

UTTARAKHAND ELECTRICITY REGULATORY COMMISSION

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Notification

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UERC (THE ELECTRICITY SUPPLY CODE) REGULATIONS, 2007

No. F-9(16)/RG/UERC/2007/70: In exercise of powers conferred under Section 181 read with Section 50 of the Electricity Act 2003, and the Electricity (Removal of Difficulties) Order, 2005, and all powers enabling it in that behalf, Uttarakhand Electricity Regulatory Commission hereby makes the following Regulations:

CHAPTER 1: GENERAL

1.1 Short title, commencement and interpretation

- (1) These Regulations may be called the Uttarakhand Electricity Regulatory Commission (The Electricity Supply Code) Regulations, 2007.
- (2) These Regulations shall be applicable to all the Distribution and Retail Supply Licensees including Deemed Licensees and all its consumers in the State of Uttarakhand.
- (3) These Regulations shall come into force on the date of the publication in the official Gazette.
- (4) These Regulations shall be interpreted and implemented in accordance with, and not at variance from, the provisions of the Electricity Act, 2003 read with the Indian Electricity Rules, 1956 and any CEA regulations in this regard.

1.2 Definitions

- (1) In these Regulations, unless the context otherwise requires:
 - a) "Act" means the Electricity Act, 2003;

- b) "Apparatus" means electrical apparatus and includes all machines, fittings, accessories and appliances connected to the Electrical Distribution System;
- c) "Applicant" means owner or occupier of premises, who makes an application to a licensee for supply of electricity;
- d) "Area of Supply" means the geographic area within which Licensee is for the time being authorized by his license to supply electrical energy;
- e) "Assessing Officer" means an officer designated as Assessing Officer by Government of Uttarakhand under provisions of Section 126 of the Act.
- f) "Authorised Officer" means an officer designated as Authorised Officer by the Government of Uttarakhand under provisions of Section 135 of the Act;
- g) "Average Power Factor" means the ratio of kWh to the kVAh (kilo Volt Ampere Hour) supplied during the period;
- h) "Billing cycle" means the period for which the bill is raised;
- i) "Billing demand" means highest of the following:
 75% of contracted load
 or
 maximum demand indicated by the meter during the billing cycle;
- j) "Breakdown" means an occurrence relating to the equipments of the distribution system of the licensee including electrical line up to the consumer meter that prevents its normal functioning;
- k) "CEA" means the Central Electricity Authority;
- l) "Commission" means Uttarakhand Electricity Regulatory Commission;
- m) "Connected load" means aggregate of the manufacture's rating of all energy consuming apparatus duly wired and connected to the power supply system of licensee including portable apparatus in the consumer's premises. This shall not include the load of spare plug, sockets, load exclusively installed for firefighting purposes. The load of either water and room heating or room cooling apparatus,

whichever is higher, shall be taken into account.

Connected load shall be used only for the purpose of assessment in case of direct theft or dishonest abstraction of energy or un-authorised use of energy;

- n) "Contracted load" means the load in kW/HP/kVA(kilo Watt/Horse Power/kilo Volt Ampere) which the Licensee has agreed to supply from time to time subject to the governing terms and conditions and is different from the connected load;
- o) "Demand charges" means the amount chargeable for the billing cycle or billing period based upon the billing demand in kVA;
- p) "Developer" means a person or company or organization or authority that undertakes development of an area for residential, commercial or industrial use and includes development agencies (like MDDA etc.), colonizers, builders, cooperative group housing societies, associations etc;
- q) "Distribution System" means the system of wires and associated facilities used for distribution/supply of electricity between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;
- r) "Electrical Inspector" means a person appointed as such by the Appropriate Government under sub-section (1) of Section 157 of the Electricity Act, 2003 and also includes the Chief Electrical Inspector;
- s) "Electricity Rules" means the Indian Electricity Rules, 1956 to the extent saved by the Act or the rules made under the Electricity Act thereafter;
- t) "Energy charges" means the charges for energy actually consumed by the consumer in kWh/kVAh (kilo Watt Hour/kilo Volt Ampere Hour) as the case may be, in any billing cycle. Demand/Fixed charges, wherever applicable, shall be in addition to the energy charges;
- u) "Extra High Tension (EHT)" means the voltage 33000 Volts and above under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956;

- v) "Electrified Area" would mean areas falling under all municipal corporations, municipalities, municipal councils, town areas, notified areas and other municipal bodies and in villages declared electrified by the licensee/state government;
- w) "Fixed Charges" means the amount chargeable for the billing cycle/billing period based upon contracted load;
- x) "Forum" means the concerned Grievance Redressal Forum established under section 42(5) of the Act, and the Regulations made by the Commission there under;
- y) "Government" means the Government of Uttarakhand;
- z) "High Tension (HT)" means the voltage between 650 volts and 33000 Volts under normal conditions subject to the percentage variation permissible under the Indian Electricity Rules 1956;
- aa) ¹["....;]
- bb) "Licensee" means any person licensed under Part IV of the Act;
- cc) "Load Factor" is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the connected load been maintained throughout the same period and shall usually be expressed as the following percentage:

$$\text{Load Factor (\%age)} = \frac{\text{Actual units consumed in a given period}}{\text{Connected load in kW} \times \text{No. of Hours in the period;}} \times 100$$
- dd) "Low Tension (LT)" means the voltage of 230 volts between phase and neutral or 400 volts between any two phases under normal conditions subject to the percentage variation permissible under the Electricity Rules;
- ee) "Maximum demand" means the highest load measured in kVA or kW at the point of supply of a consumer during consecutive period of 30 minutes or as specified by the Commission, during the month;

¹ Removed by UERC (Release of New LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 notified vide No. F-9(12)/RG/UERC/2013/1466 (w.e.f. 29.01.2013).

ff) "Meter" means a device suitable for recording consumption of electrical energy supplied or any other parameter during any specified period and shall include, wherever applicable, other associated equipment such as CT, PT etc. necessary for such recording.

It shall also include any seal or sealing arrangement provided by the Licensee for preventing unauthorised use of electricity;

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

hh) "Outstanding dues" means all dues pending on said premises at the time of disconnection plus late payment surcharge subject to section 56(2) of the Electricity Act, 2003;

ii) "Premises" for the purpose of these Regulations means land or building or part or combination thereof in respect of which a separate meter or metering arrangement have been made by Licensee for supply of electricity;

jj) "Rural areas" means all areas other than Urban areas;

kk) "Service Line" means an electric supply line through which energy is, or is intended to be supplied by the Licensee from a distributing main to a single or group of Consumers from the same point of the distributing main;

ll) "Tariff Order" means the Order issued from time to time by the Commission on Annual Revenue Requirement and Tariff for Licensee and consumer;

mm) "Temporary supply" shall mean:

- (A) Supply of light & fan up to 10 kW ,
- (B) Public Address System and illumination loads during functions, ceremonies and festivities, temporary shops etc.,
- (C) Supply of power loads for construction purposes including civil work by all consumers including Government Departments. Power for construction purposes for any work / project shall be considered from the date of taking first connection for the construction work till completion of the work/ project;

- nn) "Theft" shall mean theft of electricity as defined in the Act;
 - oo) "Urban area" is area within the boundaries of any municipal corporation or municipality or municipal council or town area or notified area or any other municipal body.
- (2) Unless the context otherwise requires words or expressions occurring in these Regulations and not defined herein but defined in the Act / Electricity Rules/Tariff Order shall bear the same meaning as in the Act/ Electricity Rules/Tariff Order or in absence thereof, the meaning as commonly understood in the Electricity Supply Industry.

CHAPTER 2: New and Existing Connections

2.1 New Connections

All applications for new connections in electrified areas on Low Tension shall be dealt with in accordance with the procedure laid down in [UERC (Release of new LT Connections, Enhancement and Reduction of Loads) Regulations, 2013]². [.....]³.

2.2 Procedure for New Connection for Temporary Supply

The Licensee shall deal with the application for temporary supply as follows:

- (1) The applicant shall make request for temporary supply in the format prescribed in **Annex I** to these Regulations along with an amount of Rs. 1000 for temporary connection on LT or Rs. 10,000 for temporary connection on HT/EHT as advance. This amount shall be adjusted against estimated cost of works.
- (2) The Licensee shall issue dated receipt to the applicant. Any deficiencies in the application shall be got corrected immediately at the time of receipt of application. The application shall be considered to be accepted on removal of such deficiencies.

² Subs. by UERC (Release of New LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 notified vide No. F-9(12)/RG/UERC/2013/1466 (w.e.f. 29.01.2013).

³ Removed by UERC (Release of New LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 notified vide No. F-9(12)/RG/UERC/2013/1466 (w.e.f. 29.01.2013).

- ⁴ [(2A) The Licensee shall examine the technical feasibility of the connection requested for and if found feasible , the licensee shall inspect and test the applicant's installation, as required of him under Rule 47 of IE Rule 1956, in the presence of the applicant or his representative within 5 days from the date of receipt of the application form. Testing of installation shall be done as per procedure laid down in Rule 48 of IE Rules 1956 and the inspecting officer shall maintain a record of test results obtained in the form given at Annexure I(a) as required of him under Rule 47 of IE Rule 1956.
- (2B) If upon inspection, the Licensee finds any defect, like the installation having not been completed or bare ends of conductor or joints having not been properly covered with insulating tape or that the wiring is of such nature that is dangerous to life /property etc., he shall intimate the same to the applicant on the spot under proper receipt in the form given at Annexure I(a).
- (2C) Licensee shall also record correct and full address of the premises, if not provided in the application, along with land mark near the property and also pole number from where service connection is proposed to be given. This information is necessary for future meter reading and billing.
- (2D) The applicant shall get all the defects removed within 15 days and inform the licensee in writing under acknowledgement. In case applicant fails to remove such defects or fails to inform the licensee about removal of the defects, the application shall stand lapsed and applicant will have to apply afresh.
- (2E) Upon receipt of information from applicant about removal of defects, the Licensee shall re-inspect and test the installations within 5 days from receipt of such information and if the defects pointed out earlier are found to persist, the licensee shall again record the same in the form given at Annexure I (a) and hand over a copy of the same to applicant or his representative available on site. The application shall then stand lapsed and applicant shall be informed accordingly in writing under acknowledgement. If the applicant feels aggrieved

⁴ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/UERC/2008/1258 (w.e.f. 28.03.2008).

by this action of the licensee, he may appeal to the Electrical Inspector, whose verdict in the matter will be final and binding.

- (2F) Licensee shall also ascertain whether any dues are outstanding on the premises, and if so, the licensee shall issue a demand note within 5 days from date of receipt of application form giving full details of such outstanding amount. The applicant shall be required to deposit outstanding dues within 15 days failing which his application shall lapse and the applicant shall be informed accordingly in writing under acknowledgement.]
- (3) ⁵[If on inspection no deficiency is found or the deficiencies are found to have been removed and there are no outstanding dues or the same have been cleared, the Licensee] shall sanction the load and issue a demand note indicating amount of consumption security as per Table 2.1 below and amount of material security (towards service line, meter, other equipment, etc) based on the estimated cost of works prepared by the licensee within 5 days for LT and 15 days for HT/EHT of acceptance of application. If the connection is not found technically feasible, it shall intimate to the applicant in writing within 5 days for LT and 15 days for HT/EHT of acceptance of application giving reason for the same. No connection upto 10 kW shall be rejected on technical grounds.

Table 2.1

Consumption Security (Rs/kW/month)		
Domestic	Non-Domestic	Construction
1500	3000	3000

[(3A) In case applicant does not receive any deficiency note or demand note for the outstanding dues within 5 days from the date of application, the load applied for shall be deemed to have been sanctioned and licensee shall not deny grant of the connection on these grounds.]⁶”

- (4) The applicant shall make the payment in accordance with the demand note

⁵ Subs. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

⁶ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

within 5 days of receipt of demand note failing which the sanction shall stand lapsed.

- (5) On receipt of applicable charges, the Licensee shall carryout the works and energise the connection.
- (6) If there are outstanding dues on the premises, temporary connection shall not be given till these dues are paid by the consumer.
- (7) Temporary connection shall be granted for a period of upto 3 months at a time, which can be further extend depending upon the requirement.
- (8) On expiry of the temporary connection the consumption security, after adjusting the unpaid dues shall be refunded by the licensee. Similarly, Material Security shall also be refunded after deducting any damage to material (such as meter, transformer, isolator etc) and dismantling charges, which shall not be more than 10% of the material security. Refund of these securities shall be made within 15 days from the date of disconnection failing which an interest as per Regulations 2.3.1 (4) below shall be payable by the licensee.
- (9) The grant of temporary connection does not create a right in favour of the applicant for claiming a permanent connection, which should be governed by provisions of the Act and Regulations.

2.3 Existing connections

2.3.1 Additional Security Deposit

- (1) The Licensee shall review the consumption pattern of the consumer for the adequacy of the security deposit from April to March of the previous year. Consumer is required to maintain a sum equivalent to estimated average consumption of 2 billing cycle or the existing security deposit with the Licensee, whichever is higher, as security deposit towards any delay or default in payment.
- (2) Based on such review, if the security deposit falls short by not more than 10% of the existing security deposit, no claim shall be made for payment of additional security deposit. In case the security deposit falls short by more than 10% of the

existing security deposit, the Licensee shall issue the demand in the ensuing electricity bill.

- (3) If existing security deposit is found to be in excess of more than 10% of the required security deposit, refund of the excess amount shall be made by adjustment in the ensuing bills.
- (4) Existing security deposit along with additional security deposit as above shall then become current security deposit and interest as prescribed by the Commission from time to time shall be payable on full security deposit available with the Licensee.
- (5) Assessment of additional security deposit shall be done once a year in the month of April.
- (6) The security deposit available with the Licensee in respect of each consumer shall be shown in the bill issued to the consumer. Refund of security to the consumer by the Licensee, as and when arises, shall be made through maximum of three electricity bills without any other formalities.

2.3.2 Transfer of Connection

The Licensee shall deal with the application relating to transfer as prescribed below:

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

- (1) The applicant shall apply for change of consumer's name in the format prescribed at **Annex II** to these Regulations along with copy of latest bill duly paid. The application shall be accepted on showing proof of lawful ownership/occupancy of property. NOC from previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The change of consumer's name shall be effected within two billing cycles after acceptance of application. Any old dues on the property shall be payable by new consumer as per provisions of section 56 (2) of the Act.
- (2) In case NOC from the previous occupant is not submitted application for change of name shall be entertained only if security deposit as stipulated in this Regulation is paid afresh. However, the original security deposit shall be

refunded to the claimant as and when a claim is preferred by the concerned.

- (3) If the change of consumer's name is not effected within the said two billing cycles, compensation as specified in UERC (Standards of Performance) Regulations, 2007 shall be paid by the Licensee.

2.3.2.2 *Transfer of consumer's name to legal heir:*

- (1) The applicant shall apply for change of consumer's name in the format prescribed at **Annex III** to these Regulations with a copy of latest bill duly paid. The application shall be accepted on showing valid proof of legal heir ship like Registered Will, Succession Certificate, Mutation in municipal/land records etc. The change of consumer's name shall be effected within two billing cycles after acceptance of application. Any old dues on the property shall be payable by new consumer as per provisions of section 56 (2) of the Act.
- (2) If the change of consumer's name is not effected within the said two billing cycles, compensation as specified in UERC (Standards of Performance) Regulations, 2007 shall be paid by the Licensee.

2.3.3 **Change of category**

- (1) The applicant shall apply for change of category on the format prescribed at **Annex IV** to the Regulations.
- (2) In case sanction of new category is not permitted under any law in force, the Licensee shall inform the consumer within 10 days from the date of application.
- (3) The Licensee shall inspect the premises to verify and shall change the category within ⁷[two billing cycles] from the date of receipt of application.
- (4) Change of category shall be effective from the date of approval of the application. Billing under changed category shall be from the same date. If the category is not changed within the said period, the consumer shall not be liable for any action on account of unauthorised use of electricity, and if the consumer suffers any loss

⁷ Subs by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

due to such delay, compensation for the same shall be paid to him as provided in UERC (Standards of Performance) Regulations, 2007.

CHAPTER 3: METERING AND BILLING

3.1 Metering

3.1.1 General

- (1) No installation shall be serviced without a meter. All meters shall conform to requirements as laid down in the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 issued under Section 55 of the Act.
- (2) The Licensee shall use meters complying with the CEA regulations referred at sub-regulation (1) above for energizing a new connection or for replacement of meter. The consumer, if he so desire, may procure meter conforming to the CEA regulations referred in sub-regulation (1) above but the Licensee shall test, install and seal the meter.
- (3) Licensee will have the option of installing the meter inside the consumer's premises or outside out side the premises such as on pole etc. Where meter has been installed out side the consumer's premises, the responsibility of safe custody of metering unit shall lie with the licensee. Where meter has been installed within consumer's premises, the responsibility of keeping the meter under safe custody shall lie with the consumer.
- (4) It shall be the responsibility of Licensee to maintain the meter and keep it in working order at all times.
- (5) Initial installation and replacement of the meter shall be done by the Licensee in the presence of the consumer or his authorised representative after giving one week's notice. At the time of Initial installation and replacement the Licensee shall record the particulars of meter in the Sealing certificate which shall be jointly signed by the Licensee and the consumer. A copy of the sheet shall be issued to the consumer under proper receipt.
- (6) The meter seals shall be in accordance with Regulation (12) of Central Electricity

Authority (Installation & Operation of Meters) Regulations, 2006 according to which lead seals shall not be used in the new meters. Old lead seals shall be replaced by new seals in a within a period of 1 year from the date of notification of these regulations.

3.1.2 Reading of meters

- (1) The meter shall be read once in every billing cycle. The Licensee shall ensure that meter readings are regularly entered in a card/book kept with the meter of each consumer. Each such entry should be made and initialed by the meter reader. In case of complaints of incorrect billing, entries made in the past in such cards/note books should be considered sufficient evidence for deciding the matter. **Time of Day (ToD) meters, wherever installed shall be read only through Meter Reading Instrument (MRI).** It shall be the duty of Licensee official reading the meter to check condition of LEDs on electronic meters. In case E/L LED indicator, provided on electronic meters, is found 'ON' he shall inform the consumer that there is leakage in the premises and advice him to get his wiring checked and leakage removed. He shall also inform concerned officer of the licensee about the leakage.
- (2) The consumer shall extend all facilities to the Licensee to read the meter.
- (3) Where meters could not be read because of non-availability of any consumer, licensee may raise a provisional bill based on the last one year's average consumption of the consumer clearly showing the date when the meter reader went to the consumer's premises to take the meter reading and reason for not being able to do so. All such bills shall be suitably adjusted as and when such meters are read. Such provisional billing shall not continue for more than 2 billing cycles at a stretch and thereafter no provisional bills shall be raised.
- (4) If the meter is rendered inaccessible on two consecutive meter reading dates, the Licensee shall serve a 15 days clear notice to the consumer under proper receipt, to keep open the premise for taking meter reading on date & time indicated in the notice. If the consumer does not comply with the notice, the Licensee shall after

expiry of the notice period cut off supply of the consumer for so long as such refusal or failure continues.

- (5) Licensee shall ensure that no new case of NR shall be added to its billing data base.
- (6) When a ⁸[consumer] gives prior information in writing about inaccessibility of the meter to the Licensee due to continued absence from residence, the Licensee shall not send any notice/provisional bill to the consumer provided the consumer deposits in advance an amount sufficient to meet its payment obligations during the period of absence. Consumers choosing to opt for this arrangement shall be issued a pass book showing the amount deposited from time to time, amount adjusted against the electricity dues after each billing cycle and the balance left. On such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This facility shall be available to any consumer if he so wishes.
- (7) If the consumer desires to have special reading taken, the same shall be arranged by the Licensee and the charge at the rate of Rs 25/- for LT consumer and Rs 100/- for HT consumer shall be included in the next bill of the consumer.

3.1.3 Testing of meters

The Licensee shall conduct periodical inspection/testing and calibration of the meters as per Rule 57 of the Electricity Rules, in the following manner:

- (1) Periodicity of meter tests - The Licensee shall observe following time schedule for regular meter testing:

Category	Interval of testing
Bulk supply meters (HT)	1 year
LT meters	5 years

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

⁸ Subs. by UERC (The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

- (2) Should the consumer dispute the accuracy of the meter, he may, upon giving notice/complaint to that effect and paying prescribed testing fee, have the meter tested by the Licensee.
- (3) The Licensee shall, within 30 days of receiving the complaint, carry out testing of the meter as per the procedure prescribed herein and shall furnish duly authenticated test results to the consumer. The consumer shall be informed of proposed date and time of testing at least 2 days in advance.
- (4) The meter testing team of the Licensee shall ensure testing with resistive load of sufficient capacity to carry out the testing. The testing of meter shall be done for a minimum consumption of 1 kWh. Optical Scanner shall be used for counting the pulses/revolutions. The meter testing report shall be in the format given in **Annex V**.
- (5) When the meter is found to be fast beyond limits specified in Rule 57 (1) of the Indian Electricity Rules, 1956, the Licensee/consumer, as the case may be, shall replace/rectify the defective meter within 15 days of testing. The Licensee shall adjust/refund the excess amount collected on account of the said defect, based on percentage error, for a maximum period of 6 months or less depending on period of installation of meter prior to the date of consumer's complaint and up to the date on which defective meter is replaced/rectified.
- (6) When the meter is found to be slow beyond permissible limits, as specified in Rule 57 (1) of the Indian Electricity Rules, 1956 and the consumer does not dispute the accuracy of the test, the Licensee/consumer, as the case may be, shall replace/rectify the defective meter within 15 days of testing. The consumer shall pay the difference due to the defect in the meter at normal rates, based on percentage error, for a maximum period of not more than 6 months or less depending on period of installation of meter prior to date of test and up to the date on which defective meter is replaced/rectified.
- (7) If the consumer or his representative disputes or refuses to sign the test report, the defective meter shall not be replaced and the matter shall be decided, upon the application of either party, by an Electrical Inspector or any authorized third

party, who shall test the correctness of the meter and give results within one month. The decision of the Inspector or such authorized third party shall be final and binding on the Licensee as well as the consumer.

- (8) The Licensee shall keep record of all such meter tests and submit to the Commission, exception report every 6 months.

3.1.4 Meter not recording

- (1) If the meter is not recording/stuck as reported by the consumer, the Licensee shall check the meter within 30 days of receipt of complaint and if found stuck or identified as defective (IDF), the meter shall be replaced by the Licensee/consumer, as the case may be, within 15 days thereafter.
- (2) Where the Licensee observes that meter is not recording any consumption for the last one billing cycle or appears defective (ADF), he shall notify the consumer. Thereafter, the Licensee shall check the meter within 30 days and if the meter is found stuck/stopped, the meter shall be replaced within 7 days.
- (3) Where the licensee observes that current reading is lower than the previous reading (RDF), which is possibly due to current reading being less than actual, or previous reading be higher than actual or old meter having been replaced with new meter. Licensee shall investigate the matter within 15 days and meters found defective shall be replaced in 2 months else correction shall be made in the data base to set his record straight.
- (4) All new case of defective meters namely ADF, RDF or IDF, if any, shall necessarily be rectified within a maximum period of 3 months.

3.1.5 Burnt meter

- (1) In case the meter is found burnt upon inspection by the Licensee on consumer's complaint or otherwise, the Licensee shall restore connection in 6 hours upon receiving the complaint by bypassing the burnt meter after ensuring that necessary corrective action at site is taken to avoid future damage. New meter shall be provided by the Licensee within 3 days. However, if the original meter

was provided by the consumer than the new meter shall be arranged by him.

- (2) The Licensee shall get the burnt meter removed from site/consumer's premises and test the same. If it is established, based on test results, that meter got burnt due to technical reasons e.g. voltage fluctuation, transients etc. attributable to system constraints, the Licensee shall bear the cost of meter.
- (3) In case upon inspection of the consumer's installation and subsequent testing of the meter, it is established that meter got burnt due to causes attributable to the consumer e.g. tampering, defect in consumer's installation, meter getting wet due to falling of water, connection of unauthorized load by the consumer etc. the consumer shall bear cost of new meter in case the original burnt meter was provided by him. In case the meter was provided by the Licensee, the consumer shall pay the cost of new meter.
- (4) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of theft of energy shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

3.2 Billing during the period defective/stuck/stopped/burnt meter remained at site

- (1) The consumer shall be billed on the basis of the average consumption of the past three billing cycles immediately preceding the date of the meter being found or being reported defective. **These Charges shall be leviable for a maximum period of three months only during which time the licensee is expected to have replaced the defective meter.**
- (2) In case, the Maximum Demand Indicator (MDI) of the meter at the consumer's installation is found to be faulty or not recording at all (unless tampered), the demand charges shall be calculated based on maximum demand during corresponding months/billing cycle of previous year, when the meter was functional and recording correctly. In case, the recorded MDI of corresponding

month/billing cycle of past year is also not available, the highest maximum demand as available for lesser period shall be considered.

3.3 Billing

3.3.1 General

- (1) The Licensee shall notify Billing and Payment Schedule area wise, District wise, Division/subdivision wise or Circle wise as may be decided by the Licensee.
- (2) The Licensee shall raise the bill for every billing cycle based on actual meter readings.
- (3) Delivery of each bill to the consumer shall be effected at least 15 days before the due date for payment of the bill.
- (4) Provisional billing (based on average consumption) shall not be for more than two billing cycles. In case meter is rendered inaccessible for two consecutive billing cycles, action as per Regulation 3.1.2(4) shall be followed.
- (5) The Licensee shall have no right to recover any charges beyond 2 years from the date such charges first became due unless such charges have been continuously shown as arrears.
- (6) Licensee shall provide complete details in the bill of all arrears.

3.3.2 Bill Particulars

The following particulars shall be indicated in the bill:

- (1) Consumer name and address.
- (2) Service Connection No - This is the unique consumer identification number, which can be referred to for any communication.
- (3) Name of office of distribution licensee having jurisdiction over the supply.
- (4) Book No. - Meter book no. is the book wherein the consumers meter reading details taken during the meter reading cycle is noted down /compiled in soft form.

- (5) Bill Number.
- (6) Bill Month.
- (7) Bill type - Provisional or Regular.
- (8) Meter Number.
- (9) Meter type.
- (10) Multiplying factor of meter.
- (11) Consumer Category.
- (12) Applicable tariff.
- (13) Current Security deposit with the licensee.
- (14) Contracted Load.
- (15) Maximum demand during the billing period (only for Industry category consumers).
- (16) Fixed charge/Demand Charge.
- (17) Meter Reading of previous billing cycle. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.
- (18) Current Meter Reading. In case of TOD meter, readings of each time slot shall be mentioned separately and date of reading.
- (19) Billed Units - This shows the total units consumed for the particular billing cycle. In case of TOD meter, billed units for each time slot shall be mentioned separately.
- (20) Energy charge.
- (21) Electricity Duty.
- (22) Arrear amount.
- (23) Arrear Details - indicating period for which arrears are due, energy charges, fixed/demand charges, LPSC, electricity duty etc.
- (24) Amount payable (rounded off) after the due date- net amount to be paid after the

due date.

- (25) Due Date including last date before which the bill has to be paid.
- (26) Late Payment Surcharge - it is the fee that is charged in case the payment is not made within the due date/ amount payable after due date within one month from due date.
- (27) Amount payable (rounded off) within the due date- net amount to be paid before the due date.
- (28) Amount payable after due date.
- (29) Compensation to the consumer, if any.
- (30) Previous Consumption Pattern (Bill Month, Units, Status)- This shows the consumption pattern for last 6 months.
- (31) Other information as applicable to kVAh billing and HT consumers to be appropriately added and unrelated items to be deleted.
- (32) Any other information which the licensee deems fit.
- (33) Meter Remark- This indicates the meter status.

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

- (1) Mode of payment and collection facilities
- (2) Telephone no. and address of the Customer Care Centre where the consumer can make a bill related complaint.
- (3) Telephone numbers and address of the Forum constituted.
- (4) In case of cheque and bank drafts, the receiving authority in whose favour the amount should be drawn.

3.3.3 Complaint on consumer bills

- (1) In case of any complaint being filed, the Licensee shall acknowledge the consumer's complaint immediately, if received in person, or within 3 days from the date of receipt if received by post.

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

3.3.4 Arrears appearing in bills

- (1) If the arrears appear in a bill for the first time, for which payment has already been made within due date, or which are not due to the Licensee, the Licensee shall pay to the consumer compensation at the rate of 10% of the arrear amount subject to a ceiling of Rs. 500/-.
- (2) In case the said arrears are raised again for the second time, compensation at the rate of 15% of the arrear amount subject to a ceiling of Rs.750/- shall be payable to the consumer by the Licensee.
- (3) If the arrears appear in a bill for which payment was made after due date, no compensation shall be paid. If such arrear, for which the payments have been made, appear in any subsequent bill(s), the case shall be dealt in accordance with sub-regulation (1) & (2) above.
- (4) The compensation mentioned in sub-regulation (1) & (2) shall be adjusted at the time of making payment for the bill in which such arrears have appeared. Notice to such effect shall be prominently displayed at all bill collection centers of the

Licensee.

- (5) In case the arrears, as mentioned in sub-regulation (1) & (2) appear in a bill for the third time or thereafter, the consumer shall be entitled to make a petition to the Forum and the Forum shall decide the exemplary compensation to be paid to such consumer on a case-to-case basis.
- (6) The provisions of this regulation shall also apply to the bills, which have been wrongly raised by the Licensee.

3.3.5 Change of occupancy/vacancy of premises

- (1) It shall be the responsibility of the consumer to get a special reading done by the Licensee at the time of change of occupancy or on the premises falling vacant and obtain no-dues certificate from the licensee.
- (2) The consumer shall request in writing to the Licensee for special reading to be taken at least 7 days in advance of the said vacancy of the premises by the existing user or change of the occupancy, as the case may be.
- (3) The Licensee shall arrange for a special reading to be done and deliver the final bill, including all arrears till the date of billing, at least 3 days before the vacancy of the premises. The final bill thus raised shall mention that no dues are pending on the premises and the bill is final. The final bill shall also include payment for the period between the date of special reading and date of vacancy of premises on pro-rata basis.
- (4) Once the final bill is raised, the Licensee shall not have any right to recover any charge(s), other than those in the final bill, for any period prior to the date of such bill. The Licensee shall disconnect the supply to the premises on its vacancy. It shall be the responsibility of the consumer to make the payment on vacation of the premises and the Licensee shall issue No-demand certificate on receiving such payment. However, in cases of change of occupancy, connection shall not be disconnected and after getting the commercial formalities for change of name, the same shall be affected.

3.3.6 Payment on self assessment by the consumer

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

3.3.7 Advance payment of anticipated bills by consumer

- (1) If a consumer intends to make advance lump sum payments from which the billed amount may be deducted periodically, he can apply to the Licensee, in the format prescribed at **Annex VII** to the Regulations.
- (2) Consumers choosing to opt for this arrangement shall be issued a pass book showing the amount deposited from time to time, amount adjusted against the electricity dues after each billing cycle and the balance left. On the amount remaining outstanding from such advance deposits, interest shall be paid at the State Bank of India's prevailing interest rate for Savings Bank account. This interest computation will be done quarterly.
- (3) In case a consumer's premises remains vacant for some duration and he desires to deposit advance lump sum payments Regulation 3.1.2 (6) shall be applicable.

CHAPTER 4: Disconnection & Reconnection

4.1 Disconnection on non-payment of the Licensees Dues

- (1) The Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to the consumer who defaults on his payment of dues giving him 15 clear days to pay the dues. Thereafter, the Licensee may disconnect the consumer's installation on expiry of the said notice period. If the Consumer does not clear all the dues including arrears within 6 months of the date of disconnection, such connections shall be disconnected permanently.

- (2) The Licensee may take steps to prevent unauthorized reconnection of such consumers disconnected in the manner as mentioned above. Wherever Licensee discovers that connection has been re-connected unauthorisedly, Licensee may initiate action as per provisions of Section 138 of the Act. **Further in case Licensee discovers that the supply to such premises has been restored through another live connection all the pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per sub-regulation (1) above.**

⁹The licensee may also take appropriate action, against the consumer providing such connection, under section 126 of the Act.]

4.2 Disconnection on Consumer's request/Permanent disconnection

- (1) In case consumer desires his connection to be disconnected, he shall apply for the same on the format prescribed at **Annex VIII** of the Regulations.
- (2) The Licensee shall carryout a special reading and prepare final bill including all arrears up to the date of such billing within 5 days from such request. Upon payment, the Licensee shall issue receipt with 'Final Bill' stamped on it. This receipt shall be treated as 'No Dues Certificate'.
- (3) Thereafter, the Licensee shall not have any right to recover any charge(s) for any period prior to this date of billing.
- (4) Licensee shall not raise any bill after disconnection. In case bills are raised even after disconnection, compensation as specified in the performance standards shall be paid by the licensee to the affected person.

4.3 Reconnection

- (1) In case consumer requests for reconnection within a period of six months after disconnection, the Licensee shall reconnect the consumer's installation within 5 days of payment of past dues and reconnection charges.

⁹ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/UERC/2008/1258 (w.e.f. 28.03.2008).

- (2) However in case consumer requests for reconnection after six months of disconnection, the connections would be reconnected only after all the formalities as required in the case of a new connection are complied with by the consumer including payment of pending dues, service line charges, security deposit etc., as applicable, for that Category of Consumer.

CHAPTER 5: Theft and Unauthorised Use of Electricity

5.1 Theft of Electricity

5.1.1 Procedure for booking a case for Theft of Electricity

- (1) The Licensee shall publish the list of the Authorized Officers of various divisions, in accordance with Section 135 of the Act prominently display in all the District Offices and the Photo ID Card issued to such officers shall indicate so.
- (2) An Authorized Officer under Section 135 of the Act, *suo moto* or on receipt of reliable information regarding theft of electricity shall promptly conduct inspection of such premises.
- (3) The inspection team of the Licensee, headed by such Authorised Officer shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the Authorised Officer shall clearly indicate that he has been nominated as authorized officer as per provisions of Section 135 of the Act.
- (4) The Authorised Officer shall prepare a report giving details such as connected load, condition of meter seals, working of meter and mention any irregularity noticed (such as tempered meter, current reversing transformer, artificial means adopted for theft of energy) as per format given in **Annex IX**.
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that theft of energy was found or not. The details of such evidence should be recorded in the report.

- (6) ¹⁰[No case for theft shall be booked only on account of first seal on the meter missing or tampered or first instance of breakage of glass window, unless corroborated by consumption pattern of consumer and such other evidence as may be available. However any subsequent missing or tampering of seal or breakage of glass window shall be construed as suspected case of theft of energy.]
- (7) ¹¹[In case sufficient evidence is found to establish direct theft of energy, such officer of the licensee, as authorised for the purpose by the Commission or any other officer of the licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.
- (7A) Within two working days from date of inspection, the licensee may also file a case against the consumer in designated Special Court as per the provisions of Section 135 of the Act. The licensee shall also conduct assessment in accordance with clause (4) of sub-regulation (5.2.3) of regulation 5.2 dealing in un-authorised use of electricity (UUE) and serve on the consumer under proper receipt.
- (7B) However, on deposit or payment of the assessed amount or electricity charges in accordance with sub-regulation (7A) above, the licensee shall, without prejudice to the obligation to lodge the complaint as referred to in the sub-regulation (7) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.]
- (8) In case of suspected theft, the Authorised Officer shall restore the supply through a new meter of appropriate rating. In such cases, the Licensee shall check the

¹⁰ Subs. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

¹¹ Subs. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

connected load at the premises, affix a numbered distinctive seal on the tampered meter and shall also record the particulars of the same in the report. The Authorised Officer shall record reasons of suspect theft in the premises in his report. A copy of meter particular sheet of old and new meters shall be handed over to consumer or his representative.

- (9) The report shall be signed by the Authorized Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises. Simultaneously, the report shall be sent to the consumer under Registered Post.
- (10) In case of suspected theft/If consumption pattern for last one year is reasonably uniform and is not less than 75% of the consumption assessed on the basis of connected load and normative consumption as indicated for provisional billing in the tariff order, no further proceedings shall be taken and the decision shall be communicated to the consumer under proper receipt within 3 days.
- (11) If the consumption pattern for last one year is less than 75 % assessed consumption as per sub-regulation 10 above a prima-facie case of theft is made out against the consumer. The Licensee shall, within fifteen days of inspection, serve on the consumer a show cause notice, as to why a case of theft should not be booked against such consumer giving full details for arriving at such decision. The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

5.1.2 Personal hearing in case of suspected Theft

- (1) Within 4 working days from the date of submission of consumers' reply, the Licensee shall arrange a personal hearing, if requested by the consumer. In case, the consumer fails to appear on the appointed date and time, the Licensee may proceed with the matter *ex-parte*.

- (2) The Licensee shall give due consideration to the facts submitted by the consumer and pass, within 3 days, a speaking order as to whether the case of theft is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and oral submissions during personal hearing and reasons for acceptance or rejection of the same.
- (3) In case of the decision that the case of theft is not established, no further proceedings shall be required and connection shall be restored through original meter.
- (4) ¹²[Where it is established that there is a case of theft of energy, such officer of the licensee, as authorised for the purpose by the Commission or any other officer of the licensee, as the case may be, of the rank higher than the rank so authorised may, upon detection of such theft of electricity, immediately disconnect the supply of electricity and seize all material evidence including wires/cables, meter, service line etc., from the premises and such officer of the licensee shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within twenty-four hours from the time of such disconnection.
- (4A) The licensee may also file a case of theft in designated special court as per provisions of Section 135 of the Act. The licensee shall also conduct assessment in accordance with clause (4) of sub-regulation (5.2.3) of regulation 5.2 dealing in unauthorised use of electricity (UUE) and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt.
- (4B) However, on deposit or payment of the assessed amount or electricity charges in accordance with sub-regulation (4A) above, the licensee shall, without prejudice to the obligation to lodge the complaint as referred to in the sub-regulation (4) above, restore the supply line of electricity within forty-eight hours of such deposit or payment.]”
- (5) On receipt of payment of assessed amount and new connection charges as

¹² Subs. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

applicable, licensee may re-energize the consumer's connection.

5.1.3 General

While making the assessment bill, the Licensee shall give credit to the consumer for the payments already made by the consumer for the period of the assessment bill. The bill shall clearly indicate the timing, days and place where it is to be deposited. All such payment shall be made only by way of Demand Draft/Bank Pay Orders. Cheques, Promissory notes shall not be accepted.

5.1.4 13[5.1.4 Measures to prevent diversion of electricity, theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter

- (1) In order to reduce and prevent the menace of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, it is necessary to initiate preventive measures.
- (2) The licensee shall arrange inspection & certification of meters of at least 20% of total connections in his area of operation, annually.
- (3) The licensee shall arrange to provide pilfer proof meter boxes on meters of at least 20% connections every year so as to ensure that within next 5 years meters installed at all the persons' premises have pilfer proof meter boxes. The licensee shall simultaneously also review the status of service lines to ensure that it is proper and wherever required, it should be replaced to prevent theft/by passing of meter.
- (4) The licensee shall intensify the effort for regular inspection of premises of persons and other persons to ensure prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. At least 5% of total connections should be inspected annually and the provisions of the section 126 & 135 be effectively implemented.

¹³ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/UERC/2008/1258 (w.e.f. 28.03.2008).

- (5) Priority shall be given to detection of direct theft cases by the vigilance teams of the licensee, particularly in theft prone areas.
- (6) The licensee shall evolve a system and put in place within 3 months for carrying out regular monthly monitoring of consumption of high value consumer, which shall include all the HT connections and LT connections having contract demand of 25HP & above. Variations in the consumption shall be carefully analyzed. The licensee shall arrange prompt inspection of doubtful cases.
- (7) The licensee shall arrange to ensure that 33 KV & 11 KV feeder wise losses are worked out in next six months for big towns of the state namely Dehradun, Haldwani, Udhamasinghnagar, Roorkee, Nainital in first phase. Losses for all 33 KV & 11 KV feeders of District Head quarter towns shall be worked out within next one year and for other areas within next 2 years. The licensee shall fix the individual accountability on his officers for each of the 33 KV and 11 KV feeder. Primary responsibility shall be fixed on the local officer of the area and secondary responsibility on the next level senior office. The licensee shall take suitable steps for reduction of feeder wise losses and shall ensure necessary support to the concerned officers in the matter and in the event of non-reduction in losses to the desired level shall take suitable action against the concerned officers.
- (8) The licensee shall endeavor to install remote metering devices on all HT connections on priority for the purpose of monitoring of consumption and prevention of theft of electricity. The licensee shall further endeavor to install metering devices on high value LT connections.
- (9) The licensee shall arrange to give due publicity through the media, TV and newspaper to bring the awareness about the level of commercial losses, its implication on the honest consumers and seek the cooperation for prevention of theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter. The licensee shall also display boards containing the information about the above at its consumer service related offices.
- (10) The licensee shall arrange to display feeder wise losses, efforts made for prevention of diversion of electricity, theft or unauthorized use of electricity or

tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.

- (11) The licensee shall arrange to provide requisite security force to the inspecting officers for their safety and expenses on such account shall be pass through in ARR of the licensee. Such security squads shall be invariably accompanying the inspecting officers in order to ensure safety of the inspecting officer.
- (12) The licensee shall arrange to install meter on distribution transformers of the suspected area where with possibilities of theft of electricity exists and shall monitor the consumption of such meters with the consumption of individual consumer meters connected to the distribution transformer. The licensee shall carryout intensive inspection in areas, if the difference in consumption of the distribution transformers meter and individual consumer meters connected to the distribution transformer is abnormal.
- (13) The licensee may replace overhead bare conductors with cables in theft prone areas, wherever necessary, to prevent theft by direct hooking with the licensee's lines and expenditure this account shall be a pass through in the ARR of the licensee.
- (14) The licensee may provide HV distribution system (LT less system) in theft prone areas using small capacity distribution transformer, wherever necessary, to prevent theft by direct hooking and expenditure on this account shall be a pass through in the ARR of the licensee.
- (15) The licensee is authorized to relocate the meters of existing consumers to an appropriate location so that it is outside the premises but within the boundary wall and easily accessible for reading, inspection/testing and other related works.
- (16) The licensee shall ensure that meter readers are rotated in such a manner that their area of meter reading is changed at least once in six months.”]

5.2 Unauthorised Use of Electricity (UUE)

5.2.1 Procedure for booking a case for Unauthorised Use of Electricity

- (1) The Licensee shall publish the list of Assessing Officers of various districts in accordance with Section 126 of the Act prominently in all the District Offices and the Photo ID Card issued to such officers shall indicate so.
- (2) An Assessing Officer under Section 126 of the Act, *suo moto* or on receipt of reliable information regarding UUE shall promptly conduct inspection of such premises.
- (3) The inspection team of the Licensee shall carry along with them their Photo Identity Cards. Photo ID card should be shown to the consumer before entering the premises. Photo ID card of the assessing officer shall clearly indicate that he has been nominated as assessing officer as per provisions of Section 126 of the Act.
- (4) The Assessing Officer shall prepare a report giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (such as, artificial means adopted for UUE) as per format given in **Annex IX**.
- (5) The report shall clearly indicate whether sufficient evidence substantiating the fact that UUE was found or not. The details of such evidence should be recorded in the report.
- (6) The report shall be signed by the Assessing Officer and each member of the inspection team and the same must be handed over to the consumer or his/her representative at site immediately under proper receipt. In case of refusal by the consumer or his/her representative to either accept or give a receipt, a copy of inspection report must be pasted at a conspicuous place in/outside the premises and photographed. Simultaneously, the report shall be sent to the consumer under Registered Post.
- (7) The Licensee shall, within 7 days of date of inspection, serve a 7 working days show cause notice giving reasons as to why a case of UUE should not be booked against such consumer. The notice should clearly state the time, date and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.

5.2.2 Submission of consumer's reply

- (1) Within 7 working days from the date of receipt of inspection report/show cause notice, the consumer may submit a reply or deposit prescribed inspection fee and request the Licensee to do site verification again.
- (2) Within 7 working days from the date of such request, the Licensee shall arrange second inspection of the consumer's premises and shall do site verification.
- (3) Within 7 working days from the date of second inspection, the Licensee shall analyze the case after carefully considering all the documents, submissions by the consumer, facts on record and the report of second inspection on consumer's request. If it is concluded that there is no UUE, the case of UUE shall be dropped immediately and the decision shall be communicated to the consumer under proper receipt within 7 working days from the date of taking the decision.
- (4) ¹⁴[If it is concluded that there is UUE, the Licensee shall serve on the consumer a show cause notice giving full details for arriving at such decision. The notice should clearly state the time and date which shall not be less than 7 days and place at which the reply has to be submitted and the designation of the person to whom it should be addressed.]

5.2.3 Personal hearing

- (1) Within 4 working days from the date of submission of consumers' reply, the Licensee, if requested by consumer, shall arrange a personal hearing with the consumer.
- (2) ¹⁵[Licensee shall give due consideration to the facts submitted by the consumer and pass, within thirty days from the date of such notice, a speaking order] as to whether the case of UUE is established or not. Speaking Order shall contain the brief of inspection report, submissions made by consumer in his written reply and

¹⁴ Subs. by UERC (The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

¹⁵ Subs. by UERC (The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

oral submissions during personal hearing and reasons for acceptance or rejections of the same.

- (3) In case UUE is not established, further proceedings shall be discontinued and case of UUE shall be dropped immediately.
- (4) ¹⁶[Where it is established that there is a case of UUE, the Licensee shall assess the energy consumption as per the assessment formula given in Annex X for the entire period during which such unauthorised use of electricity has taken place and if, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection and prepare final assessment bill on 2.0 times the rates as per applicable tariff and serve on the consumer under proper receipt. The consumer shall be required to make the payment within 7 working days of its proper receipt. The Licensee may, taking into consideration the financial position and other conditions of the consumer, extend the last date of payment or approve the payment to be made in installments. The amount, the extended last date and/or time schedule of payment/installments should be clearly stated in the speaking order. A copy of the speaking order shall also be handed over to the consumer under proper receipt.”]
- (5) ¹⁷[Provided that, where it is established that there is a case of Unauthorised Usage of electricity by way of usage of electricity for the purpose other than for which the usage of electricity was authorised, the licensee shall for the purpose of preparing the assessment bill take into consideration the actual amount of consumption recorded by the correct meter for the entire period during which such unauthorised use of electricity has taken place, and where such period cannot be ascertained, such period shall be limited to a period of twelve months

¹⁶ Subs. by UERC (The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/ UERC/2008/1258 (w.e.f. 28.03.2008).

¹⁷ Ins. by UERC (The Electricity Supply Code)(Second Amendment) Regulations,2009 notified vide No. F-9(16)/RG/UERC/2009/1116 (w.e.f. 09.11.2009).

immediately preceding the date of inspection. The above energy consumption shall be considered only in case if metering system is healthy, else the energy consumption shall be calculated on the basis of the formula given in Annexure X of the Principal Regulation.]

5.2.4 Default in payment of assessed amount or installments thereof.

In case of default in payment of the assessed amount , the Licensee shall, after giving a 15 days' notice in writing disconnect the supply of electricity, remove the meter and service line.

5.2.5 General

- (1) The Licensee shall develop a format for requesting withdrawal of charges on UUE.
- (2) In cases, where the charges on account of UUE are withdrawn *ab initio*, the inspection fee for second inspection deposited by the consumer shall be adjusted through subsequent electricity bills.
- (3) The levy of charges on account of UUE shall continue till the cause of levy is removed and verified by the Licensee as per procedure laid down above.

CHAPTER 6: CONSUMER CHARTER SERVICE

- (1) Every Authorised representative of the Distribution Licensee shall visibly display, his name-tag and, if so required by such consumer, produce for scrutiny, proof of identify and authorization of the Distribution Licensee for the purpose of any interaction with a consumer.
- (2) The Distribution Licensee should ensure that consumer rights statement as may be specified by the Commission under the provision of Section 181(2)(d) of the Act are available to any consumer on demand, and in downloadable format through its website.
- (3) Besides the Electricity Supply Code and other conditions of supply and Standard of Performance Regulations, any other approved Terms and conditions of supply

along with the approved schedule of charges and the prevailing approved tariff schedule shall be made available on demand by the Distribution Licensee to any consumer, on payment of reproduction charges, at any of the consumer service center/ division office/circle office/ section office/ ward office of the distribution Licensee, as well as in downloadable format through its internet website.

- (4) Any terms or conditions of the Distribution Licensee, whether contained in the terms and conditions of supply and/or in any circular, order, notification or any other document in communication, which are inconsistent with these regulations, shall be deemed to be invalid from the date on which these Regulations come into force.
- (5) Every Distribution Licensee shall, within a period of four months from the date of notification of these Regulations, modify and update the terms and conditions of supply and all circulars, orders and any other documents or communication relating to the supply of electricity to consume to make them consistent with these Regulations.

CHAPTER 7: ¹⁸[Savings]

- (1) 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, as it considers just and appropriate.

- (2) Powers to Remove Difficulties

If any difficulty arises in giving effect to these regulations, the Commission may, of its own motion or otherwise, by an order and after giving reasonable opportunity to those likely to be affected by such order, make such provisions, not inconsistent with these regulations, as may appear to be necessary for removing the difficulty.

- (3) Powers to Relax

¹⁸ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/UERC/2008/1258 (w.e.f. 28.03.2008).

The Commission, for reasons to be recorded in writing, may relax or vary any of the provisions of these regulations on its own motion or on an application made before it by an interested person.”]

By order of the Commission

(Anand Kumar)
Secretary

Uttarakhand Electricity Regulatory Commission

Annexure I

Company Name M/s _____

Application for Temporary Connection

Application Number	
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1	Applicant's Name (In Capital) (Owner/Other)					
2.a	Address	House				
		Street				
		Colony/ Area				
		Distt.		Pin		
	Telephone No.(if any)			Mob (if any)		
2.b	Permanent address					
			Pin			
3	Load Applied for (in kW)					
4	Purpose of Temporary Connection	1. Marriage/function 2. Construction 3. Thresher 4. Others				
5	Temporary Connection period	Period		Date	Month	Year
			From			
			To			

Date:

Signature of Applicant

¹⁹[Annexure I (a)]

Test Result Report
(refer rule 47 & 48 of IE Rules 1956)

(To be filled by representative of the licensee)

Result of Insulation Resistance (to be measured on applying a pressure of 500 volts for one minute between phase conductor and earth) -

	<u>Phase-1</u>	&	<u>Phase-2</u>	&	<u>Phase-3 & Earth</u>
(i) Between Phase and Earth	<u>Earth</u>		<u>Earth</u>		

Caution: Insulation Resistance between phase and neutral or between phases shall not be measured when any of consumer's appliances, such as fans, tubes, bulbs, etc. is in circuit as results of such test would give resistance of appliance and not the insulation resistance of installation.

Certified that an Earth Terminal as required under Rule 33 of IE Rules 1956 has been provided by UPCL and this terminal has been connected with UPCL's earthing system.

Following deficiencies have been found in your Electrical installation. You are requested to remove them within 15 days i.e. by _____ and inform UPCL failing which your request for new connection would lapse:

1-

2-

3-

¹⁹ Ins. by UERC(The Electricity Supply Code)(First Amendment)Regulations, 2008 notified vide No. F-9(16)/RG/UERC/2008/1258 (w.e.f. 28.03.2008).

4-

Date: _____

Signature of licensee representative

Name and Designation

(To be filled by applicant)

The testing of the premises has been carried out by licensee in my presence and

*I am satisfied with the testing

*I am not satisfied with the testing and may file an appeal with Electrical Inspector

It is also certified that UPCL has*/has not* provided an Earth Terminal as per Rule 33 of IE Rules 1956 at the premises and this earth terminal has*/has not* been connected to UPCL's earthing system.

Date _____

Signature of applicant

* Strike out which is not applicable"

Annexure II

Company Name M/s _____

Application for Change of Consumer's name due to change in Ownership/occupancy of the property

Application Number	
--------------------	--

A	Connection Particular & Existing Connection:			
1	Existing Consumer	Book No		
		S.C. No.		
2	Address at which supply is provided (Billing Address)	House		
		Street		
		Colony/ Area		
		Distt.		Pin
3	Name (In Capital) of existing Consumer			
4	Name of the Previous owner of the property			
5	Name (In Capital) of the applicant in whose name connection to be changed			
6	Name of the Present Owner of the property			
7	List of Documents to be enclosed	1. Copy of latest bill duly paid 2. Proof of ownership of property 3. NOC of previous owner for transfer of security deposit		
<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>Date:</div> <div>Signature of Applicant</div> </div>				

Annexure III

Company Name M/s _____

Application for Transfer of Consumer's name to Legal heir

Application Number	
--------------------	--

A	Connection Particular of previous Owner:				
1	Existing Consumer	Book No			
		S.C. No.			
2	Address at which supply provided (Billing Address)	House			
		Street			
		Colony/ Area			
		Distt		Pin	
3	Name (In Capital) of Existing Consumer				
	Telephone No.(if any)			Mob (if any)	
B	Particular of New Owner				
2	Name (In Capital) of the applicant in whose name connection is to be transferred				
	Telephone No.		Mob		
	E-mail				
4	List of Documents:	1. Copy of latest bill duly paid 2. Copy of Mutation letter/Legal heir 3. NOC from other Legal heir in case connection is to be transferred in the name of one of the Legal heirs			
<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>Date:</div> <div>Signature of Applicant</div> </div>					

Annexure IV

Company Name M/s _____

Application for Change of Category:

Application Number	
--------------------	--

Present Category of Usage:		Category of usage to be changed to	

1	Name of Consumer (In Capital)				
2	Address	House			
		Street			
		Colony/ Area			
		Distt.		Pin	
	Telephone No.(if any)			Mob (if any)	
3	(a)Existing Consumer	Book No.			
		S.C. No.			
	(b) Existing Load as per electricity bill (kW/HP)				
4	Change of Category desired				
<div style="display: flex; justify-content: space-between; margin-top: 100px;"> <div>Date:</div> <div>Signature of Applicant</div> </div>					

Annexure V

METER TESTING REPORT

1. CONSUMER PARTICULARS

Name (In Capital) of consumer

.....

Address.....

Consumer S.C. No./Book No.....

Contracted Load.....

2. METER PARTICULARS

Meter No. Size.....

Dial No.

Type..... C. T. Ratio.....

E/L- LED Status Rev LED status

3. REVOLUTION/PULSE TEST

Meter Constant..... Load

Reading before test..... Reading after test

No. of Revolution/pulse taken..... Actual Time Taken for the test...

Energy Recorded by meter..... Energy Recorded by Accucheck.....

Error.....

RESULT

Consumer Meter recorded% Less/More Consumption, Need
Replacement/Results are within Limits

Certificate

It is to certify that the testing has been carried out as per the procedure prescribed by the Commission. An external load of kW was used for testing for 1 kWh and total time taken was.....min. The testing was carried out by using optical scanner for counting the pulses/revolutions.

Signature of Consumer

Signature of Company Official

Note: Approximate time taken for test for different external loads is as under

Load in kW	Approximate time in Minutes
1 kW	100
2 kW	50
3 kW	30

Annexure VI

Company Name M/s _____

Application for Self Assessed Bill

Application Number	
-----------------------	--

1	Name (In Capital) of Consumer (Owner/Other)				
2	Address	House			
		Street			
		Colony/ Area			
		Distt		Pin	
3	S.C. No/Book No.				
				Date	
4	Based on reading (Self taken)	1. Previous Reading			
		2. Current Reading			
		3. Net Consumption			
		Amount			
5	Based on average consumption of last 6 months	Amount:			
6	Mode of Payment	Cheque <input type="checkbox"/> DD/P.O. <input type="checkbox"/> Cash <input type="checkbox"/>			
Date: _____ Signature of Applicant _____					

Annexure VII

Company Name M/s _____

Application for Advance Payment of anticipated bills

Application Number	
-----------------------	--

1	Name (in Capital) of Consumer (Owner/Other)			
2	Address	House		
		Street		
		Colony/ Area		
		Distt		Pin
	Telephone No.(if any)		Mob (if any)	
3	S.C. No/Book No.			
			Pin	
4.a	Advance Payment being made:			
4.b	Previous dues (if any):			
4.c	Net Advance Payment			
5	Mode of Payment	Cheque <input type="checkbox"/>	Details	
		DD/P.O. <input type="checkbox"/>		
		Cash <input type="checkbox"/>		
<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>Date:</div> <div>Signature of Applicant</div> </div>				

Annexure VIII

Company Name M/s _____

Application for Disconnection on Consumer's request/Permanent disconnection

Application Number	
-----------------------	--

	Particular of existing owner				
1	Existing Consumer	Book No.			
		S.C. No.			
2	Name (In Capital) of the Consumer				
3	Address at which disconnection of supply is required	House			
		Street			
		Colony/ Area			
		Distt		Pin	
	Telephone No.(if any)		Mob (if any)		
4	Date on which disconnection is to be carried out				
5	List of Documents:	1. Copy of latest bill duly paid			
<div style="display: flex; justify-content: space-between; margin-top: 100px;"> <div>Date:</div> <div>Signature of Applicant</div> </div>					

Annexure IX

Inspection Report regarding Theft and Unauthorised use of Electricity

Date of Inspection		Sl.No./ (Booklet No)	
Name of the Consumer		Division	
		Circle/Zone	
Name of the User		S.C. No.	
Address		Book No.	
		Load Details	
		Contracted Load	
		Billing demand	
		Total Connected Load	
		Category/Tariff Code	
Type of Irregularity			
	Unauthorized Use	Suspected Theft	
	Theft		

Meter Details	Status of Seals & Cable	
Meter No. (Painted)_____	CT Box Seal No._____	Found_____
	_____	_____
	_____	_____
Meter No. (Dial)_____	Meter Box Seal No	Found_____
	_____	_____
	_____	_____
	_____	_____
Reading KWH_____	Meter Terminal Seal No_____	Found_____

Reading KVAH_____	Half Seal No _____	Found_____
Reading KVARH_____		_____
MDI_____		_____
Power Factor_____		
Size_____	Accucheck Results _____	
Type_____	Working of meter_____	Found_____
CT Ratio_____	Cable Status _____	Found_____

Annexure IX (continued)

Shunt Capacitor ☐ No. of Shunt Capacitor of _____ rating make _____ found installed in working order to maintain the power factor/ ☐ no shunt capacitor found installed. Power factor measured _____ lagging.

Connected load details	
Establishment Type: ----- Working Hours: ----- Condition of Working: ----- (Specific type of factory/ shop) Details of Seal	
Other Observations by Inspection Team:	
Consumer's Name & Signature	Signature _____ Name _____ Designation _____

Annexure X**Assessment of Energy in cases of Theft/Pilferage**

Assessment of energy in the cases of theft/pilferage shall be done based on the following formula:

$$\text{Units assessed} = L \times D \times H \times F,$$

where L is load (connected/contracted load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable.

D is number of working days per month, during which theft/pilferage is suspected and shall be taken for different categories of use as below:

a)	Continuous industry	30 days
b)	Non-continuous industry	25 days
c)	Domestic use	30 days
d)	Agriculture	30 days
e)	Non-Domestic (continuous) Viz. Hospitals, hotels and restaurants, guest houses, nursing homes, petrol pumps	30 days
f)	Non domestic (general) i.e. other than (e)	25 days

H is use of supply hours per day, which shall be taken for different categories of use as below:

a)	Single shift industry (day / night only)	10 hrs.
b)	Non-continuous industry (day & night)	20 hrs.
c)	Continuous industry	24 hrs.
d)	Non-domestic (general) including restaurants Hotels, hospitals, nursing homes, guest houses, petrol pumps	20 hrs.
e)	Domestic	8 hrs.
f)	Agriculture	10 hrs.

F is load factor, which shall be taken for different categories of use as below:

a)	Industrial	60%
b)	Non-domestic	60%
c)	Domestic	40%
d)	Agriculture	100%
e)	Direct theft#	100%

The working hours for the purpose of assessment in the cases of bonafide domestic use for operating domestic water pump, microwave Owens, washing machines and petty domestic appliances shall not be considered for more than one hour working per day on 100% load factor.

Annexure X (continued)

Assessment of energy in case of temporary connection

In the case of temporary connection the assessment for pilferage of energy shall be done as per the following formula:

Units assessed = $L \times D \times H$, where

L = Load (connected/declared connected/contracted load whichever is higher) in kW where kWh rate is applicable and in kVA where kVAh rate is applicable

D = No. of days for which supply is used

H = 12 hours

²⁰[**Appendix1**]

[.....]

²⁰ Removed by UERC (Release of New LT Connections, Enhancement and Reduction of Loads) Regulations, 2013 notified vide No. F-9(12)/RG/UERC/2013/1466 (w.e.f. 29.01.2013).

Appendix-2

Abbreviations

Following abbreviations have been used in this code but have not been defined;

- i- V=Volt
- ii- A=Ampere
- iii- W=Watt
- iv- kV= kilo Volt
- v- kA= kilo Ampere
- vi- kWh= kilo Watt Hour
- vii- kVA=kilo Volt Ampere
- viii- CT= Current Transformer
- ix- PT= Potential Transformer
- x- kVAh= kilo Volt Ampere Hour
- xi- kW= kilo Watt
- xii- kVAR= kilo Volt Ampere Reactive