if HT metering set cannot be readily provided and installed, LT metering set shall be provided and connected on the LT side of the consumer's transformers. To the reading of such metering set, will be added the average losses in the transformers calculated as follows:

(a) Energy loss in transformer in units per month = (730 X rating of the transformer in KVA) /200,

(b) Demand loss in transformer in KVA = Rating of the transformer in KVA/200.

However, no transformer loss shall be considered if the consumer has paid for the metering unit. The licensee/supplier is required to provide HT metering for HT supply. The maximum duration of such billing shall be four months or as specified by the Commission in tariff orders whichever is less.

(x) **Meter reading data:** The relevant data including consumption and payment of consumer thereto should be available in the licensee/supplier's website for reference of all concerned. The consumer shall also be provided information when required.

(xi) **Non-Receipt of Bill:** If for any reason the consumer does not receive the bill for the billing cycle within two weeks of the end of the billing cycle, it would be the obligation of the consumer to approach the engineer and collect a duplicate bill. A consumer may also make payment as per last month's bill or higher, in absence of such bill.

(xii) **Rebate:** Payment of the billed amount in time shall entitle categories of consumers, as laid down in the tariff order to a rebate on such amount for the current billing period. Every bill shall indicate the amount payable by the relevant category of consumer if payment is made within the due date and the amount payable if the payment is made beyond the due date. The categories of consumers who are entitled to a rebate and the rate or rates of such rebate shall be determined by the licensee/supplier from time to time as part of the tariff as approved by the Commission. Rebate shall only be allowed on the current bill, if eligible.

(xiii) **Delayed Payment Surcharge:** Category of consumers to whom delayed payment surcharge is applicable as per tariff order shall be liable to pay such delayed payment surcharge. There shall be no surcharge over surcharge.

152. **Recovery of Arrear**

(i) The amount paid by the consumer shall be first adjusted towards electricity duty provided that in case of part payment by the consumer, the proportionate share of the duty from the total collection shall be adjusted first. Out of the balance, adjustments shall be made in the following order of priority:

(a) Current electricity charges,

(b) Current miscellaneous charges,

(c) Arrear electricity charges,

(d) Arrear miscellaneous charges,

(e) Delayed payment surcharge.

(ii) The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act.

Instalment Facilities

153. Payment of bills by instalments may be granted by the licensee/supplier to the senior citizens and disabled in the Domestic category on request and on production of proof. In respect of others, the facility may be granted at the discretion of the designated authority

of licensee/supplier. Grant of instalments shall not affect the liability of the consumer to pay delayed payment surcharge till full clearance of the arrears. Consumers availing instalment facilities shall not be eligible to avail rebate. The licensee/supplier may authorise the designate the authority to grant instalment facilities. Instalment facility shall be limited to twice in a year which cannot be availed simultaneously.

Recovery of Arrears

154. In addition to other modes of recovery available under the law, engineer shall be entitled to take recourse to proceedings under the Odisha Public Demand Recovery Act, 1962 (Act I of 1963) for realisation of the licensee/supplier's dues if such dues are treated as public demand.

Billing with Defective Meter

155. For the period the meter remained defective or was lost, the billing shall be done on the basis of average meter reading of the past three billing cycles immediately preceding the meter being found/reported defective. These provisional charges shall be leviable for a maximum period of three months during which time the licensee/supplier/consumer is expected to have replaced the defective meter. The provisional bill shall be revised as per the average of six consecutive billing after a new meter is installed. In no case the previous bill can be revised for more than two(2)years prior to the installation of new meter.

156. If the readings of meter working in association with Current Transformer (CT) and Potential Transformer (PT) and other auxiliary equipment, if any, are found to be incorrect on account of wrong connection or disconnection of such CTs, PTs and other equipment or on account of omissions or commissions in regard to multiplying factor, erroneous adoption of CT ratio, PT ratio, the billing in such cases shall be done as laid down in Regulation 155 based on the Dump Report.

Disputed Bills

157. In case the consumer disputes any billing procedure, he/she may approach the licensee/supplier through complaint handling procedure for redressal of his grievances, which will be resolved within two weeks. In case he/she is not satisfied with the decision of the licensee/supplier in this regard he/she has the liberty to again approach the Grievance Redressal Forum or Ombudsman as per the relevant Regulations of OERC. However, the disputed bill can be revised upto the maximum period of two years in any of the Forum prior to the month in which disputed period of bill ends.

Meter Not Accessible

158. (i) If for any reason whatsoever, the meter installed in the consumer's premises is not accessible and meter reading cannot be taken, the bills shall be raised provisionally on the basis of the average consumption of last three billing cycles when readings were recorded, subject to subsequent revision on the basis of actual meter reading adjusting provisional amount already paid. Such provisional billing shall not continue for more than two billing cycles at a stretch, and the licensee/supplier shall not generate more than two provisional bills for a consumer during one financial year. The meter should be installed at an accessible place.

(ii) If the engineer apprehends that the consumer is deliberately avoiding the inspection of meter and meter reading for more than two consecutive meter reading dates, he

may give seven clear days' notice by Registered Post to the consumer to remain present in the premises on the date and time mentioned in the notice. If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee/supplier after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 days. Failing this, supply shall be disconnected.

(iii) These provisions of Regulation 158(ii) above shall not apply in case of a domestic consumer who has given an advance intimation to the licensee/supplier of the inaccessibility of his meter for reading due to the consumer being out of station.

(iv) When a domestic consumer gives prior information in writing about inaccessibility of the meter to the licensee/supplier due to continued absence from residence, the licensee/supplier shall not send any notice/provisional bill to the consumer provided that the consumer pays the fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility. This facility shall be available to the consumer if he has paid up to date dues.

CHAPTER - XI

ASSESSMENT OF UNAUTHORISED USE AND THEFT OF ELECTRICITY

159. On an inspection of any place or premises or after inspection of the equipment, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the Assessing Officer on conclusion that such person is indulging in unauthorised use of electricity, shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefitted by such use. The Assessing Officer while on inspection of the premise may video graph and / or take photograph of the method of such unauthorised use or take dump report for the purpose of evidence to be produced in the Appellate Forum.

160. If, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to 12 months preceding to the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof.

a. Actual period from the date of commencement of supply to the date of detection of unauthorised use;

b. Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of unauthorised use;

c. Actual period from the date of previous checking of installation by the licensee/supplier's authorised personnel to date of detection of unauthorised use;

d. Meter Reading Instrument (MRI) data/dump report should be considered wherever available;

e. Based on the valid document produced by the person indulged in unauthorised use of electricity.

f. In case a consumer has requested for change in category of load or contract demand or connected load or similar requests, the licensee/supplier shall decide such application before any assessment.

161. After establishing the duration or period of unauthorised use, the Assessing Officer shall prepare provisional assessment order on applicable tariff in the prescribed format as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt. The Assessing Officer as notified by the Govt. shall assess the energy consumption as per the assessment formula given below:

Units assessed = L x H x F
L = Connected load found in the consumer premises during the course of inspection in KW;
H = Nos. of hours of the period of assessment as ascertained in the preceding paragraph;
F = Load factor as has been prescribed for collection of security deposit in Regulation 52.
Provided that no assessment shall be made merely because of connected load is different from the contracted load when the meter is in working condition and/or any application for change in load, category or replacement of defective meter is pending with the licensee/supplier.
The provisional assessment shall be valid for 30 days from the date of service of such order, unless confirmed in final assessment order within the above period issued as per law. The final assessment order shall be acknowledged by the consumer.

162. In case of a regular metered connection, where a case of unauthorised use of electricity is detected, units recorded in the meter for which bills have been raised by the licensee/supplier to the person during the period, for which the assessment is made, shall be duly debited to the consumer.

If it is found that energy supplied is used for a purpose other than for which usage of electricity was authorized and/or energy is utilized for the premises/areas other than the premises/area for which the supply of electricity was authorized, assessment should be made as under;

(i) Quantum of unauthorised use of energy, U = a x (b / c) kWh

Where

a – Total consumption recorded during the preceding period of existence of such violations limited to a specified period of assessment as referred above paragraphs

b – Unauthorised load found at the time of inspection in kW

c – Total connected load found at the time of inspection in kW

(ii) Penal charges on account of unauthorized use of energy = (2 x U x d) – (U x e)

Where

U – Quantum of unauthorized use of energy, kWh

d – Tariff of unauthorized use

e – Tariff of authorized use including slab rate

The period for computation in all such cases shall be as per assessment norm stated above.

Provided that if it is found at any time that the energy supplied is used for a purpose, on which lower tariff is applicable, it shall not be considered as unauthorized use of electricity and no penal action will be taken.

Provided that the calculations above are subject to the condition that meter is working satisfactorily; else, the energy will be calculated on the basis of assessment formula given at Regulation 161.

Provided further that the demand charges for static meter shall be as per Regulation 117 requiring no verification.

163. Upon detection of theft, the licensee/supplier shall immediately disconnect the supply. In case of theft of electricity the licensee/supplier shall make an assessment of amount of theft as per the procedure stated above and the consumer so assessed shall deposit the assessed amount without prejudice to the obligation of the licensee/supplier to lodge the complain as referred to in the second proviso to the clause (1A) of Section 135 of the Electricity Act. On such payment the licensee/supplier shall restore the supply line of electricity within 48 hours of such deposit or payment.

164. Any person served with the order of provisional assessment, may, accept such assessment within seven days which becomes final then and deposit the assessed amount with the licensee/supplier within seven days of service of such provisional assessment order upon him.

165. The person, on whom a provisional assessment order has been served shall be entitled to file objections, if any, against the provisional assessment before the assessing officer within seven days, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment within 30 days from the date of service of such order of provisional assessment of the electricity charges payable by such person. During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, a speaking final order as to whether the case of unauthorized use

of electricity is established or not. The order shall contain the detail of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same. If no final order is passed and served on the person whose electricity consumption has been provisionally assessed within 30 days of service of provisional assessment order, then such order shall be null & void.

166. Any person served with the order of final assessment which should be a speaking order, may, accept such assessment and deposit the assessed amount with the licensee/supplier within 30 days of service of assessment order upon him. The final order should consist of the address of the appellate authority to whom the person can file appeal against the final order served upon him.

167. Any person aggrieved by a final order made under Section 126 of the Electricity Act may, within thirty days of the said order, prefer an appeal u/s 127 of the Electricity Act, 2003 in such form, verified in such manner as specified by the Commission under Regulation. The appeal should be accompanied by a documentary evidence that half the assessed amount has been deposited with the licensee/supplier.

168. In case person does not prefer appeal under Section 127 of the Act and also defaults in the making payment of assessed amount, the electricity connection will be disconnected by serving a 15 days notice after the expiry of the prescribed period of appeal, which will not be reconnected until the assessed amount is deposited.

Provided that the power supply to consumer shall not be disconnected until the case is heard by appellate authority or 180 days whichever is earlier. No disconnection shall be made if the authority fixes a date of issue of orders on the appeal.

Provided further that the power supply to the consumer who has gone to Appellate Authority shall not be disconnected till such authority disposes the matter or 180 days of filing the appeal whichever is earlier.

169. When a person defaults in making payment of final assessed amount and if he/she does not prefer an appeal, he/she, in addition to the assessed amount shall be liable to pay, on the expiry of 30 days from the date of final order of assessment, an amount of interest at the rate of 16% per annum compounded every 6 months. The same rate of interest shall be charged if the person does not pay the amount of assessment finalised in the order of Appellate Authority. If the appellate authority strikes down the assessment, the payment made towards such assessment shall be refunded to the consumer in shape of adjustment in immediate subsequent bills, failing which the licensee/supplier shall be liable to pay interest at the same rate.

170. Once the case of theft or unauthorized use of energy is established and connected load at the time of inspection is found more than contracted load, the load in excess of contracted load shall be regularized by the licensee/supplier after payment of applicable charges by such consumers.

CHAPTER - XII

DISCONNECTION/RECONNECTION OF SUPPLY

171. (i) The supply may be disconnected temporarily or on a permanent basis as per the procedure described below. The licensee/supplier shall remove service line, meter etc. after permanent disconnection. However, the licensee/supplier may not remove service line, meter etc in case of temporary disconnection.

(ii) The charges for connection, reconnection and disconnection shall be in accordance with the Schedule of Charges prescribed from time to time by the licensee/supplier.

Temporary Disconnection

172. The supply may be disconnected temporarily in following cases:

1) On non-payment of the licensee/supplier's dues: The licensee/supplier may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days to pay the dues. Thereafter, the licensee/supplier may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee/supplier may deem fit;

Notwithstanding anything contained herein above, no sum due from any consumer, under this section shall be recoverable after a period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity for non-payment of such sum which has become non recoverable.

2) If the conduct/continuance of any business/industry/activity being carried out in any premises becomes unlawful due to lack of necessary permission or withdrawal of permission from the competent authority;

3) If the wiring, apparatus, equipment or installation at the consumer's premises is found to be defective or there is leakage of electricity or if the consumer is found to have altered the position of the meter and related apparatus or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee/supplier, or is found to be using it in any manner which unduly or improperly interferes with the efficient supply of energy to any other consumer.

4) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the licensee/supplier on his premises or extends/allows supply of energy to any other premises from his connection subject to procedure laid down in this Code under Section 126 and 135 of the Act.

5) If the domestic consumer has given advance intimation to the licensee/supplier that supply be disconnected for a particular period for remaining out of station and deposit the MMFC in advance for such period.

173. The supply shall be disconnected after giving a notice period of minimum 15 days in case of disconnection arising out of Regulation 172(2),(3)&(4). The supply shall be

disconnected only if the cause of the disconnection is not removed within the notice period.

174. The licensee/supplier shall, after the connection is temporarily disconnected as per Regulation 172(2), (3) and (4), issue a notice to the consumer in writing, to remove the cause of disconnection within 30 days failing which the supply shall be disconnected permanently.

175. The licensee/supplier may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee/supplier discovers that connection has been re-connected in an unauthorised manner, licensee/supplier may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee/supplier discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per Regulation 172(1) of the Code. If necessary, enquiry shall be conducted to ascertain the person reconnecting the supply without authority.

Permanent Disconnection

176. The supply shall be disconnected permanently in case of :

1) On the termination of the Agreement; or on receipt of intimation of withdrawl of NOC by the owner of the premises with the tenant.

2) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

Provided that in case of continued default in payment of electricity charges and any sum due to licensee/supplier by any consumer for a period of more than two months, the licensee/supplier shall be entitled to terminate the agreement executed by the consumer as per the terms and conditions of supply of the licensee/supplier as approved by the Commission and may remove the electric line or works connected with the provision of supply to the consumer.

3) If the arrear of the dwelling unit occupied by the tenant continues beyond two months, licensee/supplier shall disconnect the supply and terminate the agreement executed by the tenant.

177. The licensee/supplier shall not cut off supply if the consumer deposits under protest:

(a) The amount equal to the sum claimed from him, or

(b) Electricity charges due from him calculated on the basis of average charge for electricity supplied to him during the preceding six months whichever is less pending disposal of the dispute. The licensee/supplier shall accept such payment from the consumer.

Disconnection on Consumer's Request

178. In case a consumer desires his meter to be permanently disconnected, he shall apply for the same to the licensee/supplier. The licensee/supplier shall give a written acknowledgment of receipt of such request, on the spot and disconnect the supply forthwith even if there is an arrear in addition to the current bill.

179. Thereafter, the licensee/supplier shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within ten days from receipt of the

request. Upon payment, the licensee/supplier shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate.

180. Thereafter, the licensee/supplier shall not have any right to recover any charge(s) for any period prior to this date of billing. The licensee/supplier shall not raise any bill after disconnection.

181. HT/EHT consumers shall also bear the estimated expenditure on removal of the apparatus and service line. The licensee/supplier shall issue a demand note to the consumer in writing, under acknowledgment, within 10 working days of receipt of request.

182. In case of disconnection of supply due to non-payment of any charge for electricity and or any outstanding dues of the consumer to the distribution licensee/supplier in respect of supply or wheeling of electricity to the consumer, he/she will not be permitted to have electricity connection from the same or any other distribution licensee/supplier of the state.

Restoration of supply of electricity

183. If any service is disconnected on account of non-payment of electricity charges or any other charges due to licensee/supplier, after the consumer has duly paid the amounts due, the additional charges for the delay and the charges for reconnection, the licensee/supplier shall restore the electrical supply in not more than four working hours of the consumer producing the proof of payment of the amounts and charges.

Provided however if the electric line or works providing supply to the consumer is removed by reason of the disconnection the licensee/supplier shall restore the supply after undertaking the works or providing the electric line with in the time stated for providing any new connection and the consumer shall also pay for such reconnection as if he has been provided a new connection.

Service of notice

184. Any order/notice to the consumer by the licensee/supplier including the notice under Section 56 of the Act, shall be deemed to be duly served by the licensee/supplier if it is:

(i) Sent by registered post, under certificate of posting, by courier, or other electronic means like email, through Licensee/supplier's Apps or Smart Meter etc. or delivered by hand to the person residing at the address notified to the licensee/supplier by the consumer and an acknowledgement taken from any person in the premises, or

(ii) Affixed at a conspicuous part of such premises in case there is no person, to whom the same can with reasonable diligence, be delivered.

Further, any complaint or notice sent by the consumer to the licensee/supplier via registered post, courier or any other electronic means like email, SMS to a valid and authorised physical or electronic address as published by the licensee/supplier on its website or print media, shall be deemed to be duly received and acknowledged.

CHAPTER - XIII

PROHIBITIONS

Assignment without Permission

185. 1. (a) A consumer cannot assign his agreement for power supply to any other person.
(b) A consumer cannot transfer the benefit of agreement of power supply or part thereof in favour of any other person.
(c) In case of death of a consumer, the licensee shall execute a fresh agreement with his/her legal heirs. The new consumers (legal heirs) shall apply to the licensee/supplier for execution of such fresh agreement.
2. In case of artificial person /corporate legal heir (company, firm, society, idol etc.) the consumer shall produce before the licensee/supplier of his legal heir ship/inheritance ship

186. Any connection which has been unauthorisedly transferred or parted with shall be liable for disconnection of supply after a seven days' notice calling for his explanation and considering the explanation submitted, if any, by him. This may be in addition to any other action the licensee/supplier is authorised to take under law and this Code.

Re-sale, Transfer, Dishonest Abstraction and Theft of Energy, Open Access, Market Dominance

187. No consumer shall sell or transfer or divert power to any person or premises unless the agreement so provides.

188. No consumer shall make use of power in excess of the approved contract demand or use power for a purpose other than the one for which agreement has been executed or shall dishonestly abstract power from the licensee/supplier's system.

189. No licensee/supplier shall do any activity which will promote market dominance or decrease the competition in the supply market.

190. Where two or more licensee/supplier are supplying electricity in the same area, the consumer of that area shall have the right to choose his supplier without assigning the reason thereof.

191. The distribution licensee/supplier shall allow the open access to any consumer/end user as desired by him subject to the appropriate Regulation of the Commission.

Duties and obligation of the Consumer/users of electricity

192. Subject to the provision of the Act, Rules and policies all consumers/users of electricity shall obey the provisions of this regulation for smooth running of the distribution system and development of market in the electricity supply industry.

193. All consumers shall pay their undisputed bills and other dues in a timely manner to the Authorised persons of the utility subject to this Code.

194. The consumers/users of electricity shall follow all safety standards/norms laid down in the Acts, Rules, Regulations, Notifications issued by the Central/State Govt./ Commission/other Authorities from time to time.

CHAPTER - XIV

FORCE MAJEURE AND RESTRICTION ON POWER SUPPLY

195. The licensee/supplier or the consumer shall not be liable for any claim for loss, damage or compensation whatsoever arising out of failure of supply when such failure is due either directly or indirectly to war, mutiny, civil commotion, riot, strike, lockout, fire, flood, tempest, lightning, earthquake or other force, accident or cause beyond his control.

196. In the event of restriction / Regulation (planned load shedding) on power supply ordered by the Commission under Section 23 of the Act, the licensee/supplier shall be under no obligation to supply energy contracted for.

197. (i) The consumer shall curtail or stagger or altogether stop using electricity when so directed by the engineer or the designated authority of licensee/supplier if the power supply position or any other emergency in the licensee/supplier's system of supply warrants such a course.

(ii) The licensee/supplier will be entitled for the purpose of maintenance of its supply system to temporarily discontinue supply of power to any area for such period as may be reasonably necessary subject to such advance notice as may be feasible.

198. At any time during the continuance of the agreement between the licensee/supplier and the consumer, the plant or premises of the consumer is destroyed or damaged due to force-majeure conditions referred to in Regulations 195 resulting in break-down or rendering the plant or the premises wholly or substantially unfit for occupation or use, the consumer may on giving seven days' notice in writing to the engineer of such break-down or unfitness take a reduced supply of power as may be necessary and feasible. In such a contingency, he shall not be liable to pay the charges in accordance with the agreement, but he shall pay minimum monthly charges, demand charges where such charges are payable on the basis of the maximum demand recorded in the demand meter and energy charges on the basis of actual energy consumed. The aforesaid period of reduced supply shall not count towards the initial period as stated in the agreement and the period of the agreement shall be extended for a further period equal to the period of reduced supply.

CHAPTER - XV

MISCELLANEOUS

Issue of Orders and Circulars

199. Subject to the provisions of the Act, Rules, Regulations, Notifications, Policies and provisions of this Code, the Commission may, from time to time, issue orders, circulars and Standard Operating Procedure (SOP) in regard to implementation of these provisions of this Code.

Redressal of Grievances

200. (1) A consumer aggrieved by the Commission/omission of the licensee/supplier may approach the authorized officer of the licensee/supplier under its complaint handling procedure (CHP).

(2) A consumer aggrieved by the action/inaction of the authorized officer may approach GRF/Ombudsman established under the Act.

Power to remove difficulties

201. If any difficulty arises in giving effect to any of the provisions of this Code, the Commission may, by general or special order/directions, to the licensees/suppliers/consumers/users of electricity to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.

Power to Relax

202. Subject to the provisions of this Code, the Commission for reasons to be recorded in writing, may relax any of the provisions of this Code on its Suo Motu motion or on an application made before it by an interested/affected/public spirited/organisation/ institution/entity/person.

Power to Amend

203. The Commission, for reasons to be recorded in writing, may at any time vary, alter/amend or modify any of the provisions of this Code.

Saving of the Power of the Licensee/supplier relating to its Business of Supplying Electricity

204. It is open to any licensee/supplier to frame and adopt such provisions, consistent with the provisions of the Act, and other enactment for the time being in force, and the terms and conditions of the licence relating to supply of electricity, at variance with the provisions of this Code with the aim of providing a more consumer-friendly service;

Provided that the provisions so framed and adopted shall have effect subject to prior approval of the Commission in writing.

Application of CEA Regulations

205. The provisions of the Regulations framed by Central Electricity Authority (CEA) under Section 55(1), 73(e) and 177(2)(c) of the Electricity Act, 2003 as amended from time to

time, shall be applicable with regard to installation and operation of meters. In case there is any inconsistency between CEA Regulations and this Code, the former shall prevail.

Repeal

206. (i) The OERC Distribution (Conditions of Supply) Code, 2004 is here by repealed.

(ii) Section 5 of the Orissa General Clause Act, 1937 shall apply to such repeal in the same manner and to the same extent as it applies to any enactment.

Interpretation

207. If a question arises relating to the interpretation of any provision of this Code, the decision of the Commission shall be final.

Saving of Inherent Powers of the Commission

208. Nothing contained in this Code shall limit or otherwise affect the inherent powers of the Commission from adopting a procedure, which is at variance with any of the provisions of this Code, if the Commission, in view of special circumstances of the matter or class of matters and for the reasons to be recorded in writing, deems it necessary or expedite to depart from the procedure specified in this Code.

By order of the Commission

(PRIYABRATA PATNAIK)
SECRETARY

Form No. 1
(See **Regulations 3)**

APPLICATION FORM

New Service Connection / Load enhancement/ Load reduction/ Reconnection /Change of Name/ Shifting/ Temporary Supply/ Conversion of Service/ Change of consumer category

(FOR DOMESTIC & GENERAL PURPOSE OTHER THAN BULK DOMESTIC SUPLY CATEGORY)

To

The Junior Engineer/ Sub-Divisional Engineer,
(Name of the Sub Division)
(Name of the Distribution Licensee)

Affix photograph of the Applicant here

Sir,

1. I/We hereby request you for a new service connection to supply electrical energy to the premises owned / occupied by me/ us and hereinafter described. I/We am/are the owner/lawful occupier of the premises at ..... in which supply of electrical energy is now required.
2. I/We agree to take supply for TWO YEARS to utilise the energy for General Purpose/Domestic purposes only for my/our use. Thereafter Agreement shall so continue unless terminated by either of the parties after giving one month's notice.
3. I/We agree to pay for the service connection and other dues including the security as may be payable and shall also pay the charges, surcharges, electricity duty in accordance with the OERC Distribution (Conditions of Supply) Code, 2019 provided that annual sum payable individually by me/us under the proviso Section 45 of the Electricity Act, 2003 shall not be deemed to be part of the minimum monthly charges or demand charges, if any, payable under the OERC Distribution (Conditions of Supply) Code, 2019.
4. I/We have obtained and perused a copy of OERC Distribution (Conditions of Supply) Code, 2019 and understood its contents and hereby undertake to observe and comply with the terms and conditions stipulated therein to the extent they are applicable to me/us.
5. I/We further require you to supply me/us with the necessary meter/meters on hire in terms of Section 55 of the Electricity Act, 2003. I/We agree to give you such security [as per Section 47(1) (b)of the Electricity Act, 2003] as may be required for the price of the meter/meters, whenever called upon to do so. (Strike out if meter to be supplied by the consumer).

6. **Details of Applicant & Premises (where power supply is required):**

a. Consumer Details:

Sl. No	Particulars			
1	Application For:			
	New connection	☐	Shifting of meter	☐
	Load Enhancement	☐	Temporary Supply	☐
	Load Reduction	☐	Conversion of services	☐
	Reconnection	☐	Change of consumer category/classification	☐
	Change of Name/Transfer of service connection	☐		
2	Name of the Applicant/ Organization: *(In Capital Letters)*			

3	Name of father/ husband/ Director/Partner/Trustee: *(In Capital Letters)*			
4	Consumer No. *(If application is not for New Connection)*			
5	Purpose of power supply (Tick mark only one of the appropriate option) :			
	Residential	☐	Agriculture	☐
	General Purpose	☐	Waterworks	☐
	Industrial	☐	Street Lights	☐
	Institutional	☐	Others (Please Specify)	☐
6	Category of supply:			
7	Type of Supply (Tick mark only one of the option) :			
	Permanent	☐	Temporary	☐
	If Temporary supply, specify period of requirement:		From Date: (dd/mm/yyyy)	
			To Date (dd/mm/yyyy)	
8	Legal status of applicant:			
	Owner	☐	Tenant	☐
9	Nearest Connection No:			
10	Written permission of the landlord/owner including legal heirs tendered:	Yes ☐	Applicable☐	Not Applicable☐
11	Written Permission of Way Leave (Furnish if required):			
	{Refer to Regulation 15 of the OERC Distribution (Conditions of Supply) Code, 2019}			
12	Address Details of the premises for which new service connection is applied for / existing connection is required to be shifted			
	Name of Applicant (In Capital Letters):			
	First Name:			
	Middle Name (If any):			
	Surname:			
	House/Flat No:		Plot/Holding No. :	
	Village/Town/Street:		Ward No:	
	Nearest Landmark:			
	District:		Pin code:	
13	Postal Address Details for Communication:			
	Name of Applicant (In Capital Letters):			
	House/Flat No:		Plot/Holding No. :	
	Village/Town/Street:		Ward No:	
	Nearest Landmark:			
	District:		Pin code:	
	Phone/Mobile No:			
	Email Id:			

b. The following are my/our electrical installation to be fixed in the premises:

Item (1)	Load per Item (Watts) (2)	No. of Items (3)	Load (4)=(2) X (3)
Tube light	40W		
LED Tube light/Lamp	18/12 W		
Incandescent lamp	60W		
Table Fan / Ceiling Fan (36")	60 W		
Air Circulator	180 W		
Ceiling Fan (48")	60 W		
Ceiling Fan (56")	70 W		
Exhaust Fan	75W		
Music system	40 W		
Television (Portable)	65 W		
Television	125 W		
Mixie/Grinder	500 W		
Electric Iron	450 W		
Fridge (Single door)	1/8 HP (100 W)		
Fridge (Double door)	1/6 HP (125W)		
Cooler	170 W		
Heater (for cooking) - according to physical availability	1000/1500 W		
Heater (for water heating)	1000/1500 W		
Microwave oven	600/900 W		
Washing machine	340 W		
Kitchen Exhaust Chimney	45 W		
Aqua guard filter m/c	30 W		
Air conditioner (1 Ton)	1000W		
Air conditioner (1.5Ton)	1500W		
Geyser	1500 W		
Geyser (Instant)	2000W		
Pump Set	375 W		
Personal Computer with Monitor	120 W		
Printer	100 W		
Each light point as	60 W unless otherwise declared by the consumer, which will be final		

The Total Load applied for (in kW):_____.

Note :

(i) Addition or omissions to the connected load/contract demand to be notified to the licensee and permission obtained before effecting such changes.

(ii) In case of non-availability of rated capacity of any item, the load shown above shall be considered for Domestic and General Purpose category of consumers.

(iii) The consumer shall have the option to procure meter by himself /herself from the approved vendors of the licensee.

c. List of Documents required:

Identity Proof submitted along with this application form:	
- If Applicant is a person(Tick any one)	(i) Adhar Card (ii)Electoral identity card; (iii) Passport; (iv) Driving license; (v) Ration card; (vi) PAN card;
If Applicant is an organization(Tick any one)	Signature of competent authority (e.g. Branch Manager, Executive Engineer, etc) along with relevant resolution/authority letter of the institution concerned/Head of the Institution
Proof of ownership of occupancy of premises for which electricity connection is required (Tick any one)	(i) Copy of sale deed or lease deed or Record of Right (RoR) (ii) Registered General Power of Attorney; (iii) Municipal tax receipt or Demand notice or other related document; (iv) Letter of allotment. (v) An applicant who is not an owner but an occupier of the premises shall along with any one of the documents listed at (i) to (iv) above also furnish a no objection certificate from owner of the premises(owner includes legal heirs)
Proof of current address (Tick any one)	(i) Adhar Card (ii) Electoral identity card; (iii) Passport; (iv) Driving license; (v) Ration card; (vi) Statement of running Bank Account; (vii) Water / Telephone / Electricity / Gas connection Bill; (viii) PAN Card
Any other document as applicable (Please specify)	

7. Any electricity dues outstanding in licensee's area of operation in consumer's name : **Yes/ No**

8. Any electricity dues outstanding for the premises for which connection applied for : **Yes/ No**

9. Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: **Yes/ No**
(For questions 7, 8 & 9 if the answer is 'Yes' in any case please provide details on a separate sheet)

10. Report of the Electrical Inspector/Licensed Contractor, as the case may be.

I/ We hereby declare that:

(a) The information provided in this application is true to my knowledge.

(b) I/ We have read the OERC Distribution (Conditions of Supply) Code, 2019 and agree to abide by the conditions mentioned therein.

(c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

(d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

(e) I/ We have no outstanding dues payable to the present distribution licensee or any other distribution licensee within the state of Odisha incidental to the use of electricity.

Date: Signature of the consumer/ Authorised Signatory/ Joint signature in case of tenant applying for power supply

Place: Name: (i) Owner :

(ii) Tenant :

Note: Apart from documents for identity proof, proof of ownership/occupancy of premises and proof of current address, the following documents shall be attached with the application form:

1. In case of a partnership firm – The applicant shall furnish the partnership deed and an authorization in the name of the applicant for signing the requisition form and agreement;
2. In case of Public and/or Private limited Company – The applicant shall furnish a Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the requisition form and agreement;
3. Other documents applicable only for select consumer categories:
   (a) Industrial consumers: Valid Industrial License, if applicable
   (b) Agricultural consumers: No Objection Certificate from competent government for tube wells, if required. Also an undertaking for use of electricity supply for agricultural purpose only.
   (c) Non-Domestic Temporary Structure: No Objection Certificate for temporary structure from the Municipality/NAC /Gram Panchayat /land development authority / land owning agency, as the case may be.

Form No. 2
(See **Regulations 3)**

APPLICATION FORM

NEW CONNECTION/ LOAD ENHANCEMENT/ LOAD REDUCTION/ CHANGE OF NAME (FOR OTHER THAN DOMESTIC AND GENERAL PURPOSE CATEGORY)

To

Executive Engineer/Divisional Engineer
……..Division,
At……

(Through SDO
……..)

Affix photo of the Applicant

Dear Sir,

I, the undersigned on behalf of ……. request you to please submit an estimate to me for provision of service connections & for supply of electrical power as per details given below. The rate at which electrical energy is proposed to be supplied & other conditions of supply may please be forwarded with your estimate.

I / We hereby request you for New connection/Alteration in Existing Connection/ Temporary Connection to supply electrical energy at High Voltage/ Extra High Voltage for the premises owned / occupied by me/ us.

11. **Details of Applicant & Premises (where power supply is required):**
a. Consumer Details:

Sl. No	Particulars			
1	Application For:			
	New connection	☐	Change of Name/Transfer of service connection	☐
	Load Enhancement	☐	Load Reduction	☐
2	Name of the Applicant/ Organization: *(In Capital Letters)*			
3	Name of father/ husband/ Director/Partner/Trustee: *(In Capital Letters)*			
4	Consumer No. *(If application is not for New Connection)*			
5	Purpose of power supply (Tick mark only one of the appropriate option) :			
	Private residence	☐	Cinema	☐
	Factory	☐	Workshop	☐
	Industry,	☐	Restaurant	☐
	Irrigation,	☐	Mill	☐
	Pump	☐	Allied agricultural activities	☐

	Domestic (Bulk)	☐	Allied Agro Industrial Activities	☐
6	Whether the premises is provided with electrical power, if so, its nature and why this additional power is required			
7	a. If a factory, nature of manufacturing : process & whether it is manufacturing now or proposes to do so			
	b. Working hour/days of factory. :			
	c. Demand during the hours factory Will be idle (K.W)			
8	Category of Tariff/Supply:			
9	Details of Contract Demand applied for (in kW / kVA):			
10	Power requirement in kW		☐ New Connection a) Load factor ……. Percent. b) Maximum demand …….. K.W. (c) M.D. expected during 5 p.m. to 10 p.m. …….. (d) Voltage of supply required …….. at 3 phase 50 Cycles A.C	☐ Change in Contract Demand a)Exiting CD:___ b)Additional/Reduction:_____ c)Revised C.D:___
11	(a) Guaranteed monthly minimum consumption, if any, per K.W. or per 100 K.W. or maximum demand/ connected load.			
	(b) Whether consumer accepts to pay for the Minimum guaranteed consumption if the Consumption falls short of the guaranteed.			
12	Type of Supply (Tick mark only one of the option) :			
	Permanent	☐	Temporary	☐
	If Temporary supply, specify period of requirement:		From Date: (dd/mm/yyyy)	
			To Date (dd/mm/yyyy)	
13	Period for which energy is required.			
14	Whether applicant accepts to execute an agreement as per rules.			
15	Period for which energy is required.			
16	Legal status of applicant: viz. Ownership/ partnership/ Private Ltd./ Public Ltd./ Society/ Govt Dept./ Govt. Undertaking)			
	Registration No. and Date :			
17	Name of Institution developing Industrial Premises:			

18	Address Details of the premises for which new service connection is applied for / existing connection is required to be shifted			
	Name of Applicant (In Capital Letters):			
	First Name:			
	Middle Name (If any):			
	Surname:			
	House/Flat No:		Plot/Holding No. :	
	Village/Town/Street:		Ward No:	
	Nearest Landmark:			
	District:		Pin code:	
19	Postal Address Details for Communication:			
	Name of Applicant (In Capital Letters):			
	House/Flat No:		Plot/Holding No. :	
	Village/Town/Street:		Ward No:	
	Nearest Landmark:			
	District:		Pin code:	
	Phone/Mobile No:			
	Email Id:			
20	Possession Letter or No-Objection Certificate	Number: Date:		
21	Status of land acquisition			
22	Whether the requisite consent/ NOC (if applicable as per the list of Pollution Control Board) has been obtained from …… as per statutory requirements (If yes, attach a copy)			
23	Any electricity dues outstanding in licensee's area of operation in consumer's name: **Yes/ No**			
24	Any electricity dues outstanding for the premises for which connection applied for :**Yes/ No**			
25	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, partner, Director or Managing Director: **Yes/ No**			
	(For questions 23,24 and 25 if the answer is 'Yes' in any case, please provide details on a separate sheet)			

b. DETAILS OF LOAD REQUIRED:

(a) GENERAL

Item no.	Nature of demand (Light, fan, motor etc.)	Number	Connected load of each point.	Total Connected load	Remark

1. Light
2. Fans
3. Plug Points
4. Plug points
   Appliances i.e., iron,
   Cooker, Refrigerator.
5. Consignees.

Total:

(b) MOTORS AND OTHER APPLIANCES.

Item no.	H.P. of each K.W.	Voltage	Winding.	Control	Use	Remark

Total H.P. of all Motors :	Total No. of Motors :

STEP-UP OR STEPDOWN TRANSFORMERS.

Item No.	Capacity K.V.A	Primary		Secondary	
		Voltage Winding	Protection	Voltage Winding	Protector

Total:

I/ We hereby declare that:

(a) The information provided in this application is true to my knowledge.
(b) I/ We have read the OERC Distribution (Conditions of Supply) Code, 2019 and agree to abide by theconditions mentioned therein.
(c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
(d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.
(e) I/ We have no outstanding dues payable to the present distribution licensee or any other distribution licensee within the state of Odisha incidental to the use of electricity.

Date: Signature of the consumer/ Authorised Signatory
Place: Name:

(In case of Firm/ Partnership/ Ltd. Company, Power of attorney Holder's signature must be supported by official seal)

Note: The following documents shall be attached with the application form:

1. Proof of ownership of the premises
2. A map indicating the proposed location of the plant/ office and the point where supply is required. The map should also clearly show all the boundary of the premises, the public road/s (with name/s of the road/s) inside and outside of the premises/ land, roads, lands, roads belonging to outside agency innerving the premises, if any.
3. License/ NOC from statutory authority, if required or a declaration by the applicant that his connection does not fall under the requirement of NOC under any statue.
4. In case of a proprietary firm, an affidavit to be submitted stating that the applicant is the sole proprietor of the firm.
5. In case of partnership firm, partnership deed.
6. In case of Limited Company, Memorandum and Articles of Association and Certificate of Incorporation.
7. Proof of permanent residential address of the consumer and PAN Number, if any. If there is any change at a later date, the same shall be intimated by the consumer to the licensee immediately.
8. Letter of intent for production/ enhancement in production may be furnished.
9. List of equipments proposed to be installed along with the expected load.
10. Resolution for authorized signatory.
11. Registration from Industries Department.
12. Extract of project report relevant to power and process requirements (in case of industries)
13. Copy of the relevant section of the current tariff order that provides details of the tariff category opted by the consumer and duly signed by him. This will be appended with the agreement after completion of formalities.
14. Report of the Electrical Inspector/Licensed Contractor, as the case may be.

FORM No. 3

(See Regulation 48)

STANDARD AGREEMENT FORM FOR SUPPLY OF ELECTRICAL ENERGY

THIS AGREEMENT made on the .....day of ..... two Thousand and..... between ..... (Name of the Licensee)(herein after called "the Licensee" which expression, unless repugnant to the subject or context,shall include its successors and assigns) of the ONE PART And The name of the consumer and the address in detail should be mentioned. In the case of Registered partnership firm, besides the name and address of the firm the name and address of the Managing Partner or the Partner executing the agreement on its behalf should be mentioned. In the case of a Company incorporated under the provisions of the Companies Act, 1956, the address of the registered office of the Company and the name of the Managing Director or Principal Officer of the Company duly authorised to executive the agreement should be stated.

(Thereinafter called "THE CONSUMER" which expression, unless repugnant to the subject or context, shall include his heirs, successors and assigns) of the OTHER PART.

WHEREAS the consumer has requested the licensee to supply electrical energy to the premises of the consumer situated at ..... in the district of ..... for the purpose of .....and the licensee has agreed to supply the same on terms and conditions stipulated hereunder.

NOW THESE PRESENTS WITNESS that in consideration of the payment to be made by the consumer as herein after contained, it is hereby MUTUALLY AGREED BY AND BETWEEN THE PARTIES HERETO as follows:

1. **Duration of Agreement :** This agreement shall commence from the date of its execution and shall continue to be in force until the expiry of FIVE years from the date of supply, and thereafter shall so continue until the same is determined by either party giving to the other, two calendar month's notice, in writing, of its intention to terminate the Agreement. Provided that after the initial period of agreement if power supply remains disconnected for a period of two months for non-payment of tariff or non-compliance of the directions issued under the OERC Distribution (Conditions of Supply) Code, 2019 and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the 2 months period from the date of disconnection without further notice.

2. **Condition of Supply :** The consumer has obtained and perused a copy of the OERC Distribution (Conditions of Supply) Code, 2019 understood its contents and undertakes to observe and abide by all the terms and conditions stipulated therein to the extent they are applicable to him. The said Code as modified from time to time, to the extent they are applicable shall be deemed to form part of this Agreement.

3. **Quantum of Supply :** Subject to the provisions hereinafter contained and during the continuance of this Agreement, the licensee, represented by the **'**engineer**'**, shall supply the

consumer and the consumer shall take from the licensee**,** a supply up to but not exceeding a contract demand of .....KVA/.....KW. The consumer may utilise power up to ..... KVA/.....KW, out of the aforesaid contract demand in his residential colony for use by himself or his employees.

4. **Type of Supply :** The aforesaid supply shall be from a three phase 50 Hz alternating current system at a normal pressure of ..... Volts. The quantum of supply shall be measured by a suitable metering equipment of ..... Volts.

5. **Security Deposit :** The consumer, pursuant to the OERC Distribution (Conditions of Supply) Code, 2019 has made Security Deposit of Rs..... in favour of the engineer. The consumer undertakes to make any additional security deposit, as and when called upon by the engineer.

6. **Charges to be paid by the Consumer :** The consumer shall pay to the engineer, for power demanded and electrical energy supplied under this agreement 'minimum monthly fixed charges', 'demand charges', 'energy charges' and 'other charges' in accordance with the provisions of OERC Distribution (Conditions of Supply) Code, 2019 and as notified in the Tariff Notifications from time to time;

   Provided that annual sum payable by any individual consumer under the provision to Section 45 of the Electricity Act, 2003, shall not be deemed to be part of the minimum monthly charges or demand charges, if any, payable by the consumer or the particular class of consumers under the provisions of OERC Distribution (Conditions of Supply) Code, 2019 Provided further that the consumer shall pay electricity duty or such other levy, tax or duty as may be prescribed under any other law in addition to the charges, fuel surcharge and transformer loss payable under the OERC Distribution (Conditions of Supply) Code, 2019.

7. The tariff and conditions of supply mentioned in this Agreement shall be subject to any revision that may be made by the licensee from time to time.

8. **Safety of Supply and Apparatus :** That all Electrical Works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 and have been carried out by a licensed electrical contractor (in case the Applicant is an owner and wiring in the premises is new)

   Or

   That all Electrical Work done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2010 to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

   To be responsible for safe custody of Meters, CTs, Cables etc. provided by the licensee and in case, there is any damage to equipment due to the reasons attributable to Applicant the same shall be chargeable to the Applicant. Further, all repercussions on account of breakage of seals of meters etc. or Direct/Dishonest Abstraction of energy shall be to the account of Applicant, as per the existing laws.

9. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that the licensee may incur by reason of a fresh service connection given to the Applicant.

10. The licensee is indemnified against any loss accrued to the applicant on this account. Further, applicant agrees that if there is any harm/loss to the property of the licensee due to the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.

11. **Stamp Duty :** The consumer agrees to bear the cost of the stamp duty and all costs incidental to the execution of this Agreement in full.

In WITNESSES WHEREOF the parties hereto have put their hands and seals this the .....day of .....20…….

Signature of the consumer

Signature of the Engineer acting for and on behalf of the

..... (licensee)

Witnesses to the execution by the consumer.

1.
2.

Witnesses to the execution by the engineer.

1.
2.

APPENDIX-I
(See Regulation 27 & 29)

PROCEDURE FOR DETERMINATION OF REMUNERATIVE NORMS

Introduction

The Licensee is under obligation to supply power to the consumer, if it is available in the system, technically feasible and remunerative. Regulation 29 of OERC Distribution (Condition of Supply) Code, 2019 requires that Distribution Licensees will look into the technical feasibility and commercial viability as per the norms. In case the scheme of supply is not remunerative as above, the applicant shall be required to bear the portion of charges to make the scheme remunerative.

1. General

New construction/extension/upgradation of lines, sub-stations, etc. meant for a single beneficiary or a group of beneficiaries require capital investment and additional expenditure for servicing the new consumers. The licensee shall undertake Cost-benefit analysis of the scheme of power supply in order to ascertain whether the remunerative supply scheme is technically feasible.

2. Remunerative Scheme

An investment on any scheme of power supply shall be treated as remunerative if the revenue from sale of power is equal to or exceeds the cost of power purchase for meeting the consumer's load, the cost of capital, depreciation, interest and O&M expenses.

The licensee shall undertake such schemes at its cost when the scheme is found to be commercially viable if it is remunerative as per the norms approved by the Commission hereunder.

Any work that does not satisfy the above norms will be taken up by the licensee provided the consumer bears the differential amounts of capital cost which satisfies the viability norm.

3. Cost-Benefit Analysis

The licensee makes a Cost-Benefit Analysis of each scheme/project intended to be undertaken for power supply. For the purpose of this calculation the licensee has to take useful life of the assets to be created for power supply for this purpose.

The licensee should take a period of 12 months (one year) for calculating annual net revenue at the end of first year to calculate the commercial viability norm.

4. Calculation of capital cost

When a consumer is asked to bear the capital work, the estimated cost shall be calculated as per the following calculation. The licensee is entitled to collect the requisite supervision charge for checking and ensuring that the capital works have been done as per the standards and in addition, the inspection fees for inspection pertaining to safety and security as notified by the Govt. of Odisha from time to time. The licensee should ensure inspection of works by the Electrical Inspector.

The material cost shall be inflated by the percentage as mentioned below for the incidental expenses incurred for procurement of materials for erection and installation of the capital works.

(a)	Cost of materials as per the cost data/ estimate approved by the Commission	A	
(b)	Stock storage insurance	B	3% of A
(c)	Contingency	C	3% of (A+B)
(d)	Tools & Plants	D	2% of (A+B)
(e)	Transportation	E	7.5% of (A+B)
(f)	Erection charges	F	* 10% of (A+B)
(g)	Sub-total	G	Sum of A...F

(h)	Other overheads (including supervision Charges)	H	6% of G
(i)	Total estimated capital cost	I	G+H
(j)	Inspection fees (to be paid by the consumer to the licensee, which is ultimately to be paid to the Government of Odisha).		As per actuals according to the the notification of the Govt. of Odisha from time to time.

* The erection charges of materials should be as specified by EIC (Electricity) -cum-PCEI, Odisha. Till such notification by EIC-cum-PCEI the rate determined by GRIDCO as mentioned below shall continue.

Items	% of supply value inclusive of storage insurance
Transformer/ Breaker/Joist Pole	5%
PSC Pole	20%
Other items	10%

NB: 1. While shifting or relocation of existing infrastructure, deduction of salvage value of 8% of the original cost of such infrastructure is to be considered in the estimate.

2. GST as applicable may be considered while preparing the cost estimate.

3. The cost data is to be approved by the EIC cum PCEI, Odisha, Bhubaneswar. If the cost data for a particular year is not approved due to any reason, the cost data approved earlier for the previous year shall be updated by the DISCOMs using the WPI(wholesale Price Index) for all commodities issued by the office of the Economic Advisor for the previous year.

5. Calculation of annual expenditure and revenue

The cost benefit shall be carried out for a period of 12 months. The following costs shall be taken into account on the basis mentioned against each.

i) **Cost**			**Basis**
Cost of power purchase as per the BSP [on the quantum of proposed sale to the consumer/(100-loss percentage)]	J		As per the prevailing tariff order approved by the Commission
Operation and Maintenance Expenses	K		- do -
Depreciation	L		- do -
Total annual expenditure	M	(J+K+L)	- do -
Return	N		- do -
Total annual expenditure + return	X	(M+N)	

ii) **Benefit**

The licensee shall calculate the average estimated earning per year from additional sale that will accrue due to new connections. The revenue to be earned can be from following sources.

(a) Minimum fixed charges/customer charges	O
(b) Revenue from demand charges	P
(c) Revenue from energy charges	Q
(d) Other revenue	R
(e) Total revenue	Y (O+P+Q+R)

6. The scheme shall be considered remunerative if Y-X = 0 or positive.
This condition gets satisfied when the gross operative surplus (Y-M) is equal to or more than the return on investment calculated at the approved rate of return then the licensee has to make the investment of the total capital cost.
7. Consumer contribution required making the scheme remunerative in case the gross operating surplus is less than the return on investment then the capital to be invested in the scheme is to be shared by the licensee and the consumer. The licensee shall make investment in the ratio of operating surplus to the estimated RoI. Balance capital cost contribution.
8. When the gross operating surplus turns out to be negative then the scheme shall be treated as non-remunerative.

9. Assessment of consumption

The average annual load factor for a category of consumer as approved in the Regulations for the particular distribution licensee shall be considered for assessing the consumption for any new consumer/s.

10. Losses of the distribution system

Overall loss percentage as approved by the Commission for the distribution licensee as per the prevailing tariff order shall be the basis for determining the quantum of energy to be purchased by the licensee for meeting the requirement of the consumer.

11. Revenue

The licensee shall adopt current tariff for the purpose of calculation for revenue including miscellaneous revenue, if any, from sale of power.

12.

i. Normally when a scheme is found to be remunerative the licensee should make investment for all LT works. In case the gross operating surplus is less than the RoI and initially not found to be remunerative as per the commercial viability norms approved by the Commission a portion of the capital cost has to be met by the beneficiary to make it remunerative.

ii. In case the consumer is prepared to invest in capital works that are remunerative for licensee in giving power supply to new connections at HT, all such consumers may be asked to invest the full estimated cost which will be adjusted against monthly energy bill subsequently not exceeding 24 months from the date of availing power supply.

iii. If any capital subsidy is available for the proposed power supply for any category of consumer by the Government or any corporate body, the same should be treated as "consumer contribution" for that scheme.

iv. Government of Odisha shall provide capital subsidy to the licensee for the entire capital expenditure for new R.E. works/any other schemes.

v. Notwithstanding anything contend in this appendix there shall not be any remunerative calculation for the supply at LT upto and including 5 KW. This shall be governed under Regulation 22 of this Code.

APPENDIX-II

Name of the Municipality / NAC District wise having population less than 25000 as per 2011 census

Sl No.	DISTRICT	Sl. No.	Municipal Corporation/Municipality/N.A.C.	Total Population in 2011 Census
(1)	(2)	(3)	(4)	(5)
1.	Angul	1	Athamallik (N)	12,298
		2	Hindol(N)	17,387
2.	Bolangir	3	Kantabanjhi(N)	21,819
		4	Patnagarh(N)	21,024
		5	Tusura(N)	10,638
3.	Balasore	6	Nilagiri(N)	17,264
4.	Baragarh	7	Padampur(N)	17,625
		8	Barpalli(N)	20,850
		9	Attabira(N)	16,399
5.	Bhadrak	10	Dhamnagar(N)	22,920
6.	Boudh	11	Boudhgarh(N)	20,424
7.	Cuttack	12	Athagarh(N)	17,304
		13	Banki	17,521
8.	Deogarh	14	Deogarh(M)	22,390
9.	Dhenkanal	15	Bhuban(N)	22,200
		16	Kamakhyanagar(N)	16,810
10.	Gajapati	17	Kasinagar(N)	9,684
11.	Ganjam	18	Aska(N)	21,428
		19	Belaguntha(N)	11,297
		20	Bhanjanagar(N)	20,482
		21	Buguda(N)	15,176
		22	Chatrapur(N)	22,027
		23	Chikiti(N)	11,645
		24	Digapahandi(N)	13,190
		25	Ganjam(N)	11,747
		26	Gopalpur(N)	7221
		27	Hinjilicut(N)	24,671
		28	Kavisuryanagar(N)	17,430
		29	Khallikot(N)	13,022
		30	Kodala(N)	13,965
		31	Polsara(N)	23,119
		32	Purusottampur(N)	15,366
		33	Rambha(N)	12,111
		34	Soroda(N)	14,867
12.	Kalahandi	35	Junagarh(N)	19,656
		36	Dharmagarh(N)	16,585
		37	Kesinga(N)	19,239
13.	Keonjhar	38	Champua(N)	17,096
14.	Khurda	39	Balugaon(N)	17,645
		40	Banpur(N)	17,278
15.	Koraput	41	Kotpad(N)	16,326

16.	Malkangiri	42	Balimela(N)	11,796
17.	Mayurbhanj	43	Karanjia(N)	22,865
		44	Udala(N)	13,152
18.	Nayagarh	45	Khandapada(N)	9,038
		46	Daspala(N)	18470
		47	Ranpur(N)	14715
		48	Nayagarh(N)	17030
20.	Nuapara	49	Khariar(N)	15,087
		50	Khariar Road(N)	18,967
		51	Nuapada(N)	16,208
25.	Phulbani	52	G.Udayagiri(N)	11,302
		53	Balliguda(N)	18,664
26.	Puri	54	Konark(N)	16,779
		55	Nimapara(N)	19,289
		56	Pipili(N)	17,623
27.	Rayagada	57	Gudari(N)	6,931
		58	Gunupur(N)	24,162
28.	Sambalpur	59	Kuchinda(N)	15,576
		60	Redhakhol(N)	15,379
29.	Subarnapur	61	Binika(N)	15,765
		62	Sonepur(M)	20,770
		63	Tarva(N)	8,334