



THE ASSAM GAZETTE

অসাধাৰণ

EXTRAORDINARY

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GOVERNMENT OF ASSAM

ASSAM ELECTRICITY REGULATORY COMMISSION

A.S.E.B. Campus, Dwarandhar

NOTIFICATION

The 8th May, 2007

[Electricity Supply Code and Related Matters Regulations, 2004 (First Amendment) 2007]

No. AERC. 184/2005/301 — Whereas it is expedient to amend the provisions of Assam Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2004, the Assam Electricity Regulatory Commission in exercise of the powers conferred by Section 50 of the Electricity Act, 2003, read with Section 181 of the Electricity Act, 2003, after previous publications makes the following regulations, namely :

CHAPTER I : General

1.1 Short Title, Applicability and Commencement:

- (1) These regulations shall be called "The Assam Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations 2004, (First Amendment) 2007.
- (2) These regulations shall apply to all distribution licensees and electricity consumers in the state of Assam.
- (3) These regulations shall come into force from the date of their publication in the Assam Gazette.

1.2 Introduction :

These Regulations contain matters connected with the supply of electricity to a person and other related matters.

These regulations contain matters connected with theft of electricity and related matters including measures to prevent theft.

A new clause VA is inserted in the existing regulation after clause 5.5 as shown below.

Sub-section 2(x) of Section 181 of the Electricity Act 2003 provides that the State Commission shall make Electric Supply Code Regulations under Section 50 of the Act to provide for :

- (1) Recovery of Electricity Charges
- (2) Intervals of billing of electricity charges
- (3) Disconnection of electricity for non-payment of charges
- (4) Restoration of supply of electricity
- (5) Tempering, distress or damage to electric plants, electric lines and meters
- (6) Entry of licensee or any other authorized person for disconnection of power supply and removal of meter and entry for replacing, altering, maintaining electric lines or plants and meters

These Regulations also include Regulations related to the following matters, connected with supply of electricity to a person, as provisions of the Act :

- (a) Under sub-section 181(2)(t) - Period (within which supply to be provided where extension of distribution mains or commissioning of new substation is necessary) to be specified by the Commission for the purposes specified under sub-section (1) of the Section 43 of the Act.
- (b) Under section 181(2)(v)- reasonable security payable to the distribution licensee under subsection (1) of section 47.
- (c) Under section 181(2)(w)- payment of interest on security under sub-section(4) of section 47.
- (d) Under section 181(1) , generally to carry out the following provisions—
 - (i) Section 44 — Exception from duty to Supply Electricity
 - (ii) Section 46 — Authorise a distribution licensee to charge from a person expenses incurred in providing electric lines or plant.
 - (iii) Section 47(2), 47(3) & 47(5) - regarding Security Deposits
 - (iv) Section 48 — Additional term of Supply.

- (v) Section 55 – Use etc of Meters
- (vi) Section 56 – Disconnection of Supply in default of payment

These Regulations shall be read in conjunction with the following Regulations of this Commission:

- (a) Distribution Performance Standard Regulations
- (b) Distribution Code Regulations
- (c) Distribution Metering Code Regulations
- (d) Guidelines for Redressal of Consumer grievance

In case of any inconsistency, the provision of these regulations shall prevail.

1.3

Definitions :

In this Code, unless it is repugnant to the context :

- i) "Act" means The Electricity Act 2003 (No. 36 of 2003);
- ii) "AERC" or "Commission" means the Assam Electricity Regulatory Commission constituted under section 17 of the Electricity Regulatory Commissions Act, 1998 and which is deemed to be so under section 82 of the Electricity Act, 2003 (no. 36 of 2003);
- iii) "Billing demand " means the demand on which fixed charge shall be made;
- iv) "Code" means the Assam Electricity Supply Code, 2004 as is in force from time to time;
- v) "Connected Load," means aggregate of the manufacturer's rated capacities of all energy consuming devices, connected with the distribution licensee mains in the consumer's installation and which can be simultaneously used; This shall be expressed in kW, kVA or HP units and shall be determined as per the procedure laid down by the Licensee with the approval of the Commission as specified in these Regulations.
- vi) "Consumer" means any person who is supplied with electricity for his own use by a Licensee or government or any other person engaged in the business of supplying electricity to the public under the 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 the Licensee.

In these regulations the term shall also include persons who have applied for an electricity connection, persons whose supply has not yet commenced even after connection has been provided or whose electricity supply has been discontinued for non payment of dues etc but whose connecting service lines/electrical apparatus has not been physically dismantled or whose agreement has not been terminated;

- vii) "Consumer's installation" means any composite electrical unit including electric wires, fittings, motors and other apparatus, portable and stationary, erected and wired by or on behalf of the consumer on consumer's premises beyond the point of commencement of supply;
- viii) "Contract demand" means the demand contracted in the electricity supply agreement with the licensee. Contract Demand shall be determined within the limits specified in the Commissions tariff order;
- ix) "Date of commencement of supply" means the date after 30 days of service of notice to the consumer to take power supply or the actual date of availing power by consumer whichever is earlier;
- x) "Date of presentation" means the second date after the date of any bill to the consumer issued by the authorised officer of the licensee;
- xi) "Demand Charge" for a billing period means a charge levied on the consumer based on the contract demand or recorded maximum demand
- xii) "Demand factor" of a consumer's installation means the ratio of maximum demand in kW divided by total connected load in kW during a specified period of time.
- xiii) "Energy charge" refers to a charge levied on the consumer based on the quantity of electricity (units in kWh) supplied;
- xiv) "Extra High Tension Consumer (EHT Consumer)" a consumer who obtains supply from the Licensee at Extra High Voltage;
- xv) "Fixed charge" means charges payable by a consumer every month on the basis of kW/kVA as per provisions of the tariff order in force;
- xvi) "High Tension Consumer (HT Consumer)" a consumer who obtains supply from the Licensee at High Voltage.
- xvii) "Licensed Electrical Contractor" means a contractor licensed under rule 45 of the Indian Electricity Rules 1956;
- xviii) "Load factor" means average demand for the month in kW divided by the recorded maximum demand or connected load or contracted load for the month in kW calculated to two decimal places. The average demand for the month means total kWhrs consumed in the month divided by total hours in the month;
- xix) "Low Tension Consumer (LT Consumer)" a consumer who obtains supply from the Licensee at low or medium voltage;
- xx) "Maximum demand" in each month shall be the largest total amount of kVA delivered at the point of commencement of supply of the consumer at his premises during any consecutive thirty minute time period in the month or that time period as specified by the Commission;
- xxi) "Point of Commencement of Supply" means the point at the incoming terminal of

the cut out /circuit breaker installed by the consumer in compliance of Rule 58 of the IE Rules 56 ,

- xxii) "Power Factor" means the average power factor and shall be the ratio of the total kilowatt hours to the total kilovolt ampere hours supplied during the period; the ratio being rounded off to two decimal figures, 5 or above in the third place of decimal being rounded off to the next higher place in the second. In case kWh or kVAh reading is not available then power factor shall be calculated on the basis of kVARh reading, if the meter has kVARh recording feature in the meter. However if there is provision in the consumer's installation to record the actual average power factor for a particular period as in the case of a static energy meter, the same shall be taken;
- xxiii) "Sanctioned load" means the maximum connected load in kW or kVA delivered at the point of commencement of supply of the consumer at his premises sanctioned by the Licensee in an electricity supply agreement;
- xxiv) "Service-line" means any electric supply-line through which energy is, or is intended to be, supplied to a single consumer either from a distributing main or immediately from the Distribution Licensee's premises, or from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distribution main.

All other expressions used herein although not specifically defined above, but defined in the Act, and Rules and regulations made there under and Indian Electricity Rules, 1956 (till regulations under Sec 53 of the Act are made) shall have the meaning assigned to them in the Act, Rules and Regulations. The other expressions used in herein but not specifically defined in this Code or in the Act but defined under any law passed by the parliament applicable to electricity industry in the state shall have the meaning assigned to them in such law. Subject to the above the expression used herein but not specifically defined in these regulations or in the Act or any law passed by the parliament shall have the meaning as is generally assigned in the electricity supply industry

1.4 Review of these regulations :

This Commission may ,if found necessary, on its own or on receipt of a petition from an affected person praying for review / revision of these Regulations, constitute a panel consisting of representatives of consumer organisations, senior officials of licensee and persons representing the Commission to review and suggest changes required, if any in these Regulations. The Commission may in its own wisdom accept or reject the suggestions of the panel.

Chapter II : System of Supply and Classification of Consumers

2.1 System of Supply :

- 2.1.1 The declared frequency of the alternating current (AC) shall be 50 cycles per second.

2.1.2 The declared voltage of the AC supply is as follows:

- (a) Low Tension
 - (i) Single Phase: 230 volts between phases and neutral.
 - (ii) Three Phase: 400 volts between phases.
- (b) High Tension (HT) - Three Phase: 11 kV or 33 kV between phases and . Single phase: $11/\sqrt{3}$ KV between phase and neutral.
- (c) Extra High Tension (EHT) - Three Phase: 132 kV or 220 kV between phases. For Railway Traction two-phase supply may be given.

2.1.3 The licensee shall design and operate a distribution system in conjunction with the transmission systems. The licensee shall maintain the voltage at the point of supply to the consumer within limits prescribed in the Distribution Licensees Standard of Performance Regulations.

2.2 Voltage of Supply to consumers :

The supply voltage for different contract demands shall normally be as follows.

Supply Voltage	Minimum Contract Demand	Maximum Contract Demand
230 Volts	—	4kW
400 Volts	—	25 KVA or 20kW
11 kV	Above 25 kVA or 20 Kilowatt	1200 kVA
33 kV	—	5000 kVA
132 kV/220kV	Above 5000 kVA	—

Provided that, depending on system availability or condition, the licensee, at its discretion, may supply a consumer at a voltage other than one specified above recording justification for such deviation. Particularly in case of Railways, the maximum and minimum limits of contract demand on the various voltage levels indicated in the above table may be relaxed by mutual agreement depending on the actual requirement and feasibility.

2.3 Classification of Consumers :

2.3.1 The classification of consumers, tariff and conditions of supply applicable to each category shall be as fixed by the Commission from time to time in the tariff order or otherwise. The Licensee may classify or reclassify consumers into various categories from time to time as per these classifications fixed by the Commission.

2.3.2 Where a consumer has been classified under a particular category and is billed accordingly and it is subsequently found that the classification is not correct, the consumer will be informed through a notice, of the proposed reclassification, duly giving him an opportunity to file any objection within a period of fifteen days . The licensee shall finalise the classification, after due consideration of the consumer's submissions.

CHAPTER III: NEW POWER SUPPLY

3.1 Licensee's Obligation to Supply of Electricity on request :

(Under Section 43 of the Act)

The Licensee shall, on an application by the owner or occupier of any premises located in his area of supply, give supply of electricity (including enhancement and reduction of load) to such premises within the time specified in the Table 3.2A below, provided ,

- (a) the consumer has observed the procedure specified in these regulations, and
- (b) the consumer agrees to bear the cost of supply and services as specified in this Code.

3.2 Time frame for completion of different activities related to power supply :

The overall time limits specified from the date of receipt of completed application form from a prospective consumer upto date of commencement of power supply for various type of services are as under :

TABLE : 3.2 A

Sl. No.	Type of Service	Time limits specified for supply of Electricity after the date of receipt of complete application (No. of Days)	
		URBAN	RURAL
1.	L. T. Connection		
	i. If extension work is not required and the connection is to be given from the existing network	30	36
	ii. If extension of line required	67	74
	iii. If installation of new transformer / enhancement of transformer capacity required	90	107
	iv. Agriculture Connection (if extension of LT line or installation / enhancement of transformer capacity required)		
	a) With approachable road		107
	b) Without approachable Road		127

Sl. No.	Type of Service	Time limits specified for supply of Electricity after the date of receipt of complete application (No. of Days)
2.	High Tension Connection	
	i. If no extension work is involved	34
	ii. If extension work is involved	114
3.	Extra High Tension Connection	197

Note : In the above time frames 7 days are stipulated for the time taken by a consumer to make payment after receipt of the demand note. The time limit will automatically increase corresponding to delays in payment beyond 7 days.

Within the time limits specified above, the recommended time limits for different activities for various types of services are given in the table below:

Table 3.2 B

S. No.	Type of Service	Time Limit for Rendering the Service
1.	LT connection	
	a) Notice of inspection on receipt of complete application	3 working days
	b) Inspection after sending the notice	
	i. Urban areas	5 working days
	ii. Rural areas	7 working days
	c) (i) Issue of demand note to the applicant for payment of estimated charges (if the extension work is not required and the connection is to be given from the existing network)	
	a) Urban areas	5 working days
	b) Rural areas	7 working days
	(ii) Issue of demand note to the applicant for payment of estimated charges (if the (a) extension work or (b) enhancement of transformer capacity or new transformer is required)	
	For extension of LT Network	
a) Urban areas	10 working days	
b) Rural areas	15 working days	

S. No.	Type of Service	Time Limit for Rendering the Service
	<p>For extension of Transformer Capacity / New Transformer</p> <p>a) Urban areas</p> <p>b) Rural areas</p> <p>d) Commencement of supply/ serve notice about availability of supply</p> <p>(i) After payment of necessary charges (if the connection is required to be given from existing network)</p> <p>a) Urban areas</p> <p>b) Rural areas</p> <p>(ii) After payment of necessary charges (if (a) extension work or (b) enhancement in transformer capacity is required)</p> <p>a) All connections excluding agriculture</p> <p>b) Agricultural connection with clear access</p> <p>c) Agricultural connection with no clear access</p>	<p>15 working days</p> <p>30 working days</p> <p>10 working days</p> <p>12 working days</p> <p>42 days if only LT line extension is required and 60 days if enhancement of transformer capacity or new transformer is required</p> <p>60 days</p> <p>80 days, provided approach load is done by the applicant</p>
2.	<p>High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p> <p>b) Issue of demand note of estimated charges (after issue of notice of feasibility)</p> <p>c) Release of connection after receipt of estimated charges/ serve notice about availability of supply</p> <p>i. If no extension work is involved or extension is within 50 meters.</p> <p>ii. If extension work is involved is more than 50 meter.</p>	<p>7 working days</p> <p>10 days</p> <p>10 days</p> <p>90 days</p> <p>(Subject to receipt of clearance from Electrical Inspector)</p>
3.	<p>Extra High Tension Connection</p> <p>a) Informing feasibility after receipt of the application</p>	<p>10 working days</p>

S. No.	Type of Service	Time Limit for Rendering the Service
	b) Issue of demand note of estimate charges after issue of notice of feasibility c) Release of connection after receipt of estimate charges/ serve notice about availability of supply	30 days 150 days (Since it will involve extension of line) (subject to receipt of clearance from Electrical Inspector)

Note :

1. *Where the distance of the premises where the service connection is required is more than 50 (Fifty) meter from the existing distribution, such service connections shall be deemed to need extension of distribution mains.*
2. *In case a consumer is informed about non-feasibility of any of his requisition by the licensee, the consumer may approach the Commission for necessary direction.*
3. *If the licensee, in certain case consider that it is not feasible to provide supply within the time specified above, he may approach the Commission for a direction. The Commission may for reasons to be recorded, direct deviations from the above if in the opinion of the Commission the circumstance warrants such deviation. Such directions may be issued by the commission by an order to the licensee.*

3.3 Exception from duty to supply of electricity :

- (a) While it is the duty of each distribution licensees to provide electric plant or electric line for giving supply to the premises specified above, no person shall be entitled to demand or to continue to receive from licensee supply of electricity for any premises having separate supply unless he has agreed with the licensee to pay him such price as specified by the Commission.
- (b) Nothing contained under clause 3.1 above (under section 43 of the Act) shall be taken as requiring a distribution licensee to supply electricity to any premises, if he is prevented from doing so by cyclone, floods, storm and other occurrences beyond his control.

3.4 Consumer's share in the Cost and Licensee's obligation to extend the Distribution System :

- 3.4.1 The Licensee shall meet the cost for strengthening / up gradation of the system to meet the demand of the existing consumers through its annual revenues or funds arranged by the licensee for this purpose. The cost of investment shall be recovered from the consumers through tariff.

- 3.4.2 In all cases the consumer shall bear the Service Connection Charges that is the cost of extension of service connection from the nearest Distribution Mains to the point of supply. In addition, the consumer shall also bear other charges including the cost of extension of mains, if any.
- 3.4.3 The cost of extension of distribution mains and extension / up gradation of the system upto the point of supply for meeting demand of new consumers shall be payable by the consumer, or any collective body of the consumers or otherwise as may be directed by the Commission, unless such extension / upgradation are included in the licensee's annual plan.
- 3.4.4 It shall be the licensee's obligation to assign a unique consumer number for each consumer and communicate the same to the concerned consumer. The unique consumer number may include pole number, transformer number, 11 kV feeder number, distribution centre number, division number etc.

3.5 Cost of service connection/ extension :

- 3.5.1 The Service Connection Charges and charges for other works like extension of lines/installation of transformers or providing services like supervision shall be as approved by the Commission from time to time. In case of works in respect of which charges/standard estimates approved by the Commission are not available, a consumer/applicant shall bear the cost of extending the service connection as per estimate prepared by the licensee on sight specific requirement as per norms fixed by the Commission under clause 3.5.2 below.
- 3.5.2 The norm for preparation of estimates of service connection and other works as mentioned at 3.5.1 above is furnished at Appendix 1 .
- 3.5.3 For uniformity, and expeditious disposal of cases the licensee shall prepare standard estimates for extension of service connections and extension of lines (11 KV and LT) for common types of work and get such estimates approved by the Commission. Such estimates shall be submitted to the Commission every year latest by end of February and after being approved by the Commission shall be valid for the next financial year (April to March next year).

The licensee shall prepare typical estimates of common type of work involved in providing service connections / extension of lines for service connection / installation of Transformers (upto 500 KVA 11/4 KV), based on actual field requirements. Typical estimate inter alia shall include –

- (A) LT Service connection single phase (230 V) of length upto 10 meter and 10 to 30 meter for connected load upto 1 KW and between 2 to 4 KW in over head insulated conductor.
- (B) LT Service connection three phase (400 V) of length upto 10 metre and above 10 metre (A fixed cost + a variable cost meter for additional length) for load from 5 to 10 KW and 10 to 20 KW, in insulated overhead conductors, bare conductors, underground cable etc.

- (C) LT line of common specifications per kilometer length.
- (D) 11 KV line of common specifications per kilometer length.
- (E) 11 KV substation of common size, type and specification upto 500 KVA.

3.5.4 In case the connected / contracted load of any new connection is projected to be 20 kW (or 25 kVA) or more the supply shall be at 11 KV or above. The consumer shall install a separate transformer of adequate capacity at his own cost. In case of power supply to multi-consumer complex provisions made under clause 3.7.4 shall be applicable. Supervision charge to licensee is payable by a consumer only when extension / installation works are done by the licensee and not otherwise. The land / room with adequate independent access required for housing the meters shall be provided by the consumer to the licensee, free of cost.

3.5.5 The service connection / extension of distribution supply network, notwithstanding that it has been paid for by the consumer up to the point of commencement of supply, shall be maintained by the licensee at its cost. The licensee shall also have the right to use the same service connection / extension for supply of energy to any other person but such extension or service connection should not adversely affect the supply to the consumer who paid for the extension of the distribution supply network.

3.5.6 When the licensee completes the service connection extension work and is ready to give supply, the licensee shall serve a 30 days notice on the consumer to take power supply. If the consumer fails to avail supply within the notice period, the agreement shall come into force from the day following the end of the notice period, and the consumer shall be liable to pay any charges due and thereafter as per the agreement.

3.6 Requisition for Supply :

3.6.1 Requisition for a new connection / Extension of load must be made in duplicate in the appropriate prescribed form, copies of which are obtainable at a cost from the local office of the licensee. 1. The formats of the Application forms for Low Tension (LT) and High Tension (HT) consumers are provided in Annex 1 and Annex 2 respectively. For LT consumers, Annexure 1 is to be eventually drawn as Agreements. A standard format of Agreement for HT customers may be prepared by the licensee, which may be submitted to the Commission for approval. All such formats shall be always readily available in all the offices of licensees at nominal cost. Clear photocopies of a blank form or forms downloaded from the website of the licensee may also be used by the consumer and shall be accepted by the Licensee.

3.6.2 For availing of a new connection for Domestic and single-phase Non-domestic categories, in case, the applicant is unable to provide the proof of ownership of

land / legal occupation of the premises, the licensee may waive such requirement and record, in writing, the reasons thereof. However, in such cases, the security deposit to be paid by the consumers shall be equal to (3) three times the security deposit other wise chargeable to the consumer.

3.6.3 If the consumer, in respect of an earlier agreement executed in his name, has any arrears of electricity dues or other dues for the premises where the new connection is applied for and such dues are payable to the licensee, the requisition for supply may not be entertained by the licensee until the dues are paid in full.

3.6.4 In case of a person occupying a new property, it will be the obligation of that person to check the bills for the previous months or, in case of disconnected supply, the amount due as per the licensee's records immediately before his occupation and ensure that all outstanding electricity dues as specified in the bills subject to limitation as per subsection (2) of Section 56 of the Act are duly paid up and discharged. The licensee shall be obliged to issue a certificate of the amount outstanding from the connection in such premises on request made by such person.

3.7 Supply to different categories of consumers :

3.7.1 SUPPLY TO LOW TENSION CONSUMERS :

3.7.1.1 The Licensee shall verify the application and the enclosed documents at the time of receipt of application. A written acknowledgement shall be issued on the spot if the application is complete and also the consumer shall be given a date for inspection. If the application is incomplete, the shortcomings in the form shall be intimated to the applicant in writing within 3 working days.

3.7.1.2 The applicant along with the licensed contractor or his representative and the contractor's electrical supervisor shall invariably be present during the inspection. During the inspection, the Licensee shall :

- (i) Fix the point of commencement of supply and the place where meter and the cut-out / MCB shall be fixed such that the meters and other equipments are always accessible to the Licensee for inspection without infringing the privacy of the consumer.
- (ii) Estimate the distance between the point of supply and the nearest Distribution mains from where supply could be given.
- (iii) Determine if the supply line is to go over any property belonging to a third party. In such a case the applicant has to arrange for a written right of way from the concerned party as provided in Clause 3.8.1.3.
- (iv) Verify other particulars mentioned in the application form, as required.

- 3.7.1.3 When the consumer's premises has no frontage on a street and the service line from the licensee's mains has to go upon, over or under the adjoining premises of any other person (whether or not the adjoining premises be owned jointly by the consumer and such other person), the consumer shall arrange at his own effort and expense the necessary way-leave, license or sanction. The licensee shall not arrange supply of power until the way-leave, is obtained. The time taken by the applicant for submitting such document shall be added to the time specified for providing power supply in Table 3.2A.
- 3.7.1.4 It shall not be incumbent on the licensee to ascertain the validity or adequacy of way- leave, license or sanction obtained by the consumer.
- 3.7.1.5 On receipt of charges from the consumer on basis of a demand note issued by the Licensee, the licensee will take up the work and on supply being ready, shall inform the consumer as provided under Section 3.5.6. The licensee shall also fix date for inspection of testing to the consumer's premise, within 3 days of the issue of such notice. On execution of agreement, completion of all formalities and receipt of a Test Report in Annexure - 3 inspection and testing will be done by the licensee. The licensed electrical contractor who has carried out the wiring with his electrical supervisor shall remain present during the testing.
- 3.7.1.6 On inspection and testing the consumer's installation, if the licensee is satisfied with the test results, the licensee shall arrange to install the meter with the cut-out /MCCB/MCB, seal the meter in presence of the consumer and provide supply. If the Licensee is not satisfied, he shall intimate the consumer the shortcomings in the installation, in writing within three days. The applicant shall be required to get the defects rectified. On payment of the prescribed fee, testing shall again be conducted again .

3.7.2 Separate Establishment / Premises :

For the purpose of these terms and conditions of supply, separate establishments/ premises shall mean

- (a) having distinct set up and staff or
- (b) owned or leased by different persons or
- (c) covered by different licenses or registrations under any law where such procedures are applicable
- (d) for domestic category households having relevant document from local authorities, identifying the premises as separate.

Notwithstanding the above provisions, the Distribution Licensee shall have the right to refuse separate service connections in the same premises in case where it is reasonably established that the consumer is artificially splitting the unit with the intention of securing undue benefit of lower tariff.

3.7.3 CONNECTION WITH SEPARATE METERS :

Service or sub service with separate meters may be provided as below:

- 1) In the name of the owner of the premise.
- 2) In the name of legal occupier provided the owner of the premises furnishes a written undertaking to clear the electricity dues payable by the occupier in case of his default.
- 3) In the name of the legal occupier without a written undertaking from the owner on realisation of additional load security over and above the normal load security. The additional load security would be 3(three) times normal load security.

3.7.4 SUPPLY TO MULTI-CONSUMER COMPLEX INCLUDING COMMERCIAL COMPLEXES AND MULTI STORIED BUILDINGS :

3.7.4.1 For the purpose of providing new power to a building or a group of buildings having more than total load of 20 kW, power supply shall have to be arranged through a separate distribution transformer of adequate capacity. The cost of extension including H. T. line, distribution transformer and L. T. lines / cables / controls / breakers / panels and all associated equipment and civil works shall be borne by the developer / builder / society / consumers but the licensee shall have to maintain all such lines and equipment up to the each individual meter i.e. the point of commencement of supply provided that the installation was done as per licensee's approved specification and under its supervision. In all other cases maintenance responsibility for the part not installed as per licensee's approved specification and under its supervision shall be with the developer / builder / society / consumers as the case may be.

3.7.4.2 In all residential /commercial complexes as well as in all multistoried buildings at the point supply to the complex / building (which may be different from the point of commencement of supply to individual consumers of the complex) a suitable isolation device of requisite capacity to carry and break full load current, to completely isolate the power supply to the building complex is provided in a conspicuous position.

3.7.4.3 Separate connections to owners of flats in the multistoried buildings with individual meters shall be provided and each such entity shall be treated as a separate consumer for all purpose

3.7.4.4 Meters shall be provided at the ground floor in accordance with the procedure stated in the chapter on 'Meter' (Clause 4.2.1.2) in one metering panel not more than 25 meters shall be provided.

3.7.4.5 The land / room required for housing the transformer substation and meters shall be provided by the developer / builder/ society/ consumer free of cost. Transformers should preferably be placed in open areas. In case installation of transformer in a room or closed area (in ground floor) is unavoidable, all safety measures as per prevailing Rules and Regulations should be taken. Only dry type of transformer shall be installed inside a building.

3.7.4.6 Connections for common facilities like lift, water pumps etc. shall be given in the name of the builder/developer/society. If requisitions for supply to individual flats are -not received from the flat owners, connections may be given in the name of the builder/developer/society. Such connections may subsequently be transferred to the individual flat owner/occupier of the flat after completing the necessary formalities prescribed in this regard. The agreement for such individual connection shall be executed accordingly.

3.7.5 ADDITIONAL REQUIREMENT FOR POWER SUPPLY IN A MULTISTORIED BUILDING OF MORE THAN 15 METER HIGH :

Requirements of Rule 50A of the Indian Electricity Rules 1956 should be complied with and written approval shall be obtained from Electrical Inspector before commencing power supply to such a building

3.7.6 SUPPLY TO PUBLIC STREET LIGHTING :

3.7.6.1 Requisition for power supply to new or additional public street lights shall be submitted in the prescribed format of the licensee to the local office of the licensee by the Municipal Corporation or Municipality or Municipal Board or Gram Panchayat or Local Body or the Government Department (in context of public street lights herein after called 'local body').

3.7.6.2 The requisition for public lights shall be accompanied by resolution of the local body and the sketch indicating the number of poles, existing or new, where streetlights are required.

3.7.6.3 The local body shall bear the full cost of arranging of power supply to public streetlights including complete fittings and brackets. In case, any special fittings are to be provided, the local body shall arrange for it.

3.7.6.4 The licensee shall intimate the cost of extension in writing, within 15 days in urban areas and within 30 days in rural areas from the date of inspection of the site. The work shall be taken up only after deposit of the amount and execution of agreement by the local body. The work shall

be completed within 30 days of receipt of payment or the date of execution of the agreement, whichever is later

3.7.6.5 A suitable double compartment weatherproof metal box to house the energy meter and streetlight switch/M.C.B./timers as approved by the licensee shall be provided by the local body.

3.7.6.6 The licensee shall carry out the maintenance of street light poles and electrical lines on payment basis *and if required shall arrange to switch on before sunset and switch off the streetlights after sunrise as per local sunset / sunrise timings*. The licensee shall also carry out replacement of fixtures / bulbs (of same wattage) etc on the poles on request by the streetlight consumers. The fixtures, bulbs etc. shall be supplied by the consumers and replaced by the licensee within 7 days of receipt. All such services shall be chargeable. Such maintenance charges shall be included in the schedule of miscellaneous charges.

3.7.7 TEMPORARY POWER SUPPLY :

3.7.7.1 Any person requiring power supply for a period of less than one year may apply for temporary power supply in the prescribed form (Annex - 1 or 2). Requisition for temporary supply shall normally be given 7 days before the day when supply is required for loads up to 10 kW and 30 days before for higher loads.

3.7.7.2 He shall also furnish the proof of ownership or permission from the local authority or from the owner of the premises, as the case may be, where temporary connection is required

3.7.7.3 If the supply is feasible, the licensee shall intimate the consumer the charges to be paid for the cost of laying and dismantling the extension work, service line, meter, cut-out! MCB etc, together with the charges for the estimated consumption during the period of supply applied for and the rental of equipment & material. All the charges shall be payable in advance. If available, the licensee shall provide prepaid meters. Credit shall be given in the final bill for materials dismantled and returned to stores after disconnection of supply.

3.7.7.4 After the period of temporary supply is over and supply has been disconnected, the licensee shall prepare the final bill and send it to the consumer within 7 working days from the date of disconnection of supply and return the balance amount, if any, immediately on surrender of original money receipt or submission of indemnity bond by the consumer. On delay beyond 3 working days, the licensee will be liable to pay an interest @ 1 % per month on the amount of refund outstanding for the number of days beyond the last date of payment, as specified above.

3.7.8 SUPPLY AT HIGH VOLTAGE (High Tension HT) :

- 3.7.8.1 After receipt of the requisition for supply of energy at H. T. in the prescribed format, the licensee shall intimate the consumer in writing the date of inspection of the site to examine the feasibility. The consumer or his authorized representative shall remain present at the time of inspection. The licensee shall check the feasibility of supply and if found feasible, shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipment of the supplier. The meter and other equipment of the licensee shall be placed as per provision of Clause 20.11 of the Distribution Metering Code Regulations, 2004 of the Commission. The licensee shall intimate the feasibility or otherwise of supply within 3 days of receipt of the requisition and then carry out inspection, submit estimates and demand note indicating payments to be made within time specified in the Table 3.2 B.
- 3.7.8.2 The licensee shall take up the work for providing power supply to the consumer immediately after amount as per the demand made is paid and arrange to provide power supply within the time specified in Table 3.2A. When the supply is ready, the licensee shall intimate the consumer as provided under clause 3.5.6
- 3.7.8.3 All the works shall be completed within the time frame specified in Table 3.2.
- 3.7.9 SUPPLY AT EXTRA HIGH VOLTAGE (Extra High Voltage EHT) :
- 3.7.9.1 After receipt of the requisition in the prescribed format for supply of energy at E.H.T., the licensee shall intimate the consumer in writing the date of inspection to check the feasibility of supply. It shall be the responsibility of the Distribution Licensee to take up all matters related to such power supply with the concerned Transmission Licensee. The Distribution licensee shall arrange for inspection of the premises. The consumer or his authorized representative shall remain present at the time of inspection. The licensee shall check the feasibility of supply and if found feasible shall fix the point of entry of the supplier's line, the position of meter, metering equipment and other equipments of the supplier. The meter / metering equipment be placed as per provision of clause 20.11 of Distribution Metering Code Regulations, 2004 of the Commission. The Licensee shall intimate the feasibility of supply within 10 days of receipt of the requisition and take actions to complete all other activities connected with the power supply to the consumer within the time specified in Table 3.2B.
- 3.7.9.2 After the payment of charges including security deposit and execution of the agreement, the licensee shall request the Transmission licensee to take up the work of extension required to give supply. The work shall be completed within time specified in table 3.2. When the supply is ready, the licensee shall intimate the consumer as provided under clause 3.5.6

CHAPTER IV : Electricity Supply Code (Under Section 50 of Act)

4.1 Recovery of Electricity Charges :

- 4.1.1 The Licensee shall charge a consumer tariffs for the electricity as approved by the Commission from time to time.
- 4.1.2 The Licensee is entitled to charge a consumer where ever applicable, the following:
- a) Charges for the supply of energy as determined by the Commission and other tax and duty as notified by the Government
 - b) Wheeling charges and/or surcharges and additional surcharges applicable if any, as determined by the Commission
 - c) Rental if any, towards meters & other electric plant and equipments of the Licensee as approved by the Commission
 - d) Miscellaneous charges such as penal charges for exceeding contact demand, delayed payment surcharges and any other charges applicable if any, as approved by the Commission from time to time.
- 4.1.3 Clarifications sought by a consumer on the tariff applicable to him shall be provided by the Licensee to his satisfaction.

4.2 Metering and Billing :

4.2.1 Metering

4.2.1.1 Requirement of Meters

No new connection shall be given without a correct Meter unless exempted by the Commission and cut-out or a Miniature Circuit Breaker (MCB) or Circuit Breaker (CB) of appropriate specification. Installation of meters shall be as per regulations made by the Central Electricity Authority in this behalf, when such regulations are made.

In case of HT supply, if HT metering cannot be readily provided, LT metering may be provided on the LT side of the consumer's transformer. In such cases, electrical quantity for billing purposes shall be computed by adding three percent, or such other percentage as may be prescribed by the Commission from time to time, to the quantity registered by the LT meter towards transformation loss. This arrangement shall not continue for more than three months and the

Licensee shall arrange to install a meter on the HT side of the transformer within the said period.

Licensee shall have the right to replace/alter meters/metering equipments to take advantage of better technology available and to meet the requirement of Commission's Tariff Order. Licensee is also authorised to install any additional equipment / device considered necessary for better control, operational, efficiency and monitoring. In all such cases the consumer shall be required to provide appropriate and suitable space as required by the licensee. The Licensee may install remote metering device in the consumer premises in such cases the consumers shall provide access to the meter through his telephone line.

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

4.2.1.2.1 The licensee shall supply the meter and metering equipments, cut-out/ MCB/ CB/ load limiter to consumers at the time of giving new service connection or at any other time as required. The licensee shall keep the meter in proper working condition and the consumer shall pay the monthly rent, if any, for the meter and metering equipments at the rate approved by the Commission. If the licensee fails to keep the meter in proper working condition, the consumer shall not be liable to pay the meter rent for the period the meter remains defective, in case the licensee is not able to repair / replace the defective meter even after 15 days of complaint by the consumer. The consumer may supply his own meter duly tested at the licensee's / other. Commission approved testing laboratories and the same shall be installed and sealed by the licensee.

4.2.1.2.2 Meters will ordinarily be installed at the point of entry to the building/ premises, and will be fixed and installed according to the convenience of the Licensee on the consumer's premises on the ground floor where it could be accessible for reading and inspection at any time, or at such other suitable place as the Licensee shall decide and the consumer shall run his wiring from such point of supply. The consumer will be responsible for the safety of the meter from theft or damage. All EHT & HT consumers shall provide independent entry to the meter or metering cubical. In case of LT consumers meter and the cut-out/ MCB or, in case of HT /EHT consumers, meter, circuit breakers or any other associated equipment shall be installed by the Licensee at the point (s) of supply.

4.2.1.2.3 In case of semi-permanent (kuchha) houses the Distribution Licensee shall ensure that the meter is properly fixed on a wall or other safe location, and is accessible to the meter reader.

4.2.1.2.4 Whenever new meter / metering equipment is installed (as a replacement or for a new connection), the meter shall be properly sealed on behalf of and in the presence of representatives of both the parties. Both the representatives, witness to the sealing shall affix their signatures on the specified documents mentioning their full name and designation. The seal, name plates and distinguishing numbers or marks affixed on the meter and metering equipment shall not be broken, erased, altered or in any way interfered with by either party except in the presence of a duly authorised representative of the other party.

4.2.1.2.5 The consumer shall be responsible for safe custody of Meter(s), cut-outs/ MCB/ CB etc., except in cases where such meter(s), cut-outs/ MCB/ CB etc. are installed outside the premises of the consumers.

4.2.1.2.6 The licensee shall maintain a list of all the types of meters installed in its area of supply and make it available to the Commission when asked to do so. The information shall include the specification of each type of meter and the total number of units of each type in use, defective and in stock with the Licensee.

4.2.1.3 Testing of Meters

4.2.1.3.1 It shall be the responsibility of the Licensee to satisfy himself regarding the accuracy of the meter before it is installed and may test them for this purpose.

4.2.1.3.2 The Licensee shall also conduct periodical inspection/testing of the meters as per the following schedule:

Single phase meters: at least once every five years

LT 3 phase meters: at least once every 3 years

HT meters including MDI at least once a year.

Wherever practicable, CT and PT shall also be tested along with meters.

Records of these test results shall be maintained in accordance with Rule 57 of Indian Electricity Rules, 1956.

4.2.1.3.3 If required, the Licensee may remove the existing meter for the purpose of testing. The representatives of the Licensee 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.

4.2.1.4 Defective Meters

4.2.1.4.1 The Licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter, and the consumer shall provide the Licensee necessary assistance in conduct of the test. The consumer shall be allowed to be present during the testing.

4.2.1.4.2 A consumer may request the Licensee to test the meter (including the metering equipment) in his premises, if he doubts its accuracy, by applying to the Licensee. The licensee shall undertake such site testing if feasible and on payment of prescribed fee.

4.2.1.4.3 In all cases of testing of a meter in the laboratory, the consumer shall be informed of the proposed date of testing at least seven (7) days in advance, so that he may be present at the time of testing, personally or through an authorized representative. The signature of the consumer or his authorized representative, if present, shall be obtained on the Test Result Sheet.

4.2.1.4.4 If the meter, on testing, is found to be incorrect after testing, and the consumer does not dispute the test results, the meter shall be repaired by the owner of the meter and reinstalled after testing, or a new meter will be installed. The Licensee shall revise the bills as per the procedure given in Clause 4.2.2 (Billing).

4.2.1.5 Meter (Including Maximum Demand Indicator) Not Recording

4.2.1.5.1 The consumer is expected to intimate the Licensee in writing, as soon as he notices that meter has stopped/ is not recording. The Licensee shall acknowledge the intimation given by the consumer.

4.2.1.5.2 If during periodic or other inspection by the Licensee, any meter is found to be not recording, or a consumer makes a complaint in this regard, the Licensee shall arrange to test the meter. Meters should be replaced within a period specified in the Guidelines for Redressal of Consumer Grievance.

4.2.1.6 Reading of Meters

The readings of each meter shall be entered by such reader in the meter

card/ meter reading passbook made available by the licensee, which shall be open to the inspection of the consumer. The meter reader shall carry the photo identity cards provided by the licensee. Arrangements shall be made by the licensee to display the meter reading and payment status of high value consumers on the Internet.

4.2.1.7 Unscheduled Reading of Meters in cases of Change of Occupancy / Vacation of Premises for Domestic Consumers

It shall be the responsibility of the consumer to get his connection disconnected if he vacates the premises as otherwise he shall continue to remain liable for all charges.

Notice and request for disconnection is to be given by the consumer at least 7 days before the proposed date of vacation. The Licensee shall arrange to take a special reading of the meter after intimating the consumer.

4.2.1.8 Relationship to the Distribution Metering Code

The provisions for metering in Chapter III must be read in conjunction with the Distribution Metering Code. In case of any difference in the two codes however the provisions of the Supply Code shall prevail. The Electricity Supply Code covers the installations of meters, accessibility of meters, loss of meters, replacement and use of check meters and other requirements for consumers. It also includes the procedure for assessment of consumption in case of stopped/defective meters and resolution of disputes relating thereto in respect of consumers.

The Distribution Metering Code covers the practices for metering that shall be employed and the facilities that shall be provided for the measurement and recording of various parameters like active/reactive/apparent power/energy, power factor, voltage, frequency etc. The code specifies the requirement of calibration, testing and commissioning for metering equipments viz. energy meters with associated accessories, current transformers and voltage transformers. The code broadly indicates the technical features of various elements of the metering, data communication, and testing and calibration system.

4.2.2 **Billing**

4.2.2.1 Billing Frequency and Serving of Bills

Bill frequency for all categories of consumers should preferably be one month. Bills shall be served to the consumers every month giving them time of 15 days from date of presentation for payment. Any

deviation from this should be recorded in the bill indicating reason thereof.

The Distribution Licensee shall intimate the consumer of the due date on which he will receive his energy bill and also the due date for payment of his bills. This will normally be the due date for all billing cycles for that consumer. In case the due date falls on a holiday in any month, the next working day shall be the due date for that month.

The bill may be either sent by post or delivered at the premises of the consumer.

The Distribution Licensee shall endeavour to take monthly Meter Reading Instrument (MRI) downloaded for all connections where meters with MRI download facility are installed. If bills are prepared on the basis of MRI downloads or if meter reading is taken on the basis of remote meter-reading and the consumer wishes to have a record of the reading taken, he shall be allowed so by the officer/ personnel taking the meter reading.

4.2.2.2 Inaccessible Meter

If for any reason, meter is not accessible for reading, the Distribution Licensee shall send a notice in writing to the consumer to keep the meter available for reading at the time and date given in the notice. If after the notice being given as described, the consumer still does not provide access to the meter for reading, the Distribution Licensee shall be free to send a provisional bill together with a surcharge as applicable. The provisional bill shall be prepared on the basis of average monthly consumption of the previous financial year.

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 may be disconnected after serving due notice.

The above provision shall not apply in case of a domestic consumer who has given an advance intimation to the Distribution Licensee of the inaccessibility of the meter that covers the minimum / fixed charges for the duration of the proposed absence.

4.2.2.3 Disputed/Erroneous Bills

In the event of any objection in respect of the billed amount, the consumer may lodge a complaint before the designated officer as mentioned in the energy bill. The supply of electricity shall not be cut off if such person deposits, under protest, an amount specified under clause 4.3.1.2

For Redressal of a dispute in respect of a bill a consumer may register his complaint as provided in the 'Guidelines for Redressal of Consumer Grievances'.

If on investigation, the Distribution Licensee finds the bill to be erroneous, a revised corrected bill shall be furnished to the consumer indicating the revised due date. Excess amount paid by the consumer, if any, shall be adjusted in the subsequent bill and the date of issue of bill in which the amount is adjusted would be treated as the date of refund.

In case it is established that the meter reading recorded was incorrect, responsibility may be fixed and the Distribution Licensee may take suitable action against the erring employee.

In the event that investigations establish that the original bill was correct, and the consumer is liable to pay, claim for additional charges as applicable, being made by a separate supplementary bill furnishing all the relevant details.

The supplementary bill shall be paid within 30 days from the date of issue of the bill failing which the power supply to the consumer will be discontinued without further notice.

The Distribution Licensee shall provide quarterly feedback to the Commission on the analysis of disputed / erroneous bills.

In case the consumer is not satisfied with the decision on the dispute, he may take further action as provided in the Guidelines for Redressal of Consumer Grievance.

Above provisions shall also apply to electricity traders and open access consumers except where by mutual agreement the open access consumer and Trading Licensee agreed to vary those terms and conditions.

4.2.2.4 Procedure for assessment of consumption in case of incorrect or stopped meter

In the event of any meter being found prima-facie incorrect (which includes a stopped, slow, or fast meter) and where actual errors of reading cannot be ascertained, the assessed quantity of energy consumed shall be determined by taking the average consumption for the previous 3 months, proceeding the date on which the defect was detected or the next three months after correction whichever is higher and bill be prepared and presented accordingly.

For seasonal consumers, in event of any meter being found incorrect (which includes stopped, slow or fast meter) the quantity of energy consumed shall be determined by taking the average consumption of the

immediate identical 3 months period consumption. For consumers whose contract demand/ connected load varies in the concerned period, consumption should be assessed proportionate to the contract demand/ connected load.

It is the responsibility of the meter reader to note down the details of every stopped/ defective meter and to report promptly to the concerned officer of the licensee, who shall be responsible to take immediate steps to replace or repair the stopped / defective meter. In case where a check meter is in use, the consumption recorded in this may also be used for provisional billing, when the meter is removed for testing or otherwise, subject to adjustments against reading of the tested main meter to be installed subsequently, reconciling the reading of the check meter with reading of the test meter for an identical period.

4.2.2.5 Sample Check of Meters

The senior officers shall carry out the sample checking of meter readings as per the schedule drawn out by the licensee for this purpose. It should be the endeavour of the Distribution Licensee that at least 10% of LT meters are checked in a year by the team of officers, not below the rank of Junior Engineer or equivalent rank in case of LT consumers and Executive Engineer or equivalent rank in case of HT consumers.

4.2.2.6 Contents of the Energy Bill (Model Bill Format)

The bill for metered connections shall contain, interalia, the following details:

(A) General information :

Consumer number	Volt of supply	Category
Bill date	Bill no	Due date
Meter no	Metering voltage	
C/T ratio	P/T ratio	Multiplying factor (MF)
Name of consumer		
Full postal address of consumer		
Phone no., fax, e-mail address if available		
Connected load	Contract Demand	

Period of Bill	From	To
Previous reading (i)		Present reading (ii)
Difference (ii—i)		Units consumed (Difference x MF)
Maximum Demand		Power factor

(B) Bill_Part_

a) Energy Charges(In different Slabs)

i) First units@.....

ii) Next.....units@.....

iii) Next-----units@.....

iv) Balance-----units@.....

b) Fixed /demand charge@

c) Minimum Charge

d) Electricity Duty

e) meter rent @

f) Arrear (i) Principal

(ii) Surcharge

g) Transformer /equipment maintenance charge

h) Any other charge/ surcharge/rent
(To be specified)

i) P.f penalty

j) Gross billed amount

k) Less Interest on Security deposit due
(Period for which paid and interest rate to be specified)

- l) Less Rebate for HT
 - m) Gross amount payable
 - n) Less Rebate if paid within due date
 - o) Total amount payable
- (C) Other materials (may be printed in the reverse of the Bill)

Authority in whose favour cheque / Bank draft is to be issued.

The names(s) /address(es) of collection centres.

Working hours for collection of bills.

Designation, address and phone no of the official with whom grievance pertaining to bills, meter, meter reading etc. can be lodged.

Full contact address of the forum for Redressal of grievances of consumers.

The bill may contain additional information, if any, as desired by the Distribution Licensee and any other message that the Distribution Licensee may like to give.

4.3 DISCONNECTION OF SERVICE :

4.3.1 Disconnection due to non-payment

4.3.1.1 Where a person neglects to pay any charge for electricity or any other sum due from him to a Licensee, by the due date mentioned in the bill, in respect of supply, transmission or distribution or wheeling of electricity to him, the licensee may, after giving not less than fifteen (15) clear days notice in writing to such person and without prejudice to his rights to recover such charge or other sum by suit, cut off supply of electricity, until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid, but no longer.

4.3.1.2 The Licensee shall not be entitled to terminate the power supply in case person deposits under protest -

- (a) an amount equal to the sum claimed from him, or
- (b) the electricity charges due from him for each month calculated based on the average of past 6 months.

4.3.2 Disconnection on other reasons :

The licensee may also disconnect power supply to a consumer on any of the following grounds serving proper notice

- a) Mandated the Licensee to do so by a person with legal authority to issue such mandate
- (b) Entitled the Licensee to do so under an agreement with the consumer.
- (c) The Licensee reasonably believes that the consumer has contravened any of the provisions of these Regulations which entitle the Licensee to disconnect the supply.
- (d) The Licensee reasonably believes that failure to disconnect may or likely to cause a health hazard or safety risk or damage to property or to the consumer or to any other person; such as prevalence excessive leakage current as provided under 49 of the I.E. Rules, 1956.
- (e) The Licensee reasonably believes that the consumers installation does not satisfy with the applicable rules or any other reasonable requirements prescribed by the Licensee.
- (f) Reasonably knows that security provided by the consumer has become insufficient or the consumer has to provide additional security, which the consumer has failed to deposit within time limit prescribed.

4.3.3 Recovery of old dues :

Notwithstanding anything contained in any other law for the time being in force, 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.

4.4 Restoration of Power Supply :

If any service is disconnected on account of non-payment of electricity charges or any other charges due to licensee, the consumer has to pay the charges for disconnection and reconnection. The licensee shall restore the electrical supply within not more than four working hours after the consumer has produced the proof of payment of charges by consumer or compliance report on removal of any defect or discrepancy. However restoration of power supply will be attended to only between 8.00 AM to 6.00 PM except in case of supply of electricity for essential services like water supply, hospitals etc., and other important government services. Such requests of consumers seeking reconnect ion after 6.00 PM, shall be attended the following day before 12 noon.

Provided that the Licensee shall immediately reconnect the consumer if the Licensee has reasonably believes that omissions and commissions which led to the disconnection

4.5 TEMPERING, DISTRESS, OR DAMAGE OF ELECTRIC PLANT LINE AND METERS :

- 4.5.1 A consumer must provide and maintain sufficient protection to the metering and associated equipments to the satisfaction of the Licensee
- 4.5.2 The Licensee shall ensure that all electricity supply lines and equipment, which are belonging to the Licensee or under its control in the consumer's premises, are in a safe condition and in all respects are fit for supplying energy and further the Licensee shall take precautions to avoid dangers arising on such premises from such supply lines and equipment.
- 4.5.3 The consumer or the occupant of the premises or installation for which the Licensee has provided electricity service, shall not tamper or permit tamper, distress or damage the electrical plant, lines or metering equipment provided by the Licensee.
- 4.5.4 The Licensee may disconnect supply to the consumer if the consumer is found to have tampered or damaged the electric plant, line or meter of the Licensee during any inspections or other wise. Such disconnection shall be effected only after issuing a notice of not less than 24 hours.
- 4.5.5 The Licensee shall provide seals or other appropriate security devices in respect of metering equipment to detect interference and shall maintain a register maintaining consumer wise record of all relevant security devices and seals provided and changes made from time to time.
- 4.5.6 If the consumer or the Licensee or other authorised persons discover that the protective seal of the metering equipment has been broken, he shall notify the other party (Licensee or consumer as the case may be) immediately. The Licensee after receiving such notification shall replace the seal on the first occasion of visit and take meter reading.
- 4.5.7 If it appears to the Licensee that the metering equipment provided for supplying electricity to the consumer are defective, the Licensee must test the metering equipment and repair or replace the metering equipment as the case may be.
- 4.5.8 The cost of replacement of metering equipment as mentioned under 4.5.7 shall be borne by the consumer if the Licensee can reasonably establish that such damage to the metering equipment was due to the action of the consumer.
- 4.5.9 The Licensee may deny reconnection to the consumer if it is established that there are chances of such repeated occurrence.

4.6 Entry of licensee to consumer premises :

- 4.6.1 A Licensee shall ensure that its staff or authorised persons shall contact a consumer only during working hours for normal business purpose, unless the consumer has provided express approval.
- 4.6.2 While seeking entry into consumers' premises, the licensee's Staff or authorised person shall always visibly display / produce the proof of identity and shall inform the consumer of his reason for entry into the premises.
- 4.6.3 Subject to clause 4.6.2, Licensee or the authorised representative may enter any premises to which electricity is, or has been supplied by him or any premises or land, under, over, along across, in or upon which the electric supply lines or other works have been lawfully placed by him for the purpose of :
- a) Inspecting, testing, repairing or altering the electric supply lines, meters fittings works and apparatus for the supply of electricity belonging to the licensee,
 - b) Ascertaining the amount of electricity supplied or the electrical quantity contained in the supply; or
 - c) Removing where a supply of electricity is no longer required, or where the licensee is authorised to take away and cut off such supply, any electric supply lines, meters, fittings, works or apparatus belonging to the licensee.
- 4.6.4 A Licensee or any person authorised as aforesaid may also in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty four hours notice to the occupier -
- a) Enter any premises or land referred to in clause 4.6.3 for any of purposes mentioned therein
 - b) Enter any premises to which electricity is to be supplied by him for the purpose of examining and testing the electric wires, fittings, works and apparatus for the use of electricity belonging to the consumer.

However this 24 hours notice period will not be applicable for access to meter / metering equipment as provided under clause 4.2.1.2.

If a consumer refuses to allow a Licensee or any persons authorised to enter his premises in pursuance to, or refuses to allow him to perform any act which he is authorised by those clauses to perform or fails to give reasonable facilities, the Licensee may after expiry of twenty four hours from the service of notice in writing on the consumer, disconnect the supply to the consumer till such refusal or failure continues but no longer.

CHAPTER V : Wiring and Apparatus in Consumers Premises

5.1 Wiring on Consumer's Premises :

- 5.1.1 For the safety of the consumer and the public in general, it is necessary that the wiring on the consumer's premises should conform to the Indian Electricity Rules, 1956.
- 5.1.2 All electric lines equipment and apparatus should be of sufficient rating for power, insulation and estimated fault current and sufficient mechanical strength for the duty which they are required to perform and shall be constructed, installed, protected, worked and maintained in such a manner as to ensure safety of human beings, animal and property.
- 5.1.3 The relevant code of practice of BIS (Bureau of Indian Standard), including National Electric Code may be followed in all installations. However, in case of inconsistency the relevant provisions of the IE Rules 1956 shall prevail. The material and apparatus used shall conform to relevant BIS specification where such specifications are available.
- 5.1.4 All electrical installation works should be carried out by a licensed electrical contractor as required under Rule 45 of the Indian Electricity Rules, 1956.

5.2 Power Factor Apparatus :

The installation having induction motors and other apparatus (like fluorescent tubes and CFLs) shall have an overall power factor of not less than 85 % at the normal working load.

Consumers installing motors rated 3.0 HP and above or having motors with aggregate installed capacity is 7.5 HP and above, shall install power capacitors of suitable rating to maintain minimum power factor of 0.85.

Every consumer whose connected load includes welding transformer shall install LT shunt capacitors of adequate capacity to bring the power factor to at least 0.85. Supply to new consumers with welding transformer shall not be made unless LT capacitors of appropriate capacity are installed as per table below. In case of failure to install capacitor for welding sets, an additional 10 % on the total monthly consumption shall be billed. In case of welding loads given from the licensee's L. T. Distribution mains, feeding other consumers as well, the licensee reserves the right to impose restriction on their operation during peak load hours.

The existing consumers falling under the above mentioned categories, failing to install capacitor of required rating within such time as may be fixed by the licensee, an additional 10 % on the total monthly energy consumption shall be billed. If the power factor for any installation is below 0.85, penalty shall be levied per prevailing Commissions Tariff order. Units shall be rounded off to the second decimal place.

If a consumer does not install capacitor as required above and he claims that the power factor in his installation is maintained at , 0.85 lagging, he shall have to establish his claim by installation of continuous recording power factor recorder or similar equipments of type and accuracy acceptable to the licensee. In the event of power factor meter going out of order in any month, power factor for that period shall be calculated based on the power factor recorded by the meter in the previous month or the last month in which it was recording correctly. All such defective meters must be replaced by correct meters within 60 days

In case of welding loads given from the licensee's L. T. Distribution mains, feeding other consumers as well, the Board reserves the right to impose restriction on their operation during peak load hours. Supply to new consumers with welding.

5.3 Extensions and Alterations:

Should the consumer, at any time after the supply of energy has been commenced, desire to increase the number or size of lights, fans, motors, etc. in his premises or in any way alter the position of his wiring therein, notice thereof and need to change the connected load if any, shall be sent in writing to the licensee.

If as a result of such proposed extensions and alterations, there is possibility of an increase in connected load over the sanctioned demand, the consumer shall take steps to submit requisition for additional connected load. Failure to regularise the increase in connected load may result in billing at the penal rates, as provided for under the rules, and also result in disconnection of supply after due notice.

5.4 Rating of Installations, connected load, contract demand :

The connected load of domestic, commercial, general category of consumers billed (Fixed charge part) on connected load shall be determined as per the procedure given in Appendix 2. Normally survey of load shall be carried out once in two years. The licensee may also carryout verification of load in selected areas periodically. However, if the licensee has reasons to believe that a particular domestic connection or a group of domestic connections might be involved in unauthorised abstraction of power, the officer in-charge may conduct a survey of the consumer's premises at any time at his discretion.

The connected load of all categories other than those mentioned above shall be the aggregate of the manufacturer's rating of all energy consuming devices, in the consumer's premises which can be simultaneously used. This shall be expressed in kW, kVA or HP. During the process of determination of connected load, if the manufacturer's name plate is not legible, the Licensee may use suitable test to determine the load of any equipment or apparatus.

For the purpose of assessment (+/-) 5% allowance on the declared connected load of the consumer shall be allowed. No penalty shall be levied for increase of connected load within this limit.

Contact demand and Billing demand of categories of consumers to whom these are applicable, shall be as per Commission's tariff order.

5.5 Generator and inverter in the Consumer's premises :

No consent of /intimation to licensee is required to construct, maintain or operate a generating plant if operated in isolation from licensee's system. However, when a generating plant has an interface with licensee's system for parallel operation, the distribution licensee and owner of the generating plant shall comply with relevant provisions of AERC Distribution Code Regulations.

The plant, machinery and apparatus of any generating unit or an inverter (with battery back up for stand by power supply), shall be operated in an isolated mode. The change over system should completely isolate the supplier's system including the neutral. The neutral wire of an installation connected to supplier's neutral in no case should be used for power supply from generator or inverter.

CHAPTER V.A.0 : INTERFERENCE WITH SUPPLY MAINS & APPARATUS

5.A.1 A consumer shall not interfere with the supply mains or apparatus including the metering arrangement which may have been installed in his premises. The sealing of the metering arrangement will be done by an authorised officer/employee of the supplier in presence of the consumer or his representative. When an authorised officer or employee wants to break the said seal or otherwise interfere with the metering arrangement, he shall invite the presence of the consumer or his representative to witness it.

5.A.2 **PREJUDICIAL USE OF SUPPLY :**

5.A.2.1 The consumer shall not keep connected to the supplier's supply system any apparatus to which the supplier has taken reasonable objection or which the supplier may consider likely to interfere with or affect injuriously the supplier's equipment installed in his premises or the supplier's supply to other consumer.

5.A.2.2 The consumer shall not except to the extent herein prescribed, keep unbalanced the loading of the three phases of the supply taken by him from the supplier. The minimum permissible/difference in current between phases is 5%

5.A.2.3 The consumer shall not make such use of supply given to him by the supplier as to act prejudicially to the supplier's supply system in any manner whatsoever.

5.A.3 **MALPRACTICE :**

5.A.3.1 Malpractice : Contravention of any provision of the Electricity Act, 2003, the Indian Electricity Rules, 1956 or any other law/rule governing the supply and use of electricity, regulating order shall be treated as malpractice, and the consumer indulging in any such malpractice shall be liable under law/rule/order.

5.A.3.2 Subject to the generality of the above, cases mentioned hereunder, shall be generally treated as Malpractice :

- a) Unauthorised supply of electricity to any service which is disconnected by the Supplier.
- b) Exceeding connected load authorised by the Supplier.
- c) Addition, alteration and extension of electrical installation in the consumer's premises without permission of the supplier or extension to any premises other than the one for which supply was contracted for.
- d) Non-compliance of orders in force imposing restriction of use of electricity for rational and equitable distribution thereof.
- e) Use of electricity for any purpose other than that for which supply is contracted for.
- f) Resale of electricity without the permission of the supplier.
- g) Theft of electricity as detailed under Section 135(1) of The Electricity act 2003
- h) Obstruction to lawful entry of authorised officers/employees of the supplier into the consumer's premises.
- i) Interfering and tempering with the meter and metering system, as detailed under Section 135(1) and Section 138 of The Electricity Act 2003.

5.A.3.3 Disconnection for theft or other malpractices

The licensee may disconnect the supply if there are appropriate and sufficient reasons to suspect that the consumer is indulging in any of the malpractices noted above. The licensee shall serve in writing the reasons for such proposed disconnection along with the right of the consumer or the person in this regard to appeal against such disconnection. The notice will specify the time for effecting disconnection depending on the nature of the malpractice.

5.A.4 Method of assessment of the electricity charge payable in case of theft pending adjudication by the appropriate court.

Where a consumer is found to be indulging in a Malpractice with regard to use of electricity and use of device to commit theft of electricity the authorised officer under section 126 of the Act may without prejudice to any other action that may be taken against such a consumer ask him to pay compensation which shall be assessed as stated here in below :

5.A.4.1 Use of unauthorised Electricity/Load exceeding authorised /connected load : (Metered)

For such nature of malpractice, assessment bill will be made for the category

specified below as per the formula stated below for a period of maximum six months.

a. Domestic & Agriculture:- $1.5 \times M (B-A) \times 3 = \text{Rupees}$

b. Others:- $1.5 \times M (B-A) \times 6 = \text{Rupees}$

'A' denotes the authorised load as per agreement

'B' denotes the total connected load detected at the time of inspection.

'M' means relevant fixed charge/ minimum charge on the detected load as per tariff in force. This will be in addition to the normal bill. The excess load will be removed from supplier's mains. However, he may apply for the regularisation of the Load.

3 (three) in the formula means three months.

6 (six) in the formula means six months.

In case any damage of transformer or any other appliances of ASEB due to this unauthorised extension of load, the cost will be realised from the consumer in addition to the assessment bill.

5.A.4.2 Resale of Electricity :

In case of detection of resale of electricity by a consumer assessment bill will be raised at 1.5 times the rate of normal tariff for consumption by the said consumer for preceeding 3 (three) months for domestic and agricultural consumers and 6 (six) months for other consumers from the date of detection. This will be over & above, the normal electricity bills.

5.A.4.3 Interference with metering system :

If interference with the meter and metering system are detected such consumer will be served with compensation bill as per clause 5.4.1 without prejudice to supplier's right to take legal action as per provision of the relevant laws in force.

A consumer aggrieved by such assessment may, but only after depositing the assessed amount & within a fortnight of his receipt of the assessment notice (appended here to as *Annexure-3, 4 & 5*) appeal to the appropriate appellate authority as prescribed by the Government of Assam against such assessment.

5.A.4.4 Un metered use of Electricity (Theft of Electricity) :-

When a consumer indulges in the theft of electricity, the officer authorised in this behalf by the Government of Assam may without prejudice to its other right, will assess the quantum of electricity loss on the basis of

assessed consumption of detected category as per Table under 6.2.1.1 and connected load for a period of six months prior to the date of detection and will be billed at the rate of 1.5 times of the existing tariff.

5.A.4.5 Use of electricity for any purpose other than that for which supply is connected for:-

- i) If at any time the electricity supply is misused for the purpose other than that for which supply is contracted for and for the purpose for which higher tariff is applicable then the consumer is liable to pay the compensation bill at 1.5 times of the normal tariff applicable to the purpose for which the electricity is misused for the entire consumption for a period of 3 (three) months for domestic and agricultural consumers and 6 (six) months for other consumers. Such amount shall be paid by the consumer within a period of 7 days from the date of issue of the bill failing which power supply to the premises will be disconnected without further notice.
- ii) From the date of detection till such time the use of electricity for which a higher tariff is applicable, is discontinued and reported by the consumer in writing to the local officer concerned the consumer will be billed at normal tariff.
- iii) If the consumer wants to continue the use of electricity for which the higher tariff is applicable, he may apply to the supplier for regularisation observing all formalities of the supplier and executing a fresh agreement etc. Till such time the consumer will be billed at 1.5 times of the higher tariff.
 - a) Multiple malpractices :- If any consumer commits more than one malpractices in the same service connection will be dealt separately and compensation charges will be calculated separately for each malpractices and maximum of all will be charged.
 - b) In case it is found that metering system is not working properly and found to be incorrect (which includes stop, slow or fast) and the reason is not attributed to the consumer, the bill for the period of such defects should be raised for a period of 6 (six) months preceeding the date of detection at normal rate of the appropriate category. The procedure for assumption will be governed by the clause 4.2.2.4

NOTE : Institution of prosecution : Any officer/employee authorised to inspect and deal with cases of malpractices and theft of electricity may launch prosecution as an aggrieved person as mentioned in Section 126 & 135 of the Electricity Act, 2003. Further, any offence committed in terms of Section 136,138,139 and 141 of The Electricity Act 2003 shall be punishable as per provision of Section 137 and 140 of the Act.

5.A.5 Appeals: -

- 5.A.5.1 A consumer aggrieved by such assessment may appeal to the appellate

authority as prescribed as per Section 127 of the Act accompanied by a fee of Rs 100.00 (Rupees one hundred only) within a period of 7 days from the date of receipt of the assessment notice/bill under intimation to the office of issue by depositing the following amounts :

- a) Interference with metering system/theft of electricity - 50 % of the assessment bill
- b) For others - 33.33 % of the assessment bill

5.A.5.2 Consumer is liable to pay interest on the amount finally decided by the appellate authority less the amount paid by the consumer before the due date if any, from the due date of the original assessment bill.

5.A.5.3 The appellate authority shall decide the case expeditiously and communicate the orders thereon to the consumer and the office of issue. The consumer shall pay the amount if any as decided by the appellate authority together with interest within fifteen days from the date of submission of the bill from the office of issue failing which the power supply will be disconnected without further notice.

5.A.5.4 In case any amount becomes refundable as per the decision of the appellate authority such amount will be adjusted towards future electricity bill of the consumer.

Chapter VI : Agreement and Security Deposit

6.1 Agreement :

In case of LT (up to 650 volt) Agreement between the License shall eventually be drawn in the Format Annexure 1 (Application and Agreement form). For HT consumers Agreement shall be drawn in a standard format of licensee, approved by the Commission.

A consumer shall have the option to reduce his contract demand at interval not less than two years.

6.2 Security deposit :

The licensee may require any person, who requires a supply of electricity, to give him reasonable security, for the payment to him an amount which may become due to him -

- a) in respect of consumption of electricity — load security, and
- b) in respect of the electricity meters / metering equipments provided to such persons — meter security.

6.2.1 Load Security :

All Consumers shall have to deposit an amount as approved by the Commission in cash/bank draft against his/her consumption as load security to ensure payment of his/her monthly energy bill as per schedule of tariff applicable from time to time.

6.2.1.1 Computation of load Security

The security deposit amount required to be maintained with the Licensee will be computed as follows:

A sum equal to two months charges (energy charge + fixed / demand charge) calculated in prevailing tariff at monthly average consumption of last financial year.

The new consumers shall pay an initial security deposit based on the table of estimated consumption per category of consumers given below :

Sl. No	Category	Estimated consumption (Per kW/Month)
1	Domestic	60
2	Commercial	120
3	General Purpose	100
4	Public lighting	300
5	Public water works	120
6	Irrigation	120
7	Small Industry - Rural and Urban (connected load up to 25 kVA)	
	Rural	50
	Urban	100
8	HT-I Medium Industries (connected load above 25 kVA to 100 kVA)	100
9	HT-II Large Industries (connected load above 100 kVA to 2500 kVA)	150
10	HT-II Extra Large Industries (connected load above 2500 kVA)	250

Sl. No	Category	Estimated consumption (Per kW/Month)
11	Bulk Supply (connected load not less than 50 kVA)	
	(a) Govt. Educational Institution	150
	(b) Others	150
12	Tea, Coffee, and Rubber Garden	200
13	Oil and Coal	250

6.2.1.2 Review of load Security:

- 6.2.1.2.1 The amount of the security deposit obtainable from a consumer shall be reviewed every year on the basis of consumption of the previous year . The consumer shall be required to pay additional security deposit /shall be refunded the amount if the he two times the monthly average bill based on his consumption during the previous financial year exceeds/or lower than the amount of security deposit held by the licensee by 20 %, the Licensee will review the amount of security deposit maintained by the consumers. All existing consumers of a licensee whose security deposit held falls short of amount worked out as above, the difference becomes payable by the consumers as security deposit within 30 days from the date of service of notice. On failure of depositing within the stipulated time the consumers shall be liable to be disconnected without any further notice. Excess if any may be refunded within 30 days of assessment
- 6.2.1.2.2 The Licensee shall serve a notice within 15 days of the additional security deposit getting due. If the consumer fails to pay the additional security deposit within 30 days of the date of service of the notice, the Licensee is entitled to refuse or discontinue the supply of electricity so long as such failure continue.
- 6.2.1.2.3 The licensee shall appropriate the load security towards the payment of charges due to Licensee immediately after 60 days of disconnection if the consumer fails to clear the outstanding dues against which the disconnection has been carried out.
- 6.2.1.2.4 The consumer shall on being served a notice in writing by the licensee from time to time replenish such security in the event of it becoming exhausted or insufficient. The security deposit amount to be recovered from the consumer or to be refunded to the consumer may be served with the

electricity bill of the consumer. If the consumer fails to replenish the security within 15 days of the date of service of the notice the licensee may without prejudice to any other remedy, which the licensee may be entitled to refuse or discontinue the supply of electricity so long as such failure continues. If a consumer so desires, the licensee may offer three equal instalments for the payment of the additional security deposit.

6.2.1.2.5 In the case of consumers who were sanctioned additional Contract Demand, the additional consumption deposit shall be calculated based on the estimated additional energy consumption as if it is a new service.

6.2.2 Meter security

The amount of Security deposit for Meter shall be as may be fixed from time to time.

6.3 Interest on Security Deposits :

The distribution licensee shall pay interest on security deposit of consumer at a rate equal to RBI rate as on 1st April of the financial year plus one percent; the amount of interest accrued shall be adjusted in the electricity charges payable in the month of June every year.

6.4 Surcharge for belated payment of Security Deposit :

All consumers shall pay the Security Deposit or additional security deposit within thirty days from the date of the demand notice. If there be any delay in payment the consumer shall pay surcharge thereon equal to 1.5% per month or such other percentage to be fixed by the Commission from time to time, of the demanded amount for each month of delay or part thereof.

6.5 Release of Security Deposit :

The security deposit shall be returned to consumer, upon termination of the agreement and after adjustment of all dues, within 60 days of completion of formalities. In case of delay beyond 60 days period, an interest at the rate stated in clause shall be payable to the consumer.

CHAPTER VII : Miscellaneous

7.1 Prejudicial use of supply :

The consumer shall not keep connected to the Distribution Licensee's supply system any apparatus to which the Distribution Licensee has taken reasoned objection or which the Distribution Licensee may consider likely to interfere with or affect injuriously the Distribution Licensee's equipment or other distribution licensee's supply to other consumers.

The consumer shall not make such use of supply given to by the Distribution Licensee as to act prejudicially to the Distribution Licensee's supply system in any manner whatsoever.

7.2 Notice to the consumer and serving of notice

7.2.1 Any notice, letter, order or document addressed by the Distribution Licensee to the consumer shall be deemed to be duly given, if served in writing addressed to the consumer and delivered by hand at, or sent by post/ courier or under certificate of posting to the address specified in the consumer's requisition or in the agreement with the consumer if entered into or as subsequently notified to the Licensee. In case there is no person on the premises to whom the notice can with reasonable diligence be delivered, the notice may be served by affixing it on some conspicuous part of the premises.

7.2.2 The Distribution Licensee may serve any general notice like message regarding load regulatory measures, applicability of new tariff or change in due date of payment etc. in a widely circulated local newspaper.

7.3 Force Majeure:

The Distribution Licensee, Trading Licensee, or Transmission Licensee 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 of supply is due, either directly or indirectly, to war, mutiny, civil commotion, riot, terrorist attack, flood, fire, strike (subject to certification by Labour Commissioner), lockout (subject to certification by Labour Commissioner), cyclone, tempest, lightning, earthquake or act of God.

7.4 Additional terms of supply :

The licensee may require any person to who requires a supply of electricity in pursuance of section 43 of the Act to accept —

- a) Any restriction, which may be imposed for the purpose of enabling the licensee to comply with regulations made under Section 53 of the Act.
- b) Any terms restricting any liability of the licensee for economic loss resulting from negligence of the consumer.

7.5 Pro rata charging of fixed charge in case of failure to supply power

In case the Distribution Licensee is unable to supply power to a consumer who is not otherwise a defaulter, disconnected or unconnected for a period of 240 hours or more in a calendar month, the Distribution Licensee shall charge the consumer applicable fixed charges if any pro-rata basis for the hours power was available.

This facility will be provided to consumers with metered connections only.

7.6 Unforeseen Circumstances

If any circumstance not envisaged by the provisions of the AERC Electricity Supply Code 2004, should arises which is likely to cause loss, damage or hardship, the Distribution Licensee shall, to the extent reasonable and practicable in the circumstance, determine necessary action in good faith and in consultation with all

affected parties . The Distribution Licensee shall promptly refer all such unforeseen circumstances, and any such determination to the AERC for consideration.

7.7 Power to remove difficulties:

If any difficulty arises in giving effect to any of the provisions of this Code, the matter may be referred to the Commission who after consulting the parties affected, may pass any general or special order, not inconsistent with the provisions of the Act or any other enactment relating to supply of electricity for the time being in force, which appears necessary or expedient, for the purpose of removing the difficulty.

7.8 Interpretation:

These regulations shall be read and construed as being subject, in all respects, to the provisions of the Electricity Act 2003 (No 36 of 2003), as amended from time to time and the Rules made there under, the Indian Electricity Rules, 1956 and to the provisions of any other law relating to the supply of electricity for the time being in force; and nothing contained in this Code shall abridge or prejudice the rights of the Distribution Licensee and the consumer under any Central Act or State Act or Rules made there under.

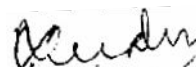
In case of any dispute in meaning or scope or interpretation of this Code, the interpretation of the Commission shall be final and binding on all concerned.

7.9 Savings :

Nothing in these Regulations shall bar the Commission from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Commission, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

Nothing in these Regulations shall, expressly or impliedly, bar the Commission dealing with any matter or exercising any power under the Act for which no Regulations have been framed, and the Commission may deal with such matters, powers and functions in a manner it thinks fit.

(By order of the Commission)



(Smti Neelima Dewri Dutta, ACS)

Secretary,

Assam Electricity Regulatory Commission

Annexure 1: Application and Agreement form -Low Tension Service Connection

(Refer to clause 3.7.1)

(Please strike-off the purpose that is not applicable)

To,

.....
.....
.....

-
- Requisition for :
- (a) New connection
 - (b) Temporary connection From
 - (c) Existing Connection
 - (i) Extension of load/contract Demand
 - (ii) Reduction of load/Contract demand
 - (iii) Shifting
 - (iv) Change in name/
 - (v) Change in category of consumer
 - (vi) Others (to specify)

Consumer No. (for existing consumers only)

Sir,

I / We request you to supply electricity to my / our premises (new / temporary / existing connection for change as mentioned above). The requisite information is furnished below:

1. Name of the Applicant
(In block letters)
2. Individual / Govt Deptt. / Other organisation
3. (a) Name of father / husband (in case of individual)
(b) Name of Department / Organisation
(with Designation of Applicant if applicable)
4. (a) Full address for correspondence and sending bills
(b) Address of the premises where a new connection is hereby applied for/ the existing connection is proposed to be shifted:
House No. / Plot No. : _____
Road : _____
Lane : _____
Area / Colony : _____
Town : _____
District : _____
PIN : _____
Telephone No : _____
E-mail : _____
5. (a) Built-up area of the premises _____ sq metre
(b) Height of the Building :
6. Purpose /Category of supply :
7. Proposed Connected Load :
(a) For domestic, commercial and general purpose Supply : _____ Watts
(Please fill-up and attach format Appendix 2 - for determination of connected load.)

- (b) For other categories please fill up the following (Attach duly signed separate list if required)

Item	Load per item (Kw)	No.	Total load (Kw)

8. Distance from the nearest distribution mains to the expected point of connection :

(The above information provided by the consumer will only be treated as indicative. During feasibility study the Licensee will determine the point of distribution mains and the route through which the cable/ service connection will be drawn)

9. Any electricity dues outstanding in Licensee's area of operation in consumer's name : Yes/ No

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

(For serials 9 & 10 if the answer is 'Yes' in any case please provide details)

11. I / We hereby declare that the information provide in this application is true to my knowledge.

I / We have read the Assam Electricity Supply Code and Connected Matters Regulations and agree to abide by the conditions mentioned therein.

I / We agree to deposit an amount as security deposit for load and also for meter (if applicable) before the connection is provided to me and also additional amounts from time to time as, may be due from me, against demand raised by the license, within specified time.

I / We shall deposit electricity dues, every month, as per the applicable electricity tariff and other charges.

I / We shall owe the responsibility of security and safety of the meter, cut-out and other suppliers within my /our premises the installation.

Date :

Signature of the consumer /

Authorized signature

Place :

Name :

Designation (if any) :

Organisation :

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

- (a) Proof of legal occupation of the premises along-with the copy map of the premises/ land, indicating proposed point of supply, duly approved by the local authority. In case of streetlights the location of street light poles shall be indicated in the map.
- (b) Approval / permission of the local authority, if required under any law / statute.
- (c) In case of a partnership firm, partnership deed.
- (d) In case of a Limited Licensee, Memorandum and articles of Association and Certificate of incorporation.
- (e) Proof of permanent residential address of the applicant.
- (f) Electrical Contractor's Test Report (In appendix 3)

Note : The Contractor's Test report may not be submitted with the Application but the supplier may require at least 7 days time for providing the connection after receipt of the Test Report.

Agreement Part

(Not to be filled up by consumer while submitting the application)

1. Name of consumer
2. Voltage of supply
3. Single or three phase
4. Category of supply and tariff
5. Connected load
6. Contract demand
7. Ownership of meter
8. Point of commencement of supply
9. Extension /Service connection work will be done by licensee/consumer(Delete which is not applicable
10. Any other matter

In witness there of _____ (Name and designation of Licensees authorised Executive) acting for and behalf of the Distribution Licensee and _____ (consumer) have hereunto set their hands and seal on this _____ day of the month of _____ of the year _____.

On behalf of licensee

Consumer
Name and address

Signature

Seal

Place

Witness

Witness

1

1

2

2

Annexure 2 : Application form - High Tension Service Connection

New Connection / Shifting of Premises / Change in Contract Demand / Change of Tariff
Category / Change of Name of Consumer

(Please strike-off the purpose that is not applicable)

To,

Sir,

I / We request you to supply electricity to my / our premises (new / existing for change as above). The requisite information is furnished below:

1. Name of applicant : _____

2. Name of father/ husband/ organisation (with designation) :

3. Full Address of the premises where a new connection is hereby applied for / the existing connection is proposed to be shifted :

PIN : _____

Telephone No : _____

4. Consumer No. (for existing consumer) : _____

5. Voltage at which supply is required (kV):

11 kV	33 kV	132 kV	220 kV
-------	-------	--------	--------

(Please strike-off category not applicable and tick the category applicable)

6. Type of supply : Permanent/ Temporary

(Please strike-off type not applicable and tick the type applicable)

7. If temporary, specify period – From: _____ To: _____

8. Present status of progress electrical installation works

9. Total Connected Load : _____

10. Phasing of contract demand (CD) :

Sl. No.	CD required (kVA)	Tentative Date from which required	Remarks

11. Purpose for which electricity is required : _____

12. Category of tariff opted for : _____

13. Production capacity(if applicable) : _____

14. Category of Industry : SSI/ MSI/ LSI(if applicable)

(Please strike-off category not applicable and tick the category applicable)

-
-
15. Any electricity dues outstanding in Licensee's area of operation in the consumer's name :
Yes/ No
16. Any electricity dues outstanding for the premises for which connection applied for :
Yes / No
17. Any electricity dues outstanding with the Licensee against any firm with which the consumer is associated with any firm as an Owner, Partner, Director or Managing Director : Yes/ No

(For serial 15, 16 & 17 if answer is 'Yes' in any case please provide details)

I / We hereby declare that

The information provided in the form above is true to my knowledge.

I / We have read the Assam Electricity Supply Code and agree to abide by the conditions mentioned therein.

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

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

Signature of the consumer / authorised signatory

Date : _____

Place : _____

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

1. Proof of ownership of the premises.
2. A map indicating therein the proposed location of the plant/ office and the point where supply is required. The map should normally be of the scale of 1 cm representing 1200 cm.
3. Licence / 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 statute.
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.
8. List of equipments proposed to be installed along with the expected load.
9. Resolution for authorised signatory.
10. Registration from Industries Department.
11. **Test Report from Electrical Contractor. This may not be submitted with the application but must be submitted before 15 days of the date on which supply is required.**

Annexure 3: (For disconnected consumer)

(as per second proviso of Clause 5.A.4.3)

Initial Assessment Bill

(This is a model form for submission of compensation bill to be assessed by the authorized officer of the Licensee as per Electricity Supply Code and Related Matters Regulations, 2004(1st amendments) 2007, when a consumer is found indulging in malpractice but service has already been disconnected).

Memo No. Date

Hours of issue

Place

From : To :

Reference :

Dear Sir(s) / Madam,

This compensation bill is being served on you, which has been assessed on the basis of the Clause 5.A.3 & 5.A.4 of Electricity Supply Code and Related Matters Regulations, 2004 (1st Amendments) 2007.

Evidences revealed that you were directly or indirectly involved in the act of malpractice for which your service connection was disconnected on as per Notice No.

A statement showing you involvement alongwith the assessment bill are being enclosed herewith as Annexure - I & II respectively.

Unless the amount of the assessment bill alongwith the reconnection charges are received, the service connection shall not be reconnected.

Please note that Non-payment of the amount or the assessment bill shall be treated as arrears against you.

An appeal may be preferred by you against the amount of the assessment bill to the appellate authority, namely Please acknowledge receipt.

Place :		Thanking you, Yours faithfully,
Date :		Signature Seal of authorized officer of licensee

Acknowledgement

I / We, Shri consumer No. Meter No.
 hereby acknowledge receipt of your compensation bill No.
 dated

Place :		Signature of consumer Address
Date :		

- N. B. 1. The compensation assessed by the authorized officer shall be presented in the form of a bill to the consumer personally or by Registered Post. Action taken should be communicated to all concerned authorised officers including appellate authority.
2. Unless otherwise directed by the appellate authority such disconnected service connection shall not be reconnected without receiving payment of compensation bill along with reconnection charges.

Annexure 4: Notice to be served before 7 days of disconnection

(as per second proviso of Clause 5.A.4.3)

**(Involved in cases of malpractice but not disconnected)
Initial assessment bill**

Memo No. Date

Hours of issue

Place

From : To :

Reference,

Dear Sir(s) / Madam,

This compensation bill is being served on you, which has been assessed on the basis of the Clause 5.A.3 & 5.A.4 of Electricity Supply Code and Related Matters Regulations, 2004 (1st amendments) 2007.

Evidences revealed that you were directly or indirectly involved in the act of malpractice.

A Statement showing your involvement alongwith the assessment bill are being enclosed herewith as Annexure I & II respectively.

You are requested to pay the amount of the assessment bill within 7days from the date of presentation of the bill failing which the amount in the assessment bill shall be treated as arrear dues against you and your service connection may be disconnected as per Section 126 of the Electricity Act, 2003.

An appeal may be preferred by you against the assessment bill to the appellate authority, if you so desire namely

Please acknowledge receipt.

Thanking you,

		Yours faithfully,
--	--	-------------------

		Signature Authorized officer of the licensee
--	--	---

Acknowledgement

I / We, Shri consumer No. Meter No.
 hereby acknowledge receipt of your assessment bill No.
 dated

Place :		Signature of consumer
Date :		Address

Hours of acknowledgement

- N. B. 1. The amount of compensation assessed by the authorised officer shall be presented to the consumer personally or by Registered Post. He will inform about the action taken to all concern authorised officers including the appellate authority.
2. Unless otherwise directed by the appellate authority, the service connection shall be disconnected on expiry of the scheduled date of payment indicated in the compensation bill as per Section 56 of the Electricity Act, 2003.

Annexure 5: Notice to be served before 24 hours of disconnection

(as per second proviso of Clause 4.5.4 & 5.A.3.2)

(Involved in cases of malpractice involving taping & tempering of energy meter, etc)

Memo No. Date

Hours of issue

Place

From :

To :

Reference,

Dear Sir(s) / Madam,

Evidences revealed that you were directly or indirectly involved in the act of malpractice as defined in Clause 4.5.4 and 5.A.3.2 of AERC (Electricity Supply Code and Related Matters) Regulations, 2004 (Ist Amendments) 2007 read with section 50 of the Electricity Act 2003.

A Statement showing your involvement is being enclosed herewith as Annexure I

If you remove the unauthorized portion of the load/ cost of energy meter as the case may be within 24 hours and confirm the same action with a fresh test report and furnish an undertaking not to repeat such malpractice in future your service line will not be disconnected, failing which your service connection shall be disconnected as per Clause 4.5.4 and 5.A.3.3 of AERC (Electricity Supply Code and Related Matters) Regulations, 2004 (Ist amendments) 2007 read with section 50 of the Electricity Act 2003.

You are requested to appear in the office of the -----during the working hours on -----date for collection of provisional assessment bill assessed as per provision of Clause 5.A.4 of AERC (Electricity Supply Code and Related Matters) Regulations, 2004 (Ist amendments) 2007 for compensation of the loss to the utility due to you committing malpractice.

Your service will remain disconnected without prejudice to the other actions in terms of the provisions of the Electricity Act, 2003 and will not be reconnected till the assessed amount and reconnection charge is paid by you in full.

You may represent in writing before the appellate authority, if you so desire namely
.....

Please acknowledge receipt.

Thanking you,

		Yours faithfully, Signature Authorized officer of the licensee
--	--	--

Acknowledgement

I / We, Shri consumer No. Meter No.
 hereby acknowledge receipt of your notice No.
 dated

Place :		Signature of consumer
Date :		Address

Hours of acknowledgement

N. B. 1. Unless otherwise directed by the appellate authority, the service connection shall be disconnected on expiry of the scheduled time indicated in the notice as per Section 50 of the Electricity Act, 2003.

Appendix 1 :
Norm of Preparation of Estimates

(Clause 5.1)

Sl. No.	Item	Cost	Example
1	Material Cost (As per estimate to be attached)	A	1,00,000
2	Transportation & Storage	5% of A	5,000
3	Sub Total	B	1,05,000
4	Labour Charge	15% of B	15,750
5	Contingency	3% of B	4720
6	Supervision	15% of 4	2,363
	Total		1,27,833

Note :

- 1) In case of material supplied by consumer, such costs are to be deducted.
- 2) In case materials are supplied at site by the consumer, transportation and storage charge shall not be charged.

**Appendix 2 : Determination of Connected Load
(Clause 5.1)**

For Domestic / General Category / Commercial Connection only

Name of the consumer : _____

Address : _____

Consumer Number (for existing connections) : _____

Electrical equipments proposed to be put to use: *(the following table provides norm for assessment of the connected load. Normally the actual load of each item will be considered to assess the connected load at the premises. In case of non-availability of the rated capacity of any item, the load shown below shall be considered.)*

Item	Load per item (Watts)	No.	Total load (Watts)
1	2	3	4 = 2x3
Bulb	60		
Tube light	50		
Fan	60		
Tape-recorder/ Music system	100		
Television	90		
Mixie	375		
Electric iron	750		
Fridge	150		
Cooler	250		
Heater (for cooking and water heating)	1000		
Washing machine	750		
Geyser	2000		

Item	Load per item (Watts)	No.	Total load (Watts)
Microwave oven	2000		
Air Conditioner (1 ton)	1500		
Air Conditioner (1.5 Ton)	2250		
Computer	100		
Printer	150		
Pump-set (Actual)	375		
Spare plug points*			
(a) 5 Amp	100		
(b) 15 Amp	1000		
Others - on Actuals			
	Total		

* 1/3rd of the total unused plugs in case of domestic and general purpose supply and 50% (half) of the plug points of the commercial category shall be counted for computing connected load.

Note : 1. Assesed load may be up to 105% Of approved connected load.

Date : _____

Place : _____

Signature of the Consumer

Signature of the Licensee's
assessing official

Designation

Accepted in behalf of Licensee

Signature

Designation

3. Test Result - of test carried out by

the Licensed Electrical supervisor/
contractor on

a) Insulation Test between conductor and earth.

b) Insulation test between conductors.

c) Polarity to S. P. Switches.

d) Earth resistance value of consumer's earth.

Voltage Sl. No. of Insulation Meger.

Sl. No. of Earth Tester

Date of Test

4. Signature of Licensed Supervisor who supervised and tested the work with date

Supervisor's Permit No.

(Parts Valid upto

5. Signature of licensed Wiremen who carried out the

work with date

a) Permit No.

b) Permit No.

c) Permit No.

6. Signature of Licensed Contractor with date

Contractor's License No.

Class Limit up to

Validity up to

For Consumer/Prospective Consumer :

I am satisfied that the Electrical Supervisor of the Contractor has carried out the required Tests.

Date

Signature:

Name :

For the use of Supplier:

Results of Tests arrived by Supplier under Rule 47 of the Indian Electricity Rules 1956.

Test	Results	Remark
1) Insulation Resistance Test		
2) Earth Test		
3) Additional Remarks		

Tested By

Signature

Name

Designation

Date

Connection Order:

The above mentioned installation is inspected and tested and is found to be safe for connection to this supplier's mains.

Authorised Officer of the Licensee

Mrs. NILIMA DUTTA DEURI,
Secretary,
Assam Electricity Regulatory Commission, Guwahati.