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**ଓଡ଼ିଶା ବିଦ୍ୟୁତ୍ ନିୟାମକ ଆୟୋଗ**  
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**No. OERC/Engg.-92/2003(Vol.VIII)/965**

**Dated- 29.07.2025**

**PUBLIC NOTICE**

The Commission in exercise of the powers conferred under Section 181 (3) of the Electricity Act, 2003 (36 of 2003) has pre-published the draft OERC Distribution (Conditions of Supply) Code, 2025. The said draft Code is available in Commission's Website [www.orierc.org](http://www.orierc.org).

Interested persons may furnish their valuable views/suggestions to the undersigned on the draft Code by **30.08.2025**. After considering the views and suggestions from the all the stakeholders, the Commission in appropriate case may bring about modification to the draft Code and finalize it for publication in the official Gazette.

By order of the Commission

**Sd/-**

**SECRETARY**

**ODISHA ELECTRICITY REGULATORY COMMISSION**  
**BHUBANESWAR – 751 021**

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**NOTIFICATION**  
**The \_\_th July 2025**

No.OERC/Engg/ \_\_\_\_\_ - In exercise of the powers conferred by Section 50 read with and Section 181 and Part-VI of the Electricity Act, 2003 (Act 36 of 2003) and all other enabling provision in this behalf, the Odisha Electricity Regulatory Commission have prepared the following Supply Code by Notification to govern supply of electricity by the licensee/supplier to the consumers / end users. The Code details the obligations of the Licensee/ Supplier and consumers and specifies the set of practices that shall be adopted by the Licensee to provide efficient, cost-effective and consumer friendly service to the consumers. It covers measures for recovery of electricity charges; intervals for billing of electricity charges; procedure for connection, disconnection of supply of electricity; reconnection/ restoration of supply of electricity; measures for preventing, tampering, distress or damage to electrical plant or electrical line or meter, entry of distribution licensee or any person acting on his behalf for disconnecting electricity supply and removing the meter; entry for replacing, or augmenting, or maintaining electric lines or electrical plants or meter and such other matters; assessment of load and change in existing connections (change in tariff category, modification of load, etc.).

**Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2025**

**CHAPTER I**

**1. SHORT TITLE, COMMENCEMENT**

- 1.1 This Code shall be called the “Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2025; herein after referred to as “the Supply Code”.
- 1.2 This Supply Code shall come into force on the date of publication in Official Gazette.
- 1.3 This Supply Code shall extend to the whole of the State of Odisha.
- 1.4 This Supply Code shall be applicable to:
  - (a) all Distribution and Retail Supply licensee/suppliers including Deemed licensee/suppliers, all consumers, end users of electricity in the State of Odisha;
  - (b) all other persons engaged in the business of distribution/supply of electricity in his area of supply;
  - (c) all other persons who are exempted under Section 13 of the Act; and
  - (d) unauthorized supply, unauthorized use, theft diversion and other means of unauthorized use/ abstraction of electricity.
- 1.5 The Odisha General Clauses Act, 1937 shall apply to the interpretation of this Code.
- 1.6 This Supply Code shall supersede the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 and its subsequent amendments.
- 1.7 On the application of the licensee/supplier(s) or suo motu, all forms and formats annexed to this code may be suitably amended by the Commission in the public interest by a special order.

## CHAPTER II

### 2. DEFINITIONS AND INTERPRETATIONS

- 2.1 Words, terms and expressions defined in the Electricity Act, 2003, as amended from time to time and used in this Code shall have and carry the same meaning as defined and assigned in the said Act and/or General Clauses Act (Central/State). Expressions used herein but not specifically defined in the Act but defined under any law passed by the Parliament or State Legislative Assembly shall be as applicable to the electricity industry in the State and shall have the same meaning as assigned to them in such law.
- 2.2 In this Code, unless the context otherwise requires:
- (1) “**Act**” means the Electricity Act, 2003 (Act 36 of 2003) and subsequent amendments thereof;
  - (2) “**Agreement**” with its grammatical variations and cognate expressions means an agreement entered into by the licensee/supplier and the consumer in accordance with Regulation 49 in the format at Form no.1-3 of these Regulation;
  - (3) “**Accredited Test Laboratory**” means a test laboratory accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL); list of which may be prominently displayed in the licensee/supplier’s field office premises for the knowledge of the consumers.
  - (4) “**Ampere**” means a unit of electric current and is the unvarying electric current which when passed through a solution of nitrate of silver in water, in accordance with the specification set out in Annexure-I of the Indian Electricity Rules, 1956 or Rules/Regulations made under Section 53 of the Act, deposits silver at the rate of 0.001118 of a gramme per second; the aforesaid unit is equivalent to the current which, in passing through the suspended coil of wire forming part of the instrument marked "Government of India Ampere Standard Verified" when the suspended coil is in its sighted position, exerts a force which is exactly balanced by the force exerted by gravity in Calcutta on the counter balancing iridium platinum weight of the said instrument;
  - (5) “**Ancillary Support**” means the support required for maintaining power quality, reliability and security of the distribution system;
  - (6) “**Apparatus**” means electrical/electronic apparatus and includes all machines, *devices*, fittings, accessories, appliances and equipments in which conductors are used for consuming electrical energy;
  - (7) “**Applicant**” means an owner or occupier of any land/premises who submits an application form with a licensee/supplier for supply of electricity, increase or decrease in sanctioned load/contract demand, change in title or mutation of name, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made there under or other services;
  - (8) “**Application**” means an application form complete in all respects in the appropriate format, as required by the Distribution licensee/supplier, along with documents showing payment of necessary charges and other compliances;

- (9) **“Assessing Officer”** means an officer of a State Government or Board or Licensee, as the case may be, designated as such by Government of Odisha, under Section 126 of the Act;
- (10) **“Authorized Officer”** means an officer of the Licensee or supplier, as the case may be, designated as Authorized Officer by the State Government of Odisha under sub-section (2) of Section 135 of the Act;
- (11) **“Authorised Representative”** of any person/entity means all officers, staff, representatives or persons discharging functions under the general or specific authority of the concerned person/entity;
- (12) **“Average Power Factor”** means the power factor resulting from variations of the quantum and duration of the consumer’s load during a specific period and its value corrected to the nearest percentum figure to be calculated as a ratio of the registration during the same period of kilowatt-hour and kilovolt-ampere hour;
- (13) **“Bi-directional Meter”** means a consumer meter for measuring, indicating and recording quanta of electricity flowing in opposite directions (export to the licensee/supplier’s distribution system and import by the consumer from distribution system) in Kwh including any other quantity as per the requirement. The net quantum of electricity either exported to the distribution system or imported by the consumer in Kwh is derived by arithmetical means (or shown by the meters automatically). In case the meter is fixed with HT consumers the power factor will be based on the import of energy by the consumer only.
- (14) **“Billing Cycle or Billing Period”** means the period for which regular electricity bills as specified by the Commission, are prepared for different categories of consumers by the licensee/supplier;
- (15) **“Break-down”** means an occurrence relating to equipment of supply system or other electrical line which prevents its normal functioning;
- (16) **“CEA”** means the Central Electricity Authority referred to in sub-section 1 of Section 70 of the Act;
- (17) **“Check Meter”** means a meter, which is connected to the same core of the Current Transformer (CT) and Voltage Transformer (VT) to which main meter is connected and shall be used for accounting and billing of electricity in case of failure of main meter; In case of LT supply, check meter includes a meter which is connected in series with the main meter in a place other than the consumer premises;
- (18) **“Supply Code”** means the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2025;
- (19) **“Commission”** means Odisha Electricity Regulatory Commission;
- (20) **“Conductor”** means any wire, cable, bar, tube, rail or plate used for conducting energy and so arranged as to be electrically connected to a system;
- (21) **“Consumer”** Means any person who is supplied with electricity for his/her own use by a licensee/supplier or the Government or by any other person engaged in the business of supplying electricity to the public under the Electricity Act, 2003 or any other law for the time being in force and includes any person whose premises are for the time being connected for the purpose of receiving electricity

with the works of a licensee/supplier, the Government or such other person, as the case may be. A consumer is specified as:

- (i) 'Low Tension Consumer (LT Consumer)' if he obtains supply from the licensee/supplier at low voltage; or
- (ii) 'High Tension Consumer (HT Consumer)' if he obtains supply from the licensee/supplier at High voltage; or
- (iii) 'Extra High Tension Consumer (EHT Consumer)' if he obtains supply from the licensee/supplier at Extra High voltage.

- (22) **"Connected Load"** means aggregate of the manufacturer's rated capacity of all electrical energy consuming devices/ apparatus connected with the Distribution Licensee in the consumer's premises and shall be determined as per procedure laid down in this Supply Code. This shall be expressed in KW or KVA or H.P. If the ratings are in KVA, the same may be converted to KW by multiplying the KVA with a power factor of 0.9. If the same or any equipment's/apparatus is rated by the manufacturer in HP, the HP rating shall be converted into KW by multiplying it by 0.746;
- (23) **"Connection point"** means a point at which the consumer's installation and/or apparatus are connected to distribution licensee's distribution system;
- (24) **"Conservation"** means any reduction in consumption of electricity as a result of increase in the efficiency in supply and use of electricity;
- (25) **"Correct Meter"** means a meter, which shall have, features, accuracy Class and specifications as per the Standards on Installation and Operation of Meters given in Schedule of CEA (Installation and Operation of Meters) Regulation, 2006; as amended from time to time;
- (26) **"Consumer Installation"** means any composite electrical unit including electric wires, fittings, motors, transformers and apparatus portable and stationary, indoor/ outdoor/ underground erected and wired by or on behalf of the consumer at the consumer's premises starting from the point of supply and includes apparatus that is available on his premises for being connected or envisaged to be connected to the installation but for the time being is not connected;
- (27) **"Contract Demand"** means maximum demand in KW or KVA or HP, agreed to be supplied by the licensee/supplier under Regulation 114 and reflected in the agreement executed between the parties. Where the agreement stipulates supply in KVA, the quantum in terms of KW may be determined by multiplying the KVA with 0.9;
- (28) **"Date of Commencement of Supply"** means the date when the Licensee/ Supplier energizes consumer's installation by connecting to distribution mains;
- (29) **"Days"** means clear working days;
- (30) **"Dedicated line/ feeder"** means a line/ feeder constructed at the cost of a consumer or a group of consumers for supplying electricity only to that consumer or group of consumers;
- (31) **"Demand Charge"** means a charge levied on the consumer for a billing period based on Contract Demand or Maximum Demand or Sanctioned Load, i.e., the

- capacity reserved for him by the licensee/supplier or as mutually agreed in the agreement whether the consumer utilizes such reserved capacity in full or not;
- (32) **“Designated Authority of the Licensee/supplier”** means an authority who has been notified as such by the licensee/supplier in the manner approved by the Commission to exercise powers under specific provisions of this Code;
- (33) **“Disconnection”** means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;  
Provided that remote/ automatic separation of supply due to exhaust of credited amount of the pre-paid meter shall not be treated as disconnection and resumption of normal supply shall be ensured once the meter is recharged;
- (34) **“Distributing Main”** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (35) **“Distribution Licensee”** means a licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in his area of supply;
- (36) **“Distribution System”** means the system of wires and associated facilities (any system primarily consisting of overhead lines, underground cables, service cables, electrical plants, control switchgear and meters, etc. having voltage of 33 kV and below) between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers;
- (37) **“Earthing” or “Connected with Earth”** means connected with the general mass of earth as per CEA (Measures relating to Safety and Electric Supply) Regulations 2010 as amended from time to time to ensure at all times an immediate discharge of energy without danger;
- (38) **“Electrical Line”** means any line which is used for carrying electricity for any purpose and includes
- a. Any support for any such line, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line is, or maybe, supported, carried or suspended; and
  - b. Any apparatus connected to any such line for the purpose carrying electricity
- (39) **“Energy”** means electrical energy-
- (i) Generated, transmitted, distributed or supplied for any purpose,
  - (ii) Used for any purpose except the transmission of a message.
- (40) **“Energy Charge”** refers to a charge levied on the consumer based on his consumption of electricity in kWh or kVAh;
- (41) **“Electricity Trader”** means a person who has been granted a licence to undertake trading in electricity under section 12 of the Act;
- (42) **“Engineer”** means an Officer, by whatever name he/she may be designated, who is employed by the licensee/supplier and who is in charge of the local area having direct jurisdiction over the area of supply or any part thereof in which the premises to be served are located and who is notified as such for the purposes of these Regulations by the licensee/supplier in the manner laid down by the Commission and includes any other engineer duly authorised by him to exercise any power, jurisdiction or authority under these Regulations;

- (43) **“Extra High Tension Consumer”** means a consumer who obtains supply from the licensee/supplier at Extra High Voltage;
- (44) **“High Tension Consumer”** means a consumer who obtains supply from the licensee/supplier at High Voltage;
- (45) **“Initial Period of Agreement”** means the period of two years starting from the date of commencement of supply in respect of Domestic and General Purpose category of consumers and five years in respect of other category of consumers. The initial period of agreement shall continue till the end of the month, on which the end date of the two years/five periods expires; as the case may be.
- (46) **“Licensed Electrical Contractor”** means a contractor licensed under Regulations 29 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 made under Section 53 of the Act;
- (47) **“Licence”** means a Licence granted under Section 14 of the Act;
- (48) **“Licensee/Supplier”** means a person who has been granted a licence under Section 14 of the Act;
- (49) **“Load”** means the electric load in a given circuit that consumes electrical energy;
- (50) **“Load Factor”** in case of contract demand of 100 KW and above is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the maximum demand been maintained throughout the same period and is usually expressed as a percentage, that is,  
**Load Factor in Percentage** = (Actual units consumed during a given period) / [Maximum demand in KW X Number of Hrs during the period] X100;  
**‘Load Factor’** in case of loads up to and excluding connected load of 100KW is the ratio of the total number of units consumed during a given period to the total number of units that would have been consumed had the contract demand been maintained throughout the same period and is usually expressed as a percentage, that is,  
**Load Factor in Percentage** = (Actual units consumed during a given period) / [Contract demand in KW X Number of Hrs during the period] X 100;  
 Provided that for allowing load factor incentive, actual units consumed from Licensee shall only be considered;
- (51) **“Low Tension Consumer”** means a consumer who obtains supply from the licensee/supplier at low voltage;
- (52) **“Main”** means any electric supply-line through which electricity is, or is intended to be supplied;
- (53) **“Maximum Demand”** means the highest load measured in average kVA or kW at the point of supply of a consumer during any consecutive period of 30 / 15 minutes (depending upon the type of meter being used) during the billing period where such meter with the features of reading the maximum demand in kW/kVA directly, has been provided. Where agreement stipulates supply in KVA, the quantum in terms of Kilowatts may be determined by multiplying the KVA with 0.9 ‘Maximum demand’ for a category of consumer shall be

calculated as per the procedure provided in the Tariff Order, approved by the Commission;

- (54) **“Meter”** means an equipment used for measuring, indicating and recording electrical quantities like energy in kWh or KVAh, maximum demand in kW or KVA, reactive energy in KVAR hours etc. including accessories like Current Transformers (CT) and Potential Transformers (PT)/ Voltage Transformer (VT)/ Capacity Voltage Transformer (CVT), etc. where used in conjunction with such meter. It shall also include any enclosure used for housing or fixing such meter, any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing unauthorised use of electricity;
- (55) **“Minimum Monthly Fixed Charges” (MMFC)** refers to such charges payable by the consumers to cover fixed charges incurred by the licensee/supplier for affording supply such as fixed expenses and operation and maintenance expenses or any such charge as made in the tariff order of the Commission;
- (56) **“Net Meter”** means a consumer meter which is a bi-directional energy meter for measuring the quantum of electricity flowing in opposite directions and the net quantum of electricity either consumed by the consumer or injected into the distribution system of the licensee/supplier in kWh; which shall be an integral part of the net metering system;
- (57) **“Obligated Entity”** means (i) Distribution Licensee (or any other entity procuring power on their behalf), and (ii) Any person consuming electricity (a) generated from conventional Captive Generating Plant having capacity of 1 MW and above for his own use and or (b) procured from conventional generation through open access and third party sale.
- (58) **“Occupier”** means the owner or person in occupation of the premises where energy is used or proposed to be used;
- (59) **“Ohm”** means a unit of electric resistance and is the resistance offered to an unvarying electric current by a column of mercury at the temperature of melting ice 14.4521 grams in mass of an uniform cross sectional area and of a length of 106.3 centimetres. The aforesaid unit is represented by the resistance between the terminals of the instrument marked "Government of India Ohm Standard Verified" to the passage of an electric current when the coil of wire, forming part of the aforesaid instrument and connected to the aforesaid terminals is in all parts at a temperature of 30 degree Celsius;
- (60) **“Open Access”** means the non-discriminatory provision for the use of transmission lines or distribution system or associated facilities with such lines or system by any licensee or consumer or a person engaged in generation in accordance with the regulations specified by the Commission;
- (61) **“Overhead Line”** means an electric line which is placed above the ground and in the open air but does not include live rails of a traction system;
- (62) **"Owner"** means the person who is having absolute right over the property and the expression owner includes the legal heirs';
- (63) **“Person”** shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person;



- (64) **“Phased Contract Demand”** means contract demand agreed to be availed in a phased manner;
- (65) **“Point of Supply”** means the point at the incoming terminal of switchgear installed by the consumer;
- (66) **“Power Factor”** means the cosine of the electrical angle between voltage and current vectors in an AC electrical circuit;
- (67) **“Premises”** means land, building or infrastructure or part or combination thereof in respect of which a separate meter or metering arrangements have been made by the licensee/supplier for supply of electricity;
- (68) **“Prepaid Meter”** means a meter which facilitates use of electricity energy after payment of dues in advance;
- (69) **“Promoter”** means
- (i) a person who constructs or causes to be constructed an building or a building consisting of apartments, or converts an existing building or a part thereof into apartments, for the purpose of selling all or some of the apartments to other persons and includes his assignees; or
  - (ii) any development authority or any other public body in respect of allottees of buildings or apartments, as the case may be, constructed by such authority or body on lands owned by them or placed at their disposal by the Government for the purpose of selling all or some of the apartments; or
  - (iii) Registered society /co-operative housing society, Self Help Groups (SHGs) or office / artificial juridical person (company, firm, partnership etc.) buildings / apartments/ demarcated housing plots for its Members or
  - (iv) any other person who acts himself as a builder, coloniser, contractor, developer, estate developer or by any other name or claims to be acting as the holder of a power of attorney from the owner of the land on which the building or apartment is constructed or plot is developed for sale/use; or
  - (v) such other person who constructs any building or apartment for sale to the general public.
- (70) **“Prosumer”** means a Consumer of electricity in the area of supply of the Distribution Licensee/supplier, who uses a self-owned or third party-owned Solar Power System installed at the Consumer’s premises, to offset part or all of the Consumer's electricity requirements;
- (71) **“Real time operation”** means action to be taken at a given time at which information about the electricity system is made available to the concerned Load Despatch Centre;
- (72) **‘Resident Welfare Association’** (here in after referred to as the Association) means an association comprising all the property owners within a Co-operative Group Housing Society, Multi storied Building, Residential Colony, or a similar body registered with the State Government.”
- (73) **“Rural Area”** means area not covered under Urban area;
- (74) **“Safety Rules”** means rules framed under Section 53 of the Act;
- (75) **“Sanctioned Load”** means the load in kW, kVA or BHP, which the licensee has agreed to supply from time to time subject to the governing terms and

conditions in the absence of an Agreement between the Distribution licensee and the consumer;

- (76) **“Service Line”** means any electric supply line through which electricity is, or is intended to be supplied:
- (i) to a single consumer either from a distributing main or immediately from the Distribution licensee’s premises; or
  - (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (77) (a) **“Smart Meter”** means a meter conforming to the relevant IS standard that uses information & communication technology to act intelligently in an automated manner with facilities for remote connect/disconnect and display of meter data and instruction from the licensee for the consumer.
- (b) **AMI (Advanced Metering Infrastructure)** refers to a framework enabling two-way communication between smart meter and the server of the licensee/supplier to execute the remote reading, monitoring & control of meters to serve as repository of records for all data.
- (78) **“Standard Agreement Form”** means the form of agreement laid under Regulation 48;
- (79) **“Street”** includes any way, road, lane, square, court, alley, passage or open space, whether a thoroughfare or not, over which the public have a right of way, and also the roadway and footway over any public bridge or causeway;
- (80) **“Supplier”** means any entity authorised to supply electricity to consumer under the provisions of the Act;
- (81) **“Tariff Order”** in respect of a Licensee means the most recent Order issued by the Commission for that Licensee indicating the rates to be charged by the Licensee from various categories of consumers for supply of electrical energy and services;
- (81) **“Tariff Schedule”** means the most recent schedule of charges for supply of electricity and services issued by the licensee as per the provisions of the Tariff Order for that licensee;
- (82) **“Theft of electricity”** means theft of electricity as per Section 135 of the Act;
- (83) **“Transmission Licensee”** means a licensee authorised to establish or operate transmission lines;
- (84) **“Transmission System”** means the system consisting of extra high voltage electric lines, having design voltage of 132 KV and higher owned or operated by a transmission licensee/supplier authorised to transmit electricity for the purposes of the transportation of electricity from one power station to a sub-station or to another power station or between sub-stations or to or from any external interconnection including bays/equipment up to the interconnection with the distribution system and includes any plant and apparatus and meters owned or used by the transmission licensee in connection with the transmission of electricity, but shall not include any part of a distribution system;
- (85) **“Unauthorized Use of Electricity”** means usage of electricity as per Section 126 of the Act;

- (86) **“Utility”** means the electric lines or electrical plant, and includes all lands, buildings, works and materials attached thereto belonging to any person acting as a generating company or licensee under the provisions of this Act;
- (87) **“Volt”** means a unit of electro-motive force and is the electric pressure which, when steadily applied to a conductor, the resistance of which is one ohm, will produce a current of the one ampere and the unit may be indicated by the abbreviation V and one thousand such units may be indicated by the abbreviation KV;
- (88) **“Voltage”** means the difference of electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable voltmeter and is said to be;
- (i) **“Low Voltage”** where the voltage does not exceed 230 volts (voltage between one phase and neutral) in case of single phase supply and does not exceed 650 volts (voltage between two phases) in case of three-phase supply under normal conditions subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;
  - (ii) **“High Voltage”** where the voltage (between two phases) exceeds 650 volts and does not exceed 33,000 volts under normal conditions subject, however, to the percentage variation stated CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules/Regulations specified under the Act;
  - (iii) **“Extra High Voltage”** where the voltage (between two phases) exceeds 33,000 volts under normal conditions subject, however, to the percentage variation stated in CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereof or in Rules / Regulations specified under the Act;
- (89) **“Wheeling”** means the operation whereby the distribution system and associated facilities of a transmission licensee or distribution licensee, as the case may be, are used by another person for the conveyance of electricity on payment of charges to be determined under section 62 of the Act;
- (90) **“Works”** includes electric line, and any building, plant, machinery apparatus and any other thing of whatever description required to transmit, distribute or supply electricity to the public and to carry into effect the objects of a licence or sanction granted under this Act or any other law for the time being in force;
- (91) **“Urban Areas”** means the areas covered by all Municipal Corporations and other Municipalities including the areas falling under the various Urban Development Authorities, Cantonment Authorities and industrial estates or townships, excluding the areas covered under Class-I Cities;
- (92) **“User”** means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable;  
**Explanation:** Any distribution licensee, transmission licensee and generating units connected to the distribution system and the person availing Open Access in transmission or distribution system are also included in this term.
- (93) **“Year”** means a financial year commencing the first day of April.

### **CHAPTER III**

### **POWER SUPPLY**

#### **Application for Supply - Release of new connection and modification in existing connection.**

3. (a) The licensee/ supplier shall prominently display on its website and wherever feasible, in its offices, the following; namely: -

- (i) detailed procedure for grant of new connection, temporary connection, shifting of meter or, service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc;
- (ii) address and telephone numbers of offices where filled-up application forms can be submitted;
- (iii) address of website for online submission of application form;
- (iv) complete list of copies of the documents required to be attached with the application;
- (v) all applicable charges to be deposited by the applicant.
- (vi) step by step instruction for filling up the application form.

(b) Application for initial supply or subsequent additional supply of power shall be made in the format in duplicate as provided in Form No.1 & 2 as the case may be. Application forms for all type of connections as well as modification in existing connection shall be available at the local offices of the distribution licensee/ supplier free of cost as well as on its website for free download. Photocopies of a blank Form or Form downloaded from the web-site of the licensee/supplier can also be used as an application form. Any assistance or information required for filling up the application form may be obtained by the applicant from the local office or from the website of the distribution licensee.

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

5. (a) The licensee/ supplier shall create a web portal and a mobile app for submission of online application forms. The applicant shall have option to submit application online through web portal or mobile app of distribution licensee or in form of a hard copy.

(b) In case of online submission, an application, complete with all the required information/ document along with a non-refundable registration-cum-processing fee as indicated in Regulation 5(e) below shall be deemed to be received on the date of generation of acknowledgement with Application Number. In case hard copy of the application form is submitted, the application duly filled in, shall be signed by the owner or the lawful occupier with the consent of the owner of the premises for which supply is required and the same shall be submitted at the local office along with a sketch map of the premises and documentary evidence of his ownership or occupancy of the premises in question. The same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the Application Number for that application shall be generated and intimated to the applicant.

- (c) Payment prescribed for getting power supply shall be made in non-cash mode i.e. through Online/ Bank Draft/ Cheque/ Pay Order/ Digital mode with proof.
- (d) The fees may change by the Notification of the Commission from time to time.
- (e) The following fees shall be paid along with the application:

**Application Processing fees for various Services**

Sl. No.	Purpose of Application	Application Processing charges	
		LT	HT & EHT
1	Change of Consumer Category	Rs. 50/-	Rs. 1000/-
2	Change of Contract Demand	Rs. 50/-	Rs. 1000/-
3	Change/correction of Name or address, Ownership change/modification (excluding e-mail ID and Mobile No.)	Rs. 50/-	Rs. 1000/-

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

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

- (a) Electoral identity card;
  - (b) Passport;
  - (c) Driving license;
  - (d) Ration card along with any document showing photo identity;
  - (e) PAN card.
7. Any of the following documents shall be considered as acceptable proof of ownership or occupancy of premises:
- (a) Copy of sale deed, lease deed or Record of Right.
  - (b) Registered valid General Power of Attorney;
  - (c) Municipal tax receipt or Demand notice or any other related document establishing ownership/occupation of premises;
  - (d) Letter of allotment from Government or Developmental Authority.
  - (e) Letter of Incorporation or Authority
  - (f) An applicant who is not an owner but an occupier of the premises shall, along with any one of the documents listed at (a) to (d) above, also furnish a No Objection Certificate from owner of the premises.
8. The licensee/supplier may grant connection to the premises of any applicant, and the licensee/supplier's engineer may dispense with documentary evidence of lawful occupation of the premises at his discretion recording sufficient reasons that the applicant is a lawful occupier. Any documentary evidence regarding electricity connection or payment of bills raised by the licensee/supplier for consumption of electricity in this premises will not constitute evidence for the purpose of lawful occupation of the premises in any municipal record, revenue record or any court of law.

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

9. Any of the following documents shall be considered as acceptable proof of current address for communication:
  - (a) Aadhaar Card
  - (b) ~~Passport~~;
  - (c) Driving license;
  - (d) Ration card with any document showing photo identity;
  - (e) Statement of running Bank Account;
  - (f) Latest Water / Telephone / Electricity / Gas connection Bill;
  - (g) (PAN Card).
10. (a) In case of a partnership firm including Limited Liability partnership (LLP) – The applicant shall furnish the partnership deed or the LLP deed duly notarized and an authorization in the name of the applicant for signing the requisition form and agreement;  
  
(b) In case of Public and/or Private limited Company – The applicant shall furnish the Memorandum and Articles of Association and Certificate of Incorporation along with an authorization in the name of the applicant for signing the application form and agreement;
11. In case of a trust, educational institution, government department etc, the application form shall be signed by a competent authority (e.g. Branch Manager, Principal, Executive Engineer or equivalent rank officer, etc) along with a relevant resolution/ authority letter of the institution concerned.
12. Other documents applicable only for selected consumer categories such as:
  - (a) Industrial consumers: Valid Industrial License.
  - (b) Agricultural consumers: No Objection Certificate from competent government authority for lifting water from tube wells/ bore wells/ wells/ streams/ rivulets/rivers exclusively for agricultural uses; and an undertaking for use of electricity supply for agricultural purpose only.
  - (c) Temporary Structure: No Objection Certificate for temporary structure from the NAC / Municipality / Gram Panchayat.
  - (d) Where new industrial connection or addition to the load of existing connection need clearance  
from the State Pollution Control Board, the applicant shall submit “NO OBJECTION CERTIFICATE” from the competent authority to the Licensee/ Supplier.

13. All applications for supply of power shall be submitted well in advance before the expected date of supply subject to provisions at Regulation 31 hereunder, where distribution mains have been laid and power supply continues.
14. An applicant, who is not the owner of the premises occupied by him, shall execute an indemnity bond, indemnifying the licensee/supplier against any damages payable on account of any dispute arising out of supply of power to the premises.
15. The Licensee/ Supplier shall obtain the necessary way leaves and permissions for laying down the service lines for the supply of power. The applicant shall fully co-operate with the Licensee/ Supplier in obtaining such necessary way leaves and permissions. When the applicant's premises have no frontage on a street and the service line from the licensee/supplier's mains has to go over or under the adjoining premises of any other person (whether or not the adjoining premises is owned jointly by the applicant and such other person), the applicant shall obtain at his own expense necessary way-leave, if required, licence, sanction, permission or other right or interest from the adjoining owner or co-owner. The licensee/supplier may not supply power until such way-leave, licence, sanction or other right or interest is obtained. Any extra expenditure incurred in placing the service line in accordance with the terms of way leave, sanction, licence or other right or interest obtained from the owner or co-owner shall be borne by the applicant. No way-leave, license, sanction or other right or interest once granted shall be cancelled or withdrawn, without giving six months' notice by registered post to the engineer and the concerned consumer and a provision to this effect should be incorporated in the terms of the way leave, licence, sanction, or other right or interest arranged by the consumer and submitted to the licensee/supplier. The consumer may however arrange for alternative route, if any, to retain the supply of power. In all such cases the consumer shall bear the cost of diversion and other incidental expenses as may be estimated by the engineer at standard rates adopted by the licensee/supplier. It shall not be incumbent upon the licensee/supplier to ascertain the validity or adequacy of the way-leave, license, sanction, or other right or interest obtained by the applicant. Notwithstanding anything stated above, any way leave (including way leave granted for supply to others) would be surrendered or alternative route would be accepted only if in the opinion of the licensee/supplier it is technically feasible. The decision of the licensee/supplier in this regard would be final.
16. The service connection to an applicant for Industrial or General Purpose category may be given after the applicant obtains permission or sanction, etc. from the appropriate authority or body.
17. (i) If an earlier agreement was executed in the name of applicant or in the name of a firm or company in which he/she was either a partner, director or managing director, and arrear of electricity dues or other dues for the same premises are pending against him, the application for supply of electricity shall not be allowed/ processed by the engineer in charge until the arrears are settled and paid in full.

(ii) If applicant has purchased a new property to which power supply connection has been disconnected, it shall be the responsibility of the applicant to verify that there is no outstanding dues of the Licensee/supplier against the previous owner and “no dues certificate” has been issued by the Licensee/supplier. In case “no dues certificate” has not obtained by the previous owner, the applicant, before change in ownership of property, may approach the Engineer in charge of the Licensee/supplier for a “no dues certificate”. The Engineer in charge shall acknowledge receipt of such request and shall either intimate in writing the outstanding dues, if any, against the premises or issue “no dues certificate” within seven (7) days from the date of application. In case the Licensee/supplier does not intimate outstanding dues or issue “no dues certificate” within specified time, new connection on the premises shall not be denied on ground of outstanding dues of previous consumer/ owner. In such case, the licensee/supplier shall have to recover his dues from previous consumer as per provisions of law.

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

(iv) A new connection to such sub-divided premises shall be given only after the share of outstanding dues attributed to such legitimately sub-divided premises is duly paid by the applicant. A Licensee/supplier shall not refuse connection to an applicant only on the ground that dues on the other portion(s) of such premises have not been paid, nor shall the Licensee/supplier demand record of last paid bills of other portion(s) from such applicants.

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

Provided that, if the consumer wishes to avail temporary connection of power supply for construction of the house within the premises, the consumer should be provided with such connection as per Regulation 19.

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



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

19. (i) For temporary supply the applicant shall apply in the format prescribed in Form No. 1 in this Code along with the documents specified in Regulations 6 to 12 of this code. No Objection Certificate (NOC) from the local authority, Tahasildar or Executive Officer as the case may be shall be submitted if the supply is required at a place owned by these authorities.

Provided that in case temporary supply is required in premises/place where 100 or more persons are likely to assemble, applicant shall comply with the provisions of Section 54 of the Act:

Provided further that in case any permit/NOC is withdrawn by the competent authority after energisation of connection, supply shall be disconnected forthwith and shall be reconnected only after the permit/NOC is restored.

(ii) Temporary supply shall be granted for a limited period subject to maximum period of 12 months. For extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days in advance before the date of expiry of temporary supply. The licensee may grant extension to the consumer with a demand note for advance payment of electricity charges for the period of extension within 7 working days of receipt of written request.

(iii) Temporary Supply shall be granted through prepaid meter or prepaid smart meter(s) wherever technically feasible.

(iv) During the inspection, the licensee shall examine the technical feasibility along with electrical safety aspect of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 working days for LT and within 15 working days for HT/EHT connections after receipt of application form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds but safety aspect need not be compromised.

(v) If on inspection/re-inspection the connection is found technically feasible, the licensee shall sanction the load applied for and issue a demand note for depositing the required amount within 7 days of inspection. The licensee shall follow the procedure and timelines in accordance with regulation 23 below.

(vi) If there are outstanding dues in the name of applicant anywhere in the area of supply of the Licensee(s), temporary connection shall not be given till such dues are paid by the consumer.

(vii) 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.

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

21. Within the area covered under Resident Welfare Association:

(a) The licensee/supplier shall provide either a single point connection for the Association or individual connections for each and every owner, on the basis of choice of the majority of the house or flat owners in such Association and the choice shall be ascertained by means of a transparent ballot to be held by the licensee/ supplier;

Provided that if more than fifty percent of the owners prefer individual connection then individual connection shall be given to each owner.

(b) the metering, billing, and collection shall be done separately for:

- (i) individual electricity consumption sourced from the licensee/supplier;
- (ii) individual consumption of back up power supplied by the Association; and
- (iii) electricity consumption for common area of such Association sourced from the licensee/supplier.

(c) In the case of a single point connection, the Association shall be responsible for metering, billing, and collection and for individual connections, these responsibilities shall vest with the licensee/supplier.

(d) In the case of a single point connection:

- (i) the charges deducted through pre-payment meters or bills raised by the Association for individual electricity consumption shall be on no-profit-no-loss basis.
- (ii) the licensee/supplier's tariff for single point connection to Associations shall not exceed the average billing rate for low tension domestic category.
- (iii) the total billing done by Association for the electricity supplied by the licensee/supplier shall not exceed the overall tariff paid to the licensee/ supplier.

22. On the request of an Association or an owner of the flat or house in an Association or any other consumer, the licensee/supplier shall provide a separate connection for supply of electricity for Electric Vehicle charging system;

### **Processing of Applications**

23. (i) For all application forms pertaining to release of supply to new connections, the licensee/supplier shall verify the application form along with enclosed documents and if found

deficient, shall indicate all the deficiencies in the application form to the applicant in one go only and shall not raise any new deficiency subsequently.

Provided that, in case the Licensee fails to intimate the applicant about any deficiencies in his application on the spot or within 2 (two) days in case of online application, as the case may be, the application shall be deemed to have been accepted by the Licensee on the date of receipt of the application.

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

(iii) The licensee/ supplier shall provide application tracking mechanism based on the unique Application Number through web-based application or mobile app or through SMS or by any other mode to monitor the status of processing of the application like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.

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

#### 24. Field Inspection:-

(i) In case the application form is complete, the Licensee shall, at the time of receipt of application form, stipulate a date and time for inspection of applicant’s premises in mutual consultation with the applicant, giving a written acknowledgement.

(ii) The date of inspection shall be scheduled within 2 (two) days from the date of acceptance of the application:

Provided that if the applicant wishes to have a different date and time for field inspection, which is beyond the stipulated date & time, the excess time taken by the applicant shall neither be considered for computation of total time taken for release of connection nor for the purpose of compensation: Provided further that if the applicant wishes, he can get the inspection scheduled on a holiday for the Licensee, on payment of an inspection fee as notified in the Commission’s Orders.

(iii) The Licensee shall conduct field inspection of the premises in the presence of the applicant or his representative on the appointed date and time.

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

(a) Fix the point of supply and the place where the meter and other equipment shall be installed, in consultation with the consumer. Provided that the service line shall be laid at an accessible location and the meter shall be fixed outside or at the entry point of the consumer electrical

system in such a manner that it is protected from elements like rain etc. and is easily accessible by the licensee/supplier for various purposes. The licensee/supplier will in no case fix meters and main cutouts nor will allow the same to remain in any position which entails entry of the licensee/supplier's employees into restricted areas of the private or religious quarters.

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

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

(v) The Licensee shall not sanction the load, if upon inspection, the Licensee finds that:

a. the information as furnished in the application is at variance to the actual position, or

b. the installation is defective or

c. the energisation would be in violation of any provision of the Act, Electricity Rules, Regulations or any other requirement, if so specified or prescribed by the Commission or Authority under any of their Regulations or Orders.

(vi) The Licensee shall give intimation to the applicant on the spot in writing about the defects/deficiencies, if any, observed during the field inspection.

(vii) The applicant shall ensure that all defects/deficiencies are removed within 30 (thirty) days from receipt of intimation of defects/ deficiencies.

(viii) On receipt of information from the applicant about removal of defects/deficiencies, the Licensee shall intimate the applicant about date for re-inspection of the premises of the applicant which shall not be later than 2 (two) days of receipt of information from the applicant about removal of defects/deficiencies.

(ix) In case the applicant fails to remove such defects/deficiencies or fails to inform the Licensee about removal of defects/deficiencies within 30 days from the date of receipt of intimation of defects/deficiencies, the application shall stand lapsed and the applicant will have to apply afresh:

Provided that the Licensee may grant additional time to the applicant for completion of works, in case the applicant submits a written request for the same, within 30 (thirty) days from the date of receipt of intimation of defects/deficiencies.

(x) In case the Licensee fails to carry out field inspection/ reinspection within 2 (two) days from the date of acceptance of application or from the date of receipt of intimation of removal of site defects/deficiencies, the load applied for connection shall be deemed to have been sanctioned after 2 (two) days from the date of acceptance of the application or the date of receipt of information for removal of defects/deficiencies, as the case may be.

(xi) In case of EHT supply the licensee/supplier shall forward the application to the Transmission Licensee within three days of its receipt of application for its further processing in terms of provisions in the Grid Code. The Transmission Licensee within ten (10) working days of receipt of the application from distribution licensee, shall intimate the distribution licensee regarding feasibility or otherwise of the application. Comments of the Transmission Licensee shall be communicated to the applicant within three days thereafter.

Provided that, if the application is found feasible, the distribution licensee shall obtain a detailed estimate of the cost of carrying out the work from the Transmission Licensee and submit the same to the applicant along with security deposit required within 21 days of the

receipt of application. Before the work of laying the electric line/service line is taken up, the applicant shall pay in full the cost of laying the electric line/service line as per estimate prepared by the engineer. The licensee/supplier also shall forward the form of licensed contractors' completion and test report to the applicant.

### **Estimate**

#### **25. Load Sanction and Demand Note:**

(i) Save as otherwise provided in the Act or these Regulations, the Licensee shall sanction the load as requested by the applicant.

(ii) The Licensee shall raise the demand note to the applicant, within 2 (two) days of the field inspection subject to rectification of defects/deficiencies, for applicable charges, giving its breakup under the heads such as Security deposit, connection/ reconnection charges, etc. after giving due adjustment for the registration cum processing fee collected, if any, at the time of submission of the application:

Provided that in cases where consumer contribution is required for augmentation of network, the demand note shall be raised by the licensee within 10 (ten) days of the field inspection.

(iii) When a consumer is asked to bear the capital work, the estimated cost shall be calculated as per the calculation mentioned in Appendix-I.

(iv) The applicant shall make payment within 2 (two) days of the receipt of the demand note.

(v) In case the applicant finds difficulty in making the payment within 2(two) days, the applicant may request the Licensee, in writing, for an extension of time for a maximum period of 15 (fifteen) days.

(vi) The Licensee shall be under obligation to energise the connection on receipt of full payment against the demand note subject to the condition that the time extended under sub-regulation.

(vii) Above shall not be counted in working out the total time taken for energisation of connection by Licensee nor the consumer shall be entitled to seek any compensation for such extended period.

#### **26. PROVISION FOR LOW TENSION SUPPLY**

- i. In case of applications for Low Tension supply, where such supply requires only laying the service line from the existing distributing main to the consumer's premises, the Distribution licensee shall estimate the cost-of-service line and the cost of terminal and metering arrangements at the premises of the consumer, but not including the cost of meter. The estimate of the cost of electric line, electrical plants and metering arrangements shall be based on the latest cost data as published by the EIC-cum-PCEI.
- ii. For simplicity notwithstanding anything provided under Regulation 26(i), the following shall be the standardised new connection charges excluding processing fee, meter and security deposit in case of LT (single phase) consumers of all categories having CD upto 150 KW:

Contract Demand	Service Connection Charge (excluding GST)
Upto 2 KW	Rs.1,500.00
2-5 kW	Rs.2,500.00
5-10 kW	Rs 4,500.00

11-20 kW	Rs 7,000.00
21-40 kW	Rs 10,000.00
41-50 kW	Rs 19,500.00
51-100 kW	Rs 33,000.00
101-150 kW	Rs 60,000.00
Note: The above charges have been calculated based on an average 30-meter service length and use of armoured cable.	

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

- iii. In cases of applications where there is a need to erect new electrical plant such as distribution transformer (DTR) along with switch-gear etc., for extending supply to the applicant for Low Tension connection, the licensee shall estimate the cost of electrical plant as follows:

Cost of the works of erection of DTR including switchgear (in Rupees): P

Rated capacity of DTR in KVA = Q

Cost per KVA (in Rupees): P/Q

Contracted load in KVA of the applicant: K

Amount payable by applicant towards electrical plant (in Rupees) =  $K \times (P/Q)$

In cases of applications when the capacity of existing electrical plant (such as DTR and switchgear etc.) is required to be augmented the differential cost of existing and new such electrical plant will form the basis of calculation of pro-rata charges. Licensee shall continue to estimate the amount payable by subsequent applicants as above till the full cost of transformer and switchgear etc. is recovered.

In all cases the estimate of the cost of electrical plant shall be based on the latest cost data as published by the EIC-cum-PCEI.

- iv. In cases of applications which besides erection of electrical plant (such as DTR and switchgear etc.), need laying or extension of the LT or HT line for providing supply to the applicant, the estimate of the cost of such section of LT or HT line shall be made on a per kilometre basis based on the latest cost data as published by the EIC-cum-PCEI.

The Distribution Licensee shall recover the cost, as mentioned in the sub-clause 26(iii) and 26(iv), from all the applicants excluding following categories:

- Agricultural consumers.
- Water Works and Sewerage Pumps operated by/for any local authority other than Municipal Corporation.
- Domestic consumers upto 20 kW where RERA approval is not required.
- LT Commercial consumers up to 20 KVA of contract demand.

The above exclusion is applicable for laying or extension of the LT line up to a distance of 150 meters from existing distribution main.

## 27. PROVISION FOR HIGH TENSION / EXTRA HIGH TENSION SUPPLY

- i. In case of applications where there is a need to erect a new HT line or EHT line from the substation or extend the existing HT or EHT line or strengthening of existing HT or EHT line in order to extend supply to the applicants, the Distribution Licensee, on its own in case of HT, and in co-ordination with Transmission Licensee in case of EHT, shall prepare an estimate of the cost of aforementioned work including the cost of terminal and metering arrangements at the premises of the consumer, but not including the cost of meter. Such estimate shall be based on the latest cost data as published by the EIC-cum-PCEI and/or Transmission Licensee.
- ii. In case of applications where there is a need to erect a new sub-station for extending supply to the applicant, the Distribution Licensee, on its own or in co-ordination with Transmission Licensee, shall prepare an estimate of the cost of the necessary works in the same way as indicated in sub-clause 27 (i) above. In cases of applications when the capacity of existing substation is required to be augmented, the differential cost of existing and new such electrical plant will form the basis of calculation of pro-rata charges. The estimate of the cost of such substation shall be based on the latest cost data as published by the EIC-cum-PCEI or the Transmission Licensee, as the case may be.

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

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

30. In case of HT & EHT, if the applicant wants to take up the required work by engaging a licensed electrical contractor, he may carry out the required work for availing power supply by engaging such contractor under supervision of the licensee/supplier by paying required supervision charges as per the estimate.

In such case, the consumer himself shall procure the materials as per the guidelines fixed by the licensee/supplier.

31. Consumers desirous of getting power supply through a dedicated feeder may request for such facility to the Licensee. The dedicated feeder may be extended from the substation to the consumer's point of supply. In such cases the consumer shall be liable to pay the cost of bay and all protection switchgears and its accessories provided at the substation for this feeder in addition to the cost of laying of the feeder. On receipt of such request the Licensee will check the feasibility based on merit of providing a dedicated feeder to the consumer's premises. Such dedicated feeder shall be the property of the Licensee and shall be maintained by the Licensee.

32. Service lines for temporary connections shall be laid by the licensee/supplier where possible and the estimated cost for laying and removing such electric line/service lines,

transformers etc. together with estimated energy charge shall be paid by the applicant in advance on demand by the licensee/supplier.

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

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

25. It is the duty of every licensee/ supplier to supply electricity on request made by an owner or occupier of any premises in line with the provisions of Act. The licensee/supplier is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

26. The licensee/supplier shall meet the cost for strengthening / augmentation and upgradation of its network, to meet the demand of the existing consumers, through its annual revenue requirements (ARR) and the licensee/supplier shall seek to recover these costs from the consumers by submitting appropriate tariff proposal before the Commission while submitting the ARR.

27. In case of a new connection, the consumer shall bear service connection charges, i.e. the cost of extension of service line from the distribution main to the point of supply and shall pay the security deposit as per Regulation 53 of this code.

28. The supply of power shall be made, if it is available in the system, technically feasible and the applicant enter into an agreement in the standard form under Regulation 49 accepting the terms relating to tariff and other conditions of supply of the licensee/supplier. In case the consumer opts for construction of the distribution system for his own use, he shall not claim any refund for such investment in future.

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

30. Every Distribution Licensee/supplier shall, on receipt of an application from the owner or occupier of any premises give supply of electricity to the premises within the time stipulated in Regulation 31, subject to the payment of fees, charges and security and the due fulfilment of other conditions to be satisfied by such owner or occupier of the premises.

31. The Distribution Licensee/supplier shall give supply of electricity to the premises pursuant to the application under Regulation 30 above as hereunder:

- (a) Where no extension of distribution main or commissioning of new substation is required, the licensee/supplier shall provide new connection or modify an existing connection not exceeding 3 (three) days in metropolitan areas, 7 (seven) days in other municipal areas and 15 (fifteen) days in rural areas after submission of application



complete in all respects, payment of fees, charges and security amount payable in case of LT category.

- (b) In cases where the power supply requires an extension and/or augmentation of the distribution mains, the Licensee shall inform the applicant of the approximate time frame by which the applied load can be energised. Such time frame shall not exceed the time schedule specified as under:

Sl No.	Network modification required	Time limit
1	Extension of LT line up to 150 Meter	Within 15 (Fifteen) days
2	Extension of LT lines more than 150 Meter and/or augmentation of Distribution Transformer (DT)	Within 30 (Thirty) days
3	Erection of new Distribution Transformer (DT)	Within 60 (Sixty) days
4	Erection of new HT line and Distribution Transformer (DT) and/or augmentation of existing HT line network	Within 90 (Ninety) days
5	Augmentation of EHT level line and/or Sub-Station (33/11 kV)	Within 180 (One Hundred Eighty) days

#### **LT Agriculture Connection**

Agricultural connection when clear access to fields is available, the licensee/supplier shall provide new connection or modify an existing connection within the timeline as specified above. Provided when no clear access is available to field, the maximum timeline for new connection or modify an existing connection shall not exceed 180 days.

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

Provided further that in case the License/ Supplier fails to provide the connection to an applicant within the prescribed timelines, the Licensee shall be liable to pay the applicant, compensation as specified in OERC (Licensees' Standards of Performance) Regulations and its amendments.

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

unless otherwise directed by the Commission, commence erection of the substation only after receipt of necessary security from the applicant.

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

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

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

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

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

#### **Shifting of service connection/ diversion of lines and shifting of equipment**

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

<b>Sr. No.</b>	<b>Application for Shifting of:</b>	<b>Time limit</b>
1	Meter/service line	3 days
2	LT lines	7 days
3	11KV lines	15 days
4	33KV lines	30 days
5	11/0.4 KV Distribution Transformer structures	30 days

The accounts should be settled within 30 days from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit by way of adjustment in the E.C.bill.

### **Transfer of service connection**

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

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

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

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

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

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

(c) In case the No Objection Certificate from the registered consumer/ authorized person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the previous occupant within 15 days from the deposit of fresh security deposit.

(d) Change of consumer's name shall be effected within 7 days after acceptance of application form.

(e) The request for transfer of connection shall not be accepted unless all recoverable dues in respect of the concerned connection are fully paid:

Provided that once connection is transferred, no dues / arrears shall be recovered from the new consumer.

41. The licensee/supplier shall deal with applications relating to transfer of consumer's name

to legal heir in accordance with the procedure detailed below:

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

(b) The change of consumer's name shall be effected within 7 days after acceptance of application.

(c) The request for transfer of connection shall not be accepted unless all recoverable dues in respect of the concerned connection are fully paid:

Provided that once connection is transferred, no dues / arrears shall be recovered from the new consumer.

### **Change of Classification by Consumer**

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

43. If a consumer wishes to change his consumer category, he shall submit an application form to the licensee/supplier online or in the required format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 23 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. The licensee/supplier shall also note down the meter reading at the time of inspection. If on inspection, the consumer's request for reclassification is found valid, change of category shall be effective from the date of inspection & the same shall be reflected in next billing cycle and a written acknowledgement shall be sent to the consumer within 7 days from the date of inspection.

Provided that if the licensee/supplier does not find the request for reclassification valid, it shall inform the applicant in writing, giving reason(s) for the same, within 3 days from date of inspection.

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

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

#### **Suo-Motu Reclassification of Consumer Category by the Licensee**

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

Provided that, any arrear or excess charges shall be determined based on the actual period of wrong classification limited to a period of 12 (twelve) months or a period from the date of last inspection of the installation of the consumer by the Licensee whichever is shorter and the account of the consumer shall be suitably adjusted.

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

#### **Conversion of Nature of Services**

45. The applicant shall apply for conversion of the nature of his existing connection online or in the format given in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with the Regulation 23 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as per provisions laid down in this Code. After payment of requisite charges by the applicant, the licensee/supplier shall give effect to applications for conversion of existing services from Low Tension to High Tension or vice-versa, and from single-phase to three-phase or vice-versa, within the time limits as specified in the Standard of Performance Regulations for respective class of consumers.

#### **Shifting of Meter / Existing Connection**

46. No consumer can shift the meter without the knowledge and consent of the licensee/supplier. However, the consumer can apply for shifting the service connection/meter in existing premises online or in the format prescribed in Form No.1 or 2 to this Code. The licensee/supplier shall process the application form in accordance with Regulation 23 of this Code. For site inspection and issuance & payment of demand note for the estimated cost of works, both the licensee/supplier and applicant shall follow the procedure and timelines as laid down in Regulation 37 read with Regulation 80 to 83 of this Code.

## **Consequences of Default**

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

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

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

## **Agreement**

49. (i) Every person whose application for initial supply or subsequent addition/reduction of supply of power has been processed by the licensee/supplier who avails the supply at three phase, shall before taking such supply execute an agreement in the standard format as per Form No.3 of this Code and will pay security amount as per Regulation 51(ii) of this Code and submit the report of Electrical Inspector or the Licensed Contractor, as the case may be. Such agreement shall not be required for Domestic and General Purpose consumers and their applications for power supply in the format as per Form No.1, if accepted, shall constitute the agreement between the licensee/supplier and the consumer. The duplicate copy of the application in Form No.1 shall be handed over to the applicant with endorsement of acceptance for his reference and record.

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

## **Termination of Agreement**

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

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

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

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

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

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

(vi) If the applicant execute an agreement as per Regulation 49 and not availed the power supply within the stipulated period (Regulation 85), the agreement of the licensee/ supplier for the power supply shall be deemed to have been terminated and two months demand charges/fixed charges shall be adjusted against the available security deposit. If he wants to avail power supply, he shall have to apply afresh as per the Regulation.

### **Supplementary Agreement**

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

### **Record of Disconnection and Reconnection**

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

### **Security Deposit**

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

Provided that, if there is no change in the contract demand/ sanctioned load of the existing consumer, no additional security deposit shall be levied from the consumer.

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

### Calculation of amount for Initial Security Deposit

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

\*\* Load factor for any new category as per Tariff Order shall be specified therein.

(iii) If any person requiring supply under LT or HT is prepared to take the supply through a pre-payment meter, the distribution licensee/supplier shall not require any security, in pursuance to Clause (a) of Sub-section (1) & (5) of Section 47 of the Electricity Act, 2003. The consumer shall not be required to deposit any Security Deposit (SD) as part of security.

Provided that for existing consumers (LT or HT) shifting to smart prepaid metering arrangement and who do not have any arrears in the previous bill, the security deposit deposited with the licensee shall be credited against the initial recharge after adjustment of the current bill at the date of installation of the prepaid meter.



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

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

### **Demand notice for Additional Security Deposit**

54. (i) In case of revision of Contract Demand/ sanctioned load, demand for shortfall or refund of excess shall be made by the Licensee/supplier. Provided, however, that if the security deposit payable by the consumer is short by or in excess of not more than 10% of the existing security deposit, no demand for shortfall will be made for payment of Additional Security Deposit and the consumer shall not be entitled to demand the refund of the Excess.

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

(iii) Where the consumer is required to pay Additional Security Deposit, the Licensee/supplier shall intimate the consumer accordingly with claim for additional security deposit within 15 days of revision of CD/ Sanctioned Load with supporting calculations. The Additional Security Deposit shall be reflected in the electricity bill of the subsequent billing cycle for payment by the consumer.

### **Surcharge for belated payment of Additional Security Deposit**

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

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

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

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

### **Interest on Security Deposit payable by the Licensee/supplier**

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

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

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

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

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

### **Refund of Security Deposit after termination of the Agreement**

58. The security deposit shall be returned to the consumer only after the termination of the agreement and after adjustment of outstanding dues, if any, within a period of seven (7) days from the date of termination. In case of non-refund of such security deposit during the aforesaid period, it shall carry interest at the rate of 15% per annum from the effective date of termination of the agreement (without prejudice to other rights and remedies of the consumer) payable to the consumer. Before termination of the agreement, the licensee/supplier is entitled to adjust the whole or part of the security deposit towards arrears payable by the consumer.

### **Service Line**

59. Upon compliance of all conditions including technical feasibility and viability, the licensee/supplier shall lay service line, from the nearest distribution mains up to a convenient point on the boundary of the applicant's property to which power is proposed to be supplied. Provided that in case of temporary supply, the licensee/supplier's estimated cost of laying the line at the time of connection and removal of service line at the time of disconnection shall be borne by the applicant.

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

60. In case of a HT or EHT feeder directly taken to the consumer's premises for his exclusive use from the licensee/supplier's sub-station or from the transmission licensee/supplier, the

metering arrangement shall be done at the consumer's premises or, at the distribution/transmission licensee/supplier's sub-station itself, as per Regulation 101(iv).

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

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

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

### **Point of Supply**

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

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

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

## **CHAPTER-IV**

### **APPARATUS ON CONSUMER'S PREMISES**

#### **Installation of Equipment and Apparatus of the Consumer**

65. The licensee/supplier shall build and maintain efficient distribution system with ancillary support for maintaining power quality/reliability and security of the grid.

#### **Wiring on Consumer's Premises**

66. For the protection of the consumer and the public, it is necessary that the wiring on the consumer's premises should conform to the CEA (Measures relating to Safety & Electric Supply) Regulations, 2023 and amendments thereof and the rules of the insurance company with which the building may have been insured and will be carried out by a licensed contractor. The material used for wiring shall comply with the standards laid down in that behalf by the Bureau of Indian Standards. All multi-storied buildings, having a height of more than 15 meters from ground level, shall also comply with Regulation 38 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023. Wiring shall be tested as per provisions of Regulation 32 of the Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 in all the cases. As soon as the applicant's licensed contractor completes the wiring and other electrical installation in the premises, the applicant shall submit to the licensee/supplier, the contractor's completion and test report.

67. As required by Regulation 31 of the CEA (Measures relating to Safety & Electric Supply) Regulations, 2023 and amendments thereof, no electrical installation work including addition, alteration, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliance and fittings as in no way alter the capacity and the character of the installation, shall be carried out within the premises of any consumer or owner for the purpose of supply of energy to such consumer or owner, except by a contractor licensed by the appropriate licencing body of the Govt. of Odisha in this behalf and under the direct supervision of a person holding a certificate of competency issued or recognized by the appropriate licensing body. Any person committing a breach of Regulation 31 of the CEA (Measures relating to Safety & Electric Supply) Regulations, 2023 and amendments thereof shall render himself liable to punishment under the said Regulations.

68. All transformers, switch-gear and other electrical equipment/apparatus belonging to the consumer and connected to the mains of the licensee/supplier shall be maintained to the reasonable satisfaction of the licensee/supplier and shall comply in all respect with, CEA (Measures relating to safety and Electric Supply) Regulations, 2023 and amendments thereof and shall confirm to the BIS.

69. Low tension consumers shall in all cases and at their cost provide a safety device and equipments in accordance with Regulation 37, 42, 43, 44 and other Regulation deemed fit of CEA (Measures relating to safety and Electric Supply) Regulations, 2023 and amendments thereof.

70. HT or EHT consumer shall install suitable protective devices as approved by the licensee/supplier in accordance with Regulation 39, all the Regulations under Chapter- VI and other Regulation of CEA (Measures relating to safety and Electric Supply) Regulations, 2023 and amendments thereof, so as to afford full protection to the licensee/supplier's apparatus placed on the consumer's premises. In case a HT or EHT consumer is directly connected to a Transmission Licensee/supplier's sub-station, the Distribution Licensee/supplier shall obtain the concurrence of the Transmission Licensee/supplier before giving approval as above.

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

72. Supply to the consumer may be cut off if the wiring, apparatus, equipment or installation is found to be defective at any time or if the consumer uses any apparatus or appliance or uses the energy in such manner as to endanger the service lines, equipment, electric supply mains and other works of the licensee/supplier or interferes with the efficient supply of energy to other consumers. In case of leakage in consumer's premises, Regulation 36 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof shall apply.

#### **A.C. Motor Installation**

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

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

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

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

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

(ii) Motor circuits shall be controlled by a triple pole linked switch protected by a novolt release and T.P. fuses (or overload releases). It is important that the release should be maintained in thorough working order. Wiring for motors shall be run with all three-phase wires bunched in a single metallic/ PVC conduit, which shall be efficiently earthed throughout and connected to the frame of the motor from which two separate earth wires shall be run. The minimum size of the earth wire permitted is No.14 S.W.G. All motors shall comply in every respect with the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof. Motors above one BHP shall be wound for three-phase, 400 volts between phases.

(iii) Voltage and current harmonics:

- (1) The total harmonic distortion for voltage at the connection point shall not exceed 5% with no individual harmonic higher than 3%.
- (2) The total harmonic distortion for current drawl from the transmission system at the connection point shall not exceed 8%.

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

75. Installation of Irrigation/Agriculture Pump Set:

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

### **Installation of Equipment and Apparatus of the Licensee/supplier**

76. The licensee/supplier may ask the applicant to provide accommodation to install the licensee/supplier's equipment and apparatus, which may be considered necessary by the engineer for effecting power supply to the applicant. After the applicant has provided such accommodation for fixing the equipment and apparatus, the said installation shall continue on his premises with full control vested in the licensee/supplier. The installation shall remain in the premises for a reasonable period not exceeding six months even after the termination of the agreement without payment of any compensation to the owner of the premises to enable the engineer to ensure the supply of power to existing consumers receiving supply through the said installation. The licensee/ supplier shall take appropriate steps to shift the said installation from the premises of the owner to any other suitable location within 6 months to extend power supply to other existing consumers.

77. In case of LT consumers, the Distribution Licensee/supplier shall provide meter (unless the consumer elects to supply the same), meter enclosures, switch gear and other equipments in accordance with the CEA (Installation and Operation of Meters) Regulations, 2006 and the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time depending upon the requirement, at a place mutually agreed upon so as to have unobstructed access at all times.

78. In case of HT/EHT, the supplier shall provide suitable meter including CTs and PTs, unless the consumer elects to do so. The supplier shall provide Circuit Breaker or Air Break Switch (Isolator) or High Voltage Fuse or other suitable device in accordance with the Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2023 as amended from time to time. Consumer should also provide similar control devices on his side.

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

### **Testing for New Connections**

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

### **In case of LT Consumers**

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

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

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

(iv) The insulation resistance shall also be measured between all conductors connected to one pole phase conductor and all the conductors connected to the middle wire or to the neutral or to the other pole or phase conductor of the supply. Such a test shall be made after removing all metallic connections between the two poles of the installation and in these circumstances, insulation resistance between the two terminals of the installation shall not be less than that specified in Regulation 81(iii) above.

#### **In case of HT and EHT consumers**

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

(ii) In addition, the licensee/supplier may test the HT or EHT installation, as the case may be, by applying standard test voltage in accordance with the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof and Bureau of Indian Standards.

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

#### **Approval of Consumers Installation**

83. Before any wiring or apparatus of the applicants, including transformers, switch gear, etc. are connected to the licensee/supplier's distribution system, the same shall be subject to the inspection and approval of the engineer and no connection shall be made without such approval. In addition, all EHT or HT installation shall have to be approved by the Electrical Inspector or any officer authorised by him in his behalf as required under Regulation 43 of CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof.

84. (i) The engineer shall notify the applicant in writing of any defect noticed by him during the inspection. If the applicant receives no intimation on completion of inspection, the installation shall be deemed to have been approved. In case the consumer challenges the defects pointed out by the licensee/supplier, the licensee/supplier shall refer the matter to the Electrical Inspector within seven days, whose decision shall be final and binding.

(ii) Power supply shall commence when the engineer is satisfied that-

- (a) installation is in accordance with the Completion and Test Report as approved by the engineer/ electrical inspector as the case may be, and
- (b) installation complies with other conditions of this Code, and
- (c) installation complies with the provisions of the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof

#### **Commencement of Supply**

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



## **Licensee/supplier's Supply Mains and Apparatus**

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

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

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

## **Safety of Installation**

87. All actions, procedures and practices shall be governed by CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereto. Without prejudice to any other action available under the law and under this Code, supply may be disconnected, if it constitutes an immediate danger to the safety of the installation or personnel.

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

89. The licensee/supplier shall, in consultation with the consumer, be entitled to lay necessary overhead and underground mains and install substations, equipment, transformers, etc. in accordance with the CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof on the private property of the consumer, required for the purpose of supply of power to him. The consumer shall not be entitled to interfere with or alter any such installation of the licensee/supplier in his premises at any time for any reasons whatsoever. Upon request by the consumer, the engineer may effect any alteration, if feasible, at the cost of the consumer.

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

(ii) The licensee/supplier/consumer/user of electricity shall obtain periodic safety certificate from the Electrical Inspector/Authorised person for continuance of electric supply to his/its premises as per CEA (Measures relating to Safety and Electric Supply) Regulations, 2023 and amendments thereof.

### **Fuse Failure**

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

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

### **Access to Consumer's Premises**

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

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

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

### **Preparation of Inventory of Consumers Installation or Inspection Report**

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

#### **Addition and Alteration of Consumer Installation**

95. Additions or alterations to the consumer's approved installation shall be made only by a licensed electrical contractor. In case such addition or alteration results in increase of the connected or contract load of the consumer, prior approval of the licensee/supplier shall be taken and the procedures laid down in Regulations 124, 125 and 129 shall be followed. Approval of Electrical Inspector shall also be taken wherever applicable.

## **CHAPTER V**

### **METERS**

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

(ii) Initial power supply shall not be given without a correct meter. All meters shall be smart prepayment meter or smart meter or pre-payment meter.

Any exception to the smart meter or prepayment meter shall have to be approved by the Commission. The meters not complying with Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and amendments thereof shall be replaced by the licensee/supplier or on request of the consumer. The meters may also be replaced as per the regulations or directions of the Commission.

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

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

(b) Request that the meter, MCB or CB and associated equipment be supplied by the licensee/supplier, on payment of applicable charges.

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

Provided further that the licensee/supplier shall ensure that an updated list of approved meter manufacturers and specifications of meters and other equipments are available to consumers for purchase and information of the places from where the consumers can purchase them is made available on its website.

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

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

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

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

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

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

(3)–Licensee is responsible for ensuring the availability of smart meters for new connections and replacing defective meters. The smart meter shall conform to the technical requirements as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and amendments thereof along with IS:16444 & IS:15959 and its subsequent amendments.

(v) The metering arrangement in case of prosumers shall be governed as per the Commission's Standard Operating Procedure (SoP) For Implementation of Net Metering (NM), Gross Metering (GM), Virtual Net Metering (VNM) and Group Net Metering (GNM) Mechanism with respect to Solar PV systems with amendments thereof and Regulations made thereon.

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

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

- (a) Energy loss in transformer in units per month =  $(730 \times \text{rating of the transformer in KVA}) / 200$ ,
- (b) Demand loss in transformer in KVA =  $\text{Rating of the transformer in KVA} / 200$ .

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

(viii) In case the existing consumer opts for smart prepayment meter or smart meter, and the existing meter is owned by the consumer, the licensee shall replace the existing meter with a new smart meter and take possession of the old meter for disposal to avoid its misuse.

**97. (a) Standards of meter:** It shall comply with the standards as specified by the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of Meters) Amendment Regulations, 2010 as amended from time to time. All meters shall have BIS mark.

**(b) Prepaid Smart Meter:**

- (a) Licensee is responsible for ensuring the availability of prepaid smart meters for new connections and replacing defective meters and must ensure that prepaid smart meters are tested & certified according to the relevant IS:16444 & IS:15959 as amended from time to time.

- (b) The Licensee/ consumer shall install prepaid smart meters confirming to the technical requirement of relevant regulations/ guidelines of CEA as amended from time to time.
  - (c) The prepaid smart metering system shall have a facility for recharge of the credit in the consumer's account through various online recharge modes to be provided by the licensee on real-time basis and also send notification/ alert to the consumer on a registered mobile phone in case of minimum/low credit (negative balance). The consumer can recharge his prepaid smart meter account as and when required in multiple of Rs.100/- as per the multi-recharge facilities/options being provided by the Licensee. There shall be no maximum limit for the recharge amount.
  - (d) The prepaid smart meter shall be communicative and compatible with AMI applications. Provided further that the meter shall have an adequate number of registers and the facility for Time of Day (TOD) and kVAh-based tariff application.
  - (e) The electricity charges (such as energy charge, fixed charge, duty, cess, FPPAS etc.) as per the tariff order shall be deducted on a daily basis from the consumer's recharge amount. In instances where smart prepaid meters faces communication issues, the daily energy charge will be calculated based on the estimated daily consumption derived from the average of the last seven days' recorded consumption. The prepaid balance will be promptly updated upon retrieving actual consumption readings from the prepaid smart meter. Final billing for the month, for electricity charges shall be done every month (as maximum demand charges, power factor surcharge/incentive, solar billing etc. cannot be done daily) and shall be adjusted at the end of the month.
  - (f) The data regarding energy consumption shall be made available to the consumer, through various online services such as website and or mobile App or SMS, etc. The pre-paid balance shall be immediately updated based on actual consumption once the reading is retrieved from such prepaid smart meter.
  - (g) The Consumer should maintain minimum balance to be decided prudently by the licensee for different category of consumers on the basis of connected load. Pre-paid balance will be updated against daily midnight consumption recorded at 00:00 hours; as and when the consumer's account balance goes low, the recharge/alert notification to the consumers shall be initiated at least at 3 stages of low balance.
  - (h) The system always maintains the average monthly consumption of respective consumers. Accordingly, the SMS to be sent for "account balance low, please recharge your account to avoid disruption in power supply. Please ignore if already paid," once the account balance falls below the average consumption levels as defined below-
    - (i) consumption of seven days
    - (ii) consumption of three days
    - (iii) consumption of a day
- In case, the consumer fails to recharge his prepaid meter account and his balance runs out, the meter shall cut off the supply of the consumer.
- (i) The AMI application should initiate auto reconnection after successful recharge of the meter so that the connection is restored immediately (applicable only during the period of temporary disconnection). AMI application initiates auto reconnection after successful recharge of the meter within 60 minutes. In case the supply is not restored within 60 minutes, the Licensee shall intimate a helpline number for the Consumer to contact and the supply shall be restored, not later than 6 hours.

- (j) The software solution of the licensee shall be capable of implementing the tariff as per the tariff order approved by the Commission from time to time.
- (k) The check meters shall be installed by Licensee/ supplier to verify the readings of smart meters for a minimum of 1% of the total smart meters on random basis. Further, in case of complaints being received from consumers related to excess reading/billing, check meters are to be compulsorily installed.
- (l) The check meters shall be installed for a continuous period of not less than three months and the reading, so registered, should be reviewed for every billing cycle against the reading of the smart meter for the same period. Corrective action if required is to be ensured without any delay.
- (m) The provisions of Section 56 of the Act which applies to Supply of Electricity through Postpaid meter shall not be applicable for supply through Prepaid smart meters.

**98. Accuracy Class:** It shall meet the requirements of Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and Central Electricity Authority (Installation and Operation of Meters) Amendment Regulations, 2010 as amended from time to time. Meters up to 650 V should be of 1.0 or better class accuracy, above 650 V and up to and including 33 KV shall be 0.5S or better and above 33 KV, it should be 0.2S class or better.

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

**99. Reviewing Status of Meter:** The licensee/supplier shall make out a plan for implementation of Pre-paid Meters, Smart Meters, time of the day meters, automatic remote meter reading system through appropriate communication system with the approval of the Commission or as per the directions of the Commission.

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

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

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

(ii) (a) In case of new connection/replacement of meter, the consumer, in accordance with Regulation 96 to 100 and regulations framed under Section 73 of the Act, may himself procure the meter either from the vendors certified by the licensee/supplier conforming to licensee/supplier's technical specifications or may request the licensee/supplier to supply the

meter and charge meter rent as per the tariff order. The licensee/supplier shall calibrate the consumer's meter at consumer's cost and seal the meter. The consumer shall have the option to get the meter calibrated in any of the NABL accredited Test laboratory.

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

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

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

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

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

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

The meter shall be fixed preferably in the basement or ground floor in multistoried buildings having easy access for reading and inspection at any time. The consumer shall run his wiring from such point of supply.

In case supply is provided by the licensee/supplier to different categories of consumers in the same premises, separate meter(s) shall be installed for measurement of energy for each such category.

(iv) In case of a feeder directly taken to the consumer's premises for his exclusive use from the licensee/supplier's sub-station or from the transmission licensee/supplier, the metering arrangement shall be done at the sending end of the licensee/supplier's sub-station itself. In the event the Commission allows supply of electricity directly from a generating company to consumer on a dedicated transmission system, the location of the meter will be as per mutual agreement. When the metering arrangements are installed in the consumer's premises, subject



to Regulation 101(iii) above, the position of the service cut-outs or circuit breakers and meters shall be so fixed as to permit easy access to the employees of the licensee/supplier at any time.

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

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

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

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

### **Sealing of Meters**

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

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

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

### **Removal of Seals from Meters**

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

#### **104. Safety of Meters**

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

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

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

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

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

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

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

106. (i) The meter and associated equipment shall be inspected by the engineer prior to their commissioning in the service. If the engineer has reason to believe that the meter is incorrect, he may at any time remove the existing meter supplied by the licensee/supplier for the purpose of testing in accordance with existing Rules, Regulations and provisions of the Act. The consumer shall not be entitled to object to such removal. Till such time, the meter is re-fixed again after testing, the billing shall be done as per Regulation 168.

(ii) In case the consumer has supplied the meter, if the meters become defective in service or found to be missing, the consumer shall, on such defects or loss being noticed by him or notified to him by the engineer, remove the defects or, as the case may be, replace the meter within a period not exceeding thirty working days. The engineer within seven working days of noticing the defect or loss shall advise the consumer for necessary test, repair or replacement of the meter. Should the consumer desire to get the meter tested or rectified in the licensee/supplier's testing laboratory, he may do so by depositing the fees fixed by the licensee/supplier and the licensee/supplier shall get it tested within a period of fifteen working days from the date of deposit. Failure to rectify or replace the meter within the above period (if due to the consumer) shall result in disconnection of power supply after seven clear days' notice to the consumer. Till the period the meter is re-fixed again after testing, the billing shall be made as per Regulation 168 and Regulation 171 as the case may be.

(iii) Where the meter has been supplied by the licensee/supplier and the meter becomes defective in service, the engineer shall remove the meter and test the same as provided in Regulation 106(i).

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

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

(iv) Due notice to the consumer shall be served by the licensee/supplier to be present during the test. The Licensee/supplier shall have the option to carry out and conclude the test in absence of the consumer after expiry of the notice period. The billing for the period the meter remains defective or unavailable from the date of reporting to the date of its installation after repair or shall be revised in accordance with Regulations 168, 170 and 171; as the case may be.

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

(vi) The repair or adjustment of a meter found to be defective should be done so as to bring the percentage of the error within the stipulated limit of accuracy. In case adjustment or repair is

not possible, the defective meter shall be replaced by another tested meter within a period of thirty working days, failing which the licensee/supplier shall pay compensation as per provisions of OERC (Licensees Standards of Performance) Regulations, 2004 and amendments thereof.

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

### **Reading of Meters**

107. The following procedures shall be adopted:

(i) The meter shall normally be read on fixed date  $\pm$  3 working days for monthly billing cycle by an authorised representative of the licensee/supplier.

(ii) All types of smart meters shall be read remotely at least once in a day and the other pre-payment meters shall be read by an authorised representative of the distribution licensee at least once in every three months and the data regarding energy consumption shall be made available to the consumer, through website or mobile application or Short Message Service and the like, provided that the consumers having smart pre-payment meters shall also be given the data access for checking their consumption and balance amount at least on daily basis.

(iii) After the installation of smart meters, no penalty shall be imposed on the consumer, based on the maximum demand recorded by the smart meter, for the period before the installation date.

(iv) For post payment meters, if the meter is inaccessible to the meter reader on two consecutive meter reading dates, the consumer shall have the option to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail. In such a case, licensee/supplier may not send any notice or provisional bill to the consumer.

(v) The licensee/supplier shall issue proper photo identity cards to all meter readers and meter readers shall carry the photo identity card during the course of meter reading. The meter reader supplied with a laminated photo identity card shall show to the consumer on demand.

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

(vii) The Licensee/supplier may use hand held instruments, Meter Reading Instrument (MRI) or Automatic Meter Reading (AMR) machine or any advanced mechanism for recording meter readings and detection of actual consumption of energy for generation of bills on the spot. The

licensee/supplier may adopt alternative technically advanced practices for consumer's information of meter readings.

(viii) It shall be responsibility of the licensee/supplier to record the metered data, maintain database of all the information associated with the meters and verify the correctness of metered data. Arrangements shall be made by the licensee/supplier to display the meter reading and payment status of on its website.

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

108. (i) It shall be the responsibility of the consumer to get his connection disconnected if he vacates the premises or changes his occupancy or 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 (seven) days before the proposed date of vacation or occupancy change.

(ii) The licensee/supplier shall arrange to take a special reading of the meter on receiving the consumer's written request and issue a final bill including all arrears till the date of billing and issue a No-Dues Certificate on receiving final payment, within a time period not exceeding seven days from the receipt of such final payment.

(iii) If the licensee/supplier fails to disconnect the supply even after seven days' notice, no claim shall be made on the consumer either for consumption of energy or safety of the licensee/supplier's equipment in consumer's premises beyond this period.

### **Testing of Meters**

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

(ii) The licensee/supplier shall also conduct periodical inspection/testing of the meters at site as per the following schedule or earlier:

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

(iii) Records of these test results shall be maintained in accordance with CEA (Measures relating to Safety & Electric Supply) Regulations, 2023 and in accordance with regulations framed under Section 73 of the Act.

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

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

(vi) The testing of meters shall be done by the licensee/supplier within thirty days of receipt of the complaint from the consumer about their meter readings not being commensurate with his consumption of electricity, stoppage of meter, damage to the seal, burning or damage of the meter, and the like:

Provided that in case of complaint by a consumer regarding meter reading not being commensurate with his consumption of electricity, the licensee/supplier shall install an additional meter (check meter) within five days from the date of receipt of the complaint, to verify the consumption, for a minimum period of three months. The connecting terminals/meter boxes of both the existing and tested standard meter shall be sealed by the Licensee/supplier's representative in presence of the consumer. The accuracy of existing meter can be known by comparing readings of both the meters for the same period. If the existing meter is found to be defective, it can be removed to laboratory for repair and the tested meter already available in the consumer's premises can be fixed in place of the existing meter.

(vii) The licensee/supplier shall give a copy of the meter test report to the consumer duly signed by both the distribution licensee or their authorised representatives and the consumer, and retain one such copy as acknowledgment. The distribution licensee shall communicate the date and time for such test to the consumer and convey the said consumer to present at the site for testing. However, if the consumer chooses not to be present at the site for testing, the distribution licensee will carry out such testing and shall give the copy of the meter test report to the consumer for signing.

(viii) No test fee shall be charged from the consumer at the time of reporting. If the meter is found to be defective or burnt due to reasons attributable to the consumer, the consumer shall bear the cost of new meter and test fee shall be charged from the consumer through subsequent bills.

(ix) In case, during testing, the meter is found to be inaccurate, the excess or deficit charges shall be adjusted in the subsequent bills.

(x) If a consumer disputes the results of testing, the meter shall be tested at a third-party testing facility selected by the consumer from the list of third-party testing agencies approved by the Commission. If it is successfully established that the results of this test are contrary to the results of the test performed by the distribution licensee, then the cost of undertaking such test shall be borne by the distribution licensee. However, in case it is established that the results of this test are same as the results of the test performed by the distribution licensee in sub-rule (v) above, then the cost of undertaking such test shall be borne by the Consumer. The meter test results and the meter data shall be issued to the consumer after such test has been completed and the said results are final and binding on both the consumer and the licensee/ supplier.

### **Replacement of Defective/ Burnt/ Lost Meters**

110. (i) Either on consumer's complaint or upon inspection by the licensee/supplier, if the meter is prima facie found to be defective or burnt or stolen not due to causes attributable to the consumer, the licensee shall restore supply through a new meter at its own cost within twenty-four hours in urban areas and seventy-two hours in rural areas (or the timelines as specified by the Commission). In that case, the licensee/supplier shall recover only the balance meter rent due from the consumer so far.

(ii) If, after investigation, it is found that the meter has become defective or burnt or stolen due to causes attributable to the consumer, the cost of the meter shall be borne by the consumer. The licensee/supplier shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection and shall replace the meter within 24 hours in urban area and 72 hours in rural area from receiving the payment from the consumer.

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

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

(iv) Non-availability of meter shall not be a reason for delay in restoration of supply.

(v) If the meter is installed outside the consumer's premises, distribution licensee shall be responsible for safe custody of the meter, and if the same is installed within the consumer's premises, the consumer shall be responsible for the safe custody of meter.

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

### **Replacement of Defective Meters**

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

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

(iii) If the meter is actually found to be not recording/displaying, the licensee/supplier shall replace such (stuck, running slow, fast or creeping, etc.) meter within twenty-four hours in urban areas and seventy-two hours in rural areas.

#### **Replacement of Burnt Meters**

112. (i) In case a meter is found burnt either on consumer's complaint or upon inspection by the licensee/supplier, the licensee/supplier shall restore the supply after ensuring that necessary preventive action at site is taken to avoid future damage.

(ii) If the meter is burnt due to causes not attributable to the consumer, the licensee/supplier shall replace the burnt out meter as per the procedure laid down in Regulation 110.

(iii) If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorised additional load etc., the procedure laid down in Regulation 110 shall be followed with respect to cost of meter.

#### **Replacement of Lost Meters**

113. In case of lost meter, the licensee/supplier shall conduct an enquiry after receiving the complaint along with a copy of the FIR/Station diary lodged by the consumer with the nearest police station. Supply in such cases shall be restored after installation of new meter. In case the consumer, on enquiry is found guilty for lost meter, the cost of lost meter as well as the cost of the new meter along with installation charge shall be borne by the consumer. Billing in that case shall be done as per Regulation 171.



## **CHAPTER - VI**

### **CONTRACT DEMAND**

#### **Contract Demand and Connected Load**

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

In case of installation of meters with provision of recording demand for the consumers with contract demand less than 110 KVA, the highest recorded demand during the billing period shall be utilised for billing of the demand charges. In case maximum demand recorded by the meter exceeds the Sanctioned Load in a month, the bill, for that billing cycle, shall be calculated based on the actual recorded maximum demand and consumers shall be informed of this change in calculation through Short Message Service or mobile application:

Provided that the revision of the Sanctioned Load, if any, based on the actual recorded maximum demand shall be as under: In case of increase in recorded maximum demand, the lowest of the monthly maximum demand, where the recorded maximum demand has exceeded the sanctioned load limit at least three times during a financial year, shall be considered as the revised Sanctioned Load, and the same shall be automatically reset from the billing cycle in next financial year.

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

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

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

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

<b>Item</b>	<b>Load per Item (Watts)</b>	<b>No. of Items</b>	<b>Load</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)=(2) x (3)</b>
Tube light	40W		
LED Tube light/Lamp	18/12 W		
Incandescent lamp	60W		
Table Fan / Ceiling Fan (36")	60 W		
Air Circulator	180 W		
Ceiling Fan (48")	60 W		

Ceiling Fan (56")	70 W		
Exhaust Fan	75W		
Television (Portable)	65 W		
Television	125 W		
Mixie/Grinder	500 W		
Electric Iron	450 W		
Fridge (Single door)	1/8 HP (100 W)		
Fridge (Double door)	1/6 HP (125W)		
Cooler	170 W		
Induction Heater (for cooking)	1000/1500/2000 W		
Microwave oven	600/900 W		
Washing machine	300 W		
Kitchen Exhaust Chimney	45 W		
Aqua guard filter m/c	30 W		
Air conditioner (1 Ton)	1000W		
Air conditioner (1.5Ton)	1500W		
Geyser	1500 W		
Geyser (Instant)	2000W		
Personal Computer with monitor	120 W		
Pump Set (0.5 HP)	375 W		
Pump Set (1 HP)	750 W		
Each light point as	15 W unless otherwise declared by the consumer, which will be final		

### Reduction of Contract Demand

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

(ii) Subject to Regulation 117 below no application for reduction in contract demand shall be entertained within twelve months from the date of commencement of initial or revised supply unless the agreement provides otherwise.

(iii) Notwithstanding anything contained above and in Regulation 114, the Commission may allow the change of contract demand of short term Agro based seasonal Industries or Irrigation in its order from time to time for a particular season of the year.

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

reduction more than once within the aforesaid period of thirty-six months or twelve months as applicable.

118. Every application for reduction of contract demand shall be accompanied by
- (a) such processing fees as may be notified by the licensee/supplier for the particular category of consumer,
  - (b) test report from the licensed contractor where alteration of installation is involved,
  - (c) meter reading showing the maximum demands of the previous three months,
  - (d) Inspection report of Electrical Inspector wherever applicable,
  - (e) Latest electricity bill duly paid, and
  - (f) Any other reason(s) for reduction of contract demand.

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

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

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

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

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

#### **Enhancement of Contract Demand**

124. Contract Demand can be enhanced by the consumer applying for it or on detection of demand exceeding the original contract demand by the licensee/supplier. In the later case licensee/supplier shall enhance the CD forthwith and intimate the consumer accordingly with claim for additional security deposit as per Regulation 54(iii) above.

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

- (a) such processing fee as notified by the licensee/supplier for the particular category of consumer,
- (b) test report from the licensed contractor where alteration of installation is involved,
- (c) Inspection report of Electrical Inspector wherever applicable, and
- (d) Documents in support of clearance of earlier dues.

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

- (a) the additional power cannot be supplied at the existing voltage of supply of the license and the consumer is not willing to avail the power at higher voltage at which licensee/supplier is able to supply in accordance with Regulation 131 of this Code, or
- (b) the consumer is not agreeable to bear the estimated cost of necessary additions or alterations in the system as is required according to the norms fixed by the licensee/supplier with the approval of the Commission, or
- (c) the consumer is in arrears of payment of licensee/supplier's dues. However, the application may be accepted if such arrear has been stayed in appropriate forum.

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

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

127. Decision on a consumer's application for enhancement of contract demand shall be taken by the designated authority within seven days in case of domestic and thirty days in case of other categories of consumer of receipt of complete application. No application shall be rejected without recording reasons. The order on the application shall be communicated to the consumer by registered post, courier, registered E-mail ID or personally with proper acknowledgement. The effective date of enhancement is similar to Regulation 122.

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

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

## CHAPTER - VII SYSTEM OF SUPPLY

### System of Supply

130. (i) The declared frequency of A.C. supply is 50 Hz.  
(ii) The declared voltage of A.C. Supply is as follows:
- (a) Low Voltage - Single phase, 230 V (between phase and neutral) or three phase, 400 volts (between phases).
  - (b) High tension supply - Three phase (3 or 4 wires), 11 kV or 33 kV (between phases).
  - (c) EHT supply - Three phase above 33 kV (between phases) - 132 kV/ 220 kV/ 400 kV/ 765 kV (between phases) or two-phase system of Railway Traction.
131. (I) The voltage of supply shall be determined by the engineer in charge of Licensee depending on the contract demand of the consumer. The supply voltage for the contract demands shall normally be as follows.

Sl. No.	Category	System of Supply
1. (a)	Contract demand not exceeding 5 KW or 5.55 KVA, excepting in the case of irrigation pumps and agricultural services	Single phase, two wires and 230 volts
(b)	Irrigation pumping and agricultural service load of 3 BHP and below	Single phase, two wire and 230 volts, between phase and neutral, or 3 phase, 3 or 4 wire and 400 volts between phases
(c)	Load above 5 KW or 5.55 KVA up to and including 150 KW or 167 KVA	3 phases, 3 or 4 wires at 400 volts between phases
2.	Contract demand above 167 KVA but below 1110 KVA	3 phase, 3 wires at 11000 volts
3.	Contract Demand of 1110 KVA and above but upto 25000 KVA.	3 phases, 3 wires at 33000 volts.
4.	For Contract Demand of above 25000 KVA	3 phases, 3 wires EHT

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

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

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

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

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

#### **Power Factor**

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

#### **Balance of Load**

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

#### **Parallel Operation with Licensee/supplier's System**

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

## **CHAPTER - VIII**

### **CLASSIFICATION OF CONSUMER**

#### **Classification of Consumer**

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

#### **(a) Domestic**

This category relates to supply of power to any dwelling units utilized solely for residential purpose, whether rented or not, which may include connected load for non-domestic purposes like offices, consultation chambers and other misc. loads up to 20% of the total connected load. This category shall include consumers under:

- (i) Supply of power to the occupants of the houses/ flats/apartments/multi-storied buildings/ residential colonies/Registered Housing Societies/Residential Welfare Association (RWA).
- (ii) Supply of power to common facilities like water supply, common area lighting, lift, etc., in residential housing colonies/complexes and apartments, being utilized mostly for residential purpose after the completion by the developer and occupied by residents. This category shall not cover residential colonies attached to industrial establishment where power supply is drawn through the meter of the industrial establishment.
- (iii) Supply of power to Old age homes/ Orphanages/ short stay homes Scheme/ Child Care Institutions (CCIs) set up and run by the Government solely for residential purposes.

#### **(b) General Purpose**

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

#### **(c) Public Lighting**

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

#### **(d) Railway Traction**

This category relates to supply of power for Railway Traction.

#### **(e) Irrigation Pumping and Agriculture**

This category relates to the supply of power for the pumping of water through lift irrigation from natural water sources, and for lifting of water from wells/bore-wells, dug-wells, nallahs, streams, rivulets, rivers, exclusively for agricultural purposes. This category is applicable to pumping capacity of less than or equal to 30 H.P in aggregate for a single point of supply.

#### **(f) Mega Lift Irrigation**

The Mega Lift points constructed and maintained by the Government (who are using electricity for irrigation purpose and not covered under irrigation pumping and agriculture category of the Regulation) connected either to HT or EHT system.

**(g) Allied Agricultural Activities**

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

**(h) Allied Agro-industrial Activities**

This category relates to supply of power to Cold Storages as defined in the Cold Storage Order, 1980 promulgated under Essential Commodities Act, 1955 and includes foodstuffs defined in the aforesaid Order, cold storage of mushrooms, flowers, chilling plant for milk and the cold storages storing raw attached to processing units for such foodstuffs, mushrooms and flowers. However, the same shall not be included in the processing units.

**(i) Public Water Works and Sewerage Pumping Installation**

This category relates to supply of power for public water supply and sewerage pumping installations owned and operated by the State Govt., Local Bodies or their agencies. This also includes supply of power for water supply under Jal Jeevan Mission of Govt. of India or any other scheme set up/ managed by Central or State Government and has a connected load of less than 20 KW.

**(j) Specified Public Purpose**

This category relates to supply of power to (a) religious institutions recognised under the Act notified by the Government of Odisha without any commercial activity, (b) educational institutions/ training institutions managed by the Government, (c) hospitals, dispensaries and primary health centres managed by Government and local bodies (d) electric crematorium and (e) sports facility(ies) run by the Government.

**(j) LT/HT Industrial (S) Supply**

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

**(k) LT/HT Industrial (M) Supply**

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

**(l) Large Industries**



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

**(m) Heavy Industries**

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

**(n) Mini Steel Plant**

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

**(o) Power Intensive Industries**

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

**(p) Temporary supply**

This category relates to supply of electricity connection required by a person for meeting his temporary needs such as-

- (i) for construction of residential, commercial and industrial complexes including pumps for dewatering;
- (ii) for illumination during festivals and family functions;
- (iii) for threshers or other such machinery excluding agriculture pump sets;
- (iv) for touring cinemas, theatres, circuses, fairs, exhibitions, melas or congregations.

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

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

**Supply under Special Agreement**

136. The licensee/supplier may, extend power supply under exceptional circumstances through special arrangements with the approval of the Commission suitably modifying the Standard Agreement Form.

## **CHAPTER - IX**

### **CHARGES FOR SUPPLY**

#### **Tariffs and Charges**

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

- (a) Minimum monthly fixed charges,
- (b) Demand charges,
- (c) Energy charges, and
- (d) Other charges as specified by the Commission.

#### **Minimum Monthly Fixed Charges**

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

#### **Demand Charges**

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

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

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

#### **Energy Charges**

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

141. No meter rent shall be chargeable in case where consumer has supplied the meter or the consumer has paid the full cost of the meter provided by the licensee/supplier or during the period the meter supplied by the licensee/supplier remains defective. Bills shall be prepared for each category on the basis of the information provided in the prevailing tariff order. The licensee/supplier may levy other charges including customer charges, connection charges, re-

connection charges, delayed payment surcharge, fuel surcharge, power purchase surcharge, and power factor penalty or any other charges as approved by the Commission from time to time.

**Statutory Levies**

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

## **CHAPTER - X**

### **RECOVERY OF ELECTRICITY CHARGES AND INTERVAL OF BILLING**

#### **Billing and payment –**

143. The tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff excluding fuel surcharge and other charges, at least one month ahead of time, through distribution licensee's website as well as through energy bills or Short Message Service or Mobile Application and the like.

144. The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed, and the bill shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic mode at least ten days prior to the due date of payment. The due date of payment for all consumers shall be ten days from the bill date.

145. In case of non-receipt of original bill, the consumer shall be entitled to get a duplicate copy of the bill and shall also have the option to deposit the amount raised in the Bill of the previous month.

Provided that the excess or deficit payment, as the case may be in case of self-assessment, shall be adjusted in the next bill.

146. In case of pre-payment metering, the licensee/supplier shall issue the bill, to the consumer, on his or her request.

147. The licensee/supplier shall intimate the consumer about despatch of bill through SMS email/WhatsApp/any other similar electronic mode, or by both, SMS and e-mail, immediately and the intimation shall consist of the details of bill amount and the due date for payment.

148. The licensee/supplier shall also upload the bill on its website on the day of bill generation:

Provided that the billing details of last one year for all consumers shall also be made available on the licensee's website.

149. The licensee/supplier shall issue the first bill within a time period not exceeding two billing cycles, of energising a new connection where post payment meters are installed.

150. In case the consumer does not receive the first bill within such period, he may complain, in writing, to the licensee/supplier and the distribution licensee shall issue the bill within a time period, not exceeding seven days.

151. The licensee/supplier shall not generate more than two provisional bills for a consumer during one financial year and if the provisional billing continues for more than two billing cycles, the consumer may opt not to pay the dues until bill is raised by the distribution licensee as per actual meter reading. In such case, no late payment surcharge is applicable.

152. If any bill is served with a delay not exceeding sixty days, the consumers shall be given a rebate at a rate as decided by the Commission from time to time in its Tariff Order.

153. The information regarding the authority with whom grievance or complaint pertaining to bill can be lodged shall be provided along with the bill and the same shall also be made available on the licensee/supplier's website.

### **Payment of Bills**

154. Contents of the Energy Bill:

The bill for metered connections may have the following details but not restricted to:

- (a) Service Connection Number
- (b) Period of Bill
- (c) Name, address and mobile number of the consumer, email Id, if available
- (d) Bill number
- (e) Pole Number from which connection is served
- (f) Name, address and telephone number of the distribution centre
- (g) Date of issue of bill
- (h) Tariff category
- (i) Tariff, rate of electricity duty applicable
- (j) Contracted/ Connected load/ demand
- (k) Single phase or three phase connection
- (l) Identification details of the meter
- (m) Status of meter (OK/defective/not available)
- (n) Reading date - past and present
- (o) Meter reading - past and present
- (p) Multiplying Factor of the meter if any
- (q) Units assessed
- (r) Basis of bill (Actual, average, provisional etc.) stated item wise
- (s) Meter rental (with instalment number)
- (t) Current month's charges - Energy Charges, fixed/demand charge, Minimum Fixed Charges, Electricity Duty, meter rent, capacitor surcharge if any, security deposit instalment if any, Rebate allowed, others if any
- (u) Arrear Electricity Charges, Delayed Payment Surcharge arrears (Indicating period for which arrears are due, energy charges, fixed/demand charges, DPS, electricity duty etc.)
- (v) Credit towards interest on Security Deposit
- (w) Total charges
- (x) Delayed Payment Surcharge
- (y) Due date of payment – through cheque and cash payment, demand draft, electronic mode of payment.
- (z) Authority in whose favor cheque/Bank draft is to be issued. (To be printed on reverse of the bill)
- (aa) Security Deposit held and required
- (ab) Details of subsidy if any
- (ac) Consumption details of last six readings
- (ad) Compensation to consumers if any

- (ae) Instalment no., if allowed
- (af) No. of hours in a billing cycle
- (ag) 'Power On' hours in a billing cycle

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

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

- (a) The names(s) / address(es) of collection centers
- (b) Working hours for collection of bills
- (c) Designation and address of the authority with whom grievance pertaining to bills, meter, meter reading etc. can be lodged both at licensee/supplier and GRF level.
- (d) Any other message that the Licensee/supplier may like to give e.g. requesting the consumer to indicate their phone number, if available, on the portion of the bill retained by the licensee/supplier on receipt of payment. This information can be used for better communication with consumers.
- (e) The bill may contain additional information, if any, as desired by the licensee/supplier.

**155. Contents of the spot billing:** The spot bill may have the following details”

- (a) Service Connection Number
- (b) Period of Bill
- (c) Name and address of the consumer
- (d) Bill number
- (e) Date of issue of bill
- (f) Tariff category
- (g) Tariff, rate of electricity duty and applicable
- (h) Contracted/ Connected load/ demand
- (i) Single phase or three phase connection
- (j) Reading date - past and present
- (k) Meter reading - past and present
- (l) Units assessed
- (m) Basis of bill (Actual, average, provisional etc.)
- (n) Meter rental (with instalment number)
- (o) Current month's charges - Energy Charges, fixed/demand charge, Minimum Charges, Electricity Duty, meter rent, capacitor surcharge if any, security deposit instalment if any, Rebate allowed, others if any
- (p) Arrear Electricity Charges, Delayed Payment Surcharge arrears to be shown separately.
- (q) Total charges
- (r) Delayed Payment Surcharge
- (s) Due date of payment

### **Pro-rata Billing**

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

applicable under tariff notification shall be levied pro-rata for the number of days during the month for which supply shall have been given or agreement shall have been in force.

### **Disputed/Erroneous Bills**

157. In the event, of any dispute in the billed amount, the consumer may lodge a complaint before the designated officer/agency as determined by the Licensee/supplier and pay at the average consumption of last 3 billing cycles or the billed amount whichever is less within due date pending settlement of the dispute. The licensee/supplier shall resolve the dispute or communicate its decision with reasons to the consumer within a maximum period of 15 (fifteen) days.

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

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

(iii) Failure to make payment as provided under Regulation 157 above shall merit action as provided in Regulations 187 to 192.

### **Method of payment of Bills:**

159. Consumer shall have the option to pay bills online or offline.

160. Consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank or through credit or debit cards or online payment through licensee/ supplier's web portal or any digital mode of payment and any change or further addition in the mode of payment shall be more user friendly for the consumers than the prevailing system.

161. The distribution licensee shall establish online portal as well as sufficient number of collection centres or drop boxes at suitable locations with necessary facilities, where consumer can deposit the bill amount with ease.

### **162. Advance Payment:**

The consumer may also be allowed to make advance payment of future bills, which shall be adjusted in the succeeding months. Utility will also consider suitable rebate in case of advance payment. The details of payment made in advance shall also be entered into the account of the consumer.

On intimation of the consumer the supply can be disconnected temporarily in his absence for more than one billing cycle due to safety reason. On re-occupation of the premises the supply can be restored with payment of reconnection charges.

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

(a) Energy loss in transformer in units per month =  $(730 \times \text{rating of the transformer in KVA}) / 200$ ,

(b) Demand loss in transformer in KVA =  $\text{Rating of the transformer in KVA} / 200$ .

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

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

**165. Delayed Payment Surcharge:** Category of consumers to whom delayed payment surcharge is applicable as per Tariff Order shall be liable to pay such delayed payment surcharge. There shall be no surcharge over surcharge.

**166. Recovery of Arrear**

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

- (a) Current electricity charges,
- (b) Current miscellaneous charges,
- (c) Arrear electricity charges,
- (d) Arrear miscellaneous charges,
- (e) Delayed payment surcharge.

(ii) The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the



licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act.

### **Instalment Facilities**

166. Payment of bills by instalments may be granted by the licensee/supplier to the senior citizens and disabled in the Domestic category on request and on production of proof. In respect of others, the facility may be granted at the discretion of the designated authority of licensee/supplier. Grant of instalments shall not affect the liability of the consumer to pay delayed payment surcharge till full clearance of the arrears. Consumers availing instalment facilities shall not be eligible to avail rebate. The licensee/supplier may authorise the designated Officer to grant instalment facilities. Instalment facility shall be limited to twice in a year which cannot be availed simultaneously.

### **Recovery of Arrears**

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

### **Billing in case of defective/stuck/stopped/burnt meter**

168. For the period the meter remained defective/stuck/stopped/burnt, the billing shall be done on the basis of the consumption during the corresponding period in the previous year when readings were taken or the average consumption of the previous Three (3) billing cycles for which the meter has been read by the Licensee/ supplier, whichever is higher.

Provided that 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 average maximum demand as available for lesser period shall be considered.

169. If the readings of meter working in association with Current Transformer (CT) and Potential Transformer (PT) and other auxiliary equipment, if any, are found to be incorrect on account of wrong connection or disconnection of such CTs, PTs and other equipment or on account of omissions or commissions in regard to multiplying factor, erroneous adoption of CT ratio, PT ratio, the billing in such cases shall be done as laid down in Regulation 168 based on the Dump Report.

### **Disputed Bills**

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

can be revised upto the maximum period of two years in any of the Forum prior to the month in which disputed period of bill ends.

### **Meter Not Accessible**

171. In case of post payment meters:

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

(ii) If the engineer apprehends that the consumer is deliberately avoiding the inspection of meter and meter reading for more than two consecutive meter reading dates, he may give seven clear days' notice by Registered Post and E-mail (if any) to the consumer to remain present in the premises on the date and time mentioned in the notice. If meter is not made accessible even on the specified date, a notice shall be served on the consumer, if available, or affixed near the main entrance of the premises, to get the meter read by the licensee/supplier after payment of a penalty charge which shall be 5% of the average billing amount for the last 12 months, within the next 7 days. Failing this, supply shall be disconnected.

(iii) These provisions of Regulation 171(ii) above shall not apply in case of a domestic consumer who has given an advance intimation to the licensee/supplier of the inaccessibility of his meter for reading due to the consumer being out of station.

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

(v) Interest shall be paid by the Licensee/ Supplier on advance amount paid under sub-rule (iv), at such rate as decided by the Commission.

## **CHAPTER - XI**

### **UNAUTHORISED USE AND THEFT OF ELECTRICITY**

#### **172. General:-**

- 1) The Licensee shall publish on its website, the list of the Assessing officers under section 126 of the Act and the Authorized officers under sub-section (2) of section 135 of the Act and shall display such list at prominent locations in its local offices.
- 2) The Licensee shall issue photo identity cards to all the Assessing officers and Authorized officers specifically indicating their designation and details of authorisation. The inspection team of the licensee, headed by such Authorised officers / Assessing Officer shall carry along with them their Photo Identity Cards. Photo Identity Card should be shown to the consumer before entering the premises.
- 3) During the inspection of premises, in all cases, the assessing officer or the authorized officer as the case may be, shall cause to videograph the entire proceedings, till the completion of inspection at the premises:

Provided that the videograph shall include acceptance or denial by the consumer of photo visiting card, signing of inspection report, signing of seizure memo etc.

- 4) The Licensee shall maintain and submit record of all cases booked under Section 126 of the Act and Section 135 of the Act to the Commission on monthly basis.
- 5) If a consumer is found indulging in unauthorized use and also in theft of electricity, the consumer shall be booked under theft of electricity.
- 6) In case the unauthorized use of electricity is finally established, the Licensee shall change the category of supply of the consumer from the date of inspection and shall raise the bill as per normal applicable tariff.

#### **Theft of Electricity**

173. (1) The Authorized officer, suo-moto or on receipt of information regarding theft of electricity shall promptly conduct inspection of such premises.

(2) The Authorized officer shall show his photo identity card to the consumer or the occupier of the premises before entering the premises and take the acknowledgment.

(3) The Authorized officer shall prepare an inspection report as per the provisions under these Regulations.

174. (1) In the event of detection of theft of electricity, the Authorized officer shall prepare a detailed Report at site giving details such as connected load, tampered meter, tampered meter seal and artificial means used for illegal abstraction of energy and the documentary evidences etc., which are relevant to the case and found during the inspection and be kept as a proof along with photography and video recording of the premises.

(2) The report shall be signed by the Authorized, other member of the inspection team and by the consumer or his representative at site and a copy of the same shall be delivered to the consumer or his representative immediately under proper acknowledgement.

(3) If the consumer or his representative at site refuse to sign the report then the same has to be recorded in the inspection report. If consumer or his representative at site refuses to acknowledge and/or accept the copy of the report, a copy of inspection report shall be pasted at a conspicuous place in or outside the premises and photographed and video recorded. A copy of the inspection report shall be sent to the consumer under Registered Post or Speed post or electronically on the same day or the next day of the inspection.

(4) In case sufficient evidence is found to establish direct theft of electricity, licensee or Supplier as per Section 135 sub-clause (1A) of the Act shall disconnect the supply and seize all material evidence including wires/cables, meter, service line etc., from the premises under a seizure Memo and shall lodge a complaint in writing relating to the commission of such offence in police station having jurisdiction within 24 hours from the time of such disconnection.

(5) No case for theft shall be booked only on account of missing of the seals on the meter or on account of breakage of glass window of the meter, unless dishonest intention is corroborated by consumption pattern of consumer or any other evidence.

175. (1) The Assessing Officer shall assess the energy consumption as per the assessment formula given below for the entire period during which such theft of electricity has taken place. If, however, the period during which such theft of electricity has taken place cannot be ascertained, such period shall be limited to 12 months immediately preceding the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof:

- i. Actual period from the date of commencement of supply to the date of detection of theft;
- ii. Actual period from the date of replacement of component of metering system in which the
- iii. evidence is detected to the date of detection of theft;
- iv. Actual period from the date of previous checking of installation to date of detection of theft;
- v. Meter Reading Instrument (MRI) data should be considered wherever available.
- vi. Based on the valid document produced by the accused person.

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

Units assessed = L x H x F

Where, L = Connected load found in the consumer premises during the course of inspection in KW;

H = Nos. of hours of the period of assessment as ascertained in the preceding paragraph;

F = Load factor as has been prescribed for collection of security deposit in Regulation 53

Provided further that the demand charges shall be as per Regulation 114 requiring no verification.

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

(4) The assessment order shall be served upon the consumer or the person in occupation or possession or in charge of the place or premises, as the case may be, within 7 (seven) days of disconnection of supply.

#### **176. Suspected Theft:**

(1) In all such cases where theft cannot be established on inspection but the theft is suspected based on the consumption pattern, etc., the Authorized officer may remove the old meter under a seizure memo and seal it in the presence of the consumer or his representative which shall be signed by both the parties, and shall restore the supply to the consumer with a new meter:

(2) The old meter shall be tested in the presence of the consumer or his/her representative and the Authorised Officer as per Regulation 109.

(3) If the Assessing officer, on the basis of Inspection Report, consumption pattern, results of meter testing, comes to conclusion that it is prima facie a case of theft of electricity, procedure as specified in the Regulation 174 & Regulation 175 shall be followed:

Provided that the Assessing officer shall pass a Speaking Order substantiating the case of theft of electricity within 7 (seven) days of meter testing report.

#### **177. Unauthorized Use of Electricity**

(1) An Authorised Officer/ Assessing Officer, suo – motu or on receipt of reliable information regarding unauthorized use of electricity shall promptly conduct inspection of such premises.

(2) On an inspection of any place or premises or after inspection of the equipment, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the Authorised Officer/ Assessing Officer on conclusion that such

person is indulging in unauthorised use of electricity, shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefitted by such use.

- (3) The Authorised Officer/ Assessing Officer while on inspection of the premise shall video graph the method of such unauthorised use and take dump report for the purpose of evidence to be produced in the Appellate Forum.
- (4) No assessment for unauthorized use of Electricity shall be made by the Licensee in the following cases:
  - (i) where consumer has been paying electricity charges for higher tariff category but using electricity for lower tariff category;
  - (ii) where the connected load is different from the contracted load when the meter is in working condition or any application for change in load, category or replacement of defective meter is pending with the licensee/supplier; and
  - (iii) where it is incumbent upon the Licensee to suo-motu change the category of supply.

#### **178. Preparation of Report:**

- (1) In the event of detection of unauthorized use of electricity, the Assessing Officer shall prepare a detailed Report at site giving details such as connected load, condition of seals, working of meter and mention any irregularity noticed (wrong means adopted for unauthorized use of electricity).
- (2) The report shall clearly indicate all the material evidences such as tampered meter, etc. and the documentary evidence, which are relevant to the case found during the inspection and sealed in the presence of the consumer or his representative and be kept as a proof along with photography and video recording of the premises.
- (3) The report shall be signed by the Assessing Officer, other member of the inspection team and by the consumer or his representative at site and a copy of the same shall be handed over to the consumer or his representative immediately under proper acknowledgement.
- (4) If the consumer or his representative at site refuse to sign the report then the same has to be recorded in the inspection report. If consumer or his representative at site refuses to acknowledge and/or accept the copy of the report, a copy of inspection report shall be pasted at a conspicuous place in or outside the premises and photographed and video recorded. A copy of the inspection report shall be sent to the consumer under Registered Post or Speed post or electronically on the same day or the next day of the inspection.

#### **179. Provisional assessment and Notice:**

If the Assessing officer on the basis of Inspection Report and other materials comes to the conclusion that it is prima facie a case of unauthorised use of electricity, he shall serve a provisional assessment order. The Assessing Officer shall make provisional assessment based on the best of his judgement which is reasonable in the given circumstances and is based on all available evidence and records.

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

- a. Actual period from the date of commencement of supply to the date of detection of unauthorised use;
- b. Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of unauthorised use;
- c. Actual period from the date of previous checking of installation by the licensee/supplier's authorised personnel to date of detection of unauthorised use;
- d. Meter Reading Instrument (MRI) data/dump report should be considered wherever available;
- e. Based on the valid document produced by the person indulged in unauthorised use of electricity.
- f. In case a consumer has requested for change in category of load or contract demand or connected load or similar requests, the licensee/supplier shall decide such application before any assessment.

180. The methodology for assessment of consumption for unauthorized use of electricity shall be as follows:

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

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

Where

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

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

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

(ii) Penal charges on account of unauthorized use of energy =  $(2 \times U \times d) - (U \times e)$

Where

U – Quantum of unauthorized use of energy, kWh

d – Tariff of unauthorized use

e – Tariff of authorized use including slab rate

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

The calculations above are subject to the condition that meter is working satisfactorily; else, the energy will be calculated on the basis of formula given above under theft of electricity.

A notice along-with a provisional assessment bill and copy of inspection report shall be served to the consumer, within 7 (seven) days from the date of inspection or date of receipt of meter

testing report, if required, whichever is later, to the consumer giving reasons as to why a case of unauthorised use of electricity is being initiated against him. 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.

181. The person, on whom a provisional assessment order has been served shall be entitled to file objections, if any, against the provisional assessment before the assessing officer within seven days, who shall, after affording a reasonable opportunity of hearing to such person, pass a final order of assessment within 30 days from the date of service of such order of provisional assessment of the electricity charges payable by such person. During the hearing, the Assessing Officer shall give due consideration to the facts submitted by the consumer and pass, a speaking final order as to whether the case of unauthorized use of electricity is established or not. The order shall contain the detail of inspection report, submissions made by consumer in his written reply and oral submissions during hearing and reasons for acceptance or rejections of the same. If no final order is passed and served on the person whose electricity consumption has been provisionally assessed within 30 days of service of provisional assessment order, then such order shall be null & void.

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

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

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

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

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

185. When a person defaults in making payment of final assessed amount and if he/she does not prefer an appeal, he/she, in addition to the assessed amount shall be liable to pay, on the



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

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

## **CHAPTER - XII**

### **DISCONNECTION/RECONNECTION OF SUPPLY**

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

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

(iii) In case the disconnection has been done on account of non-payment of past dues, the licensee / supplier shall reconnect the consumer's installation within six working hours of receipt of past dues and other charges as applicable.

#### **Temporary Disconnection**

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

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

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

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

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

4) If at any time the consumer is found to be using energy for a purpose other than for which it was intended / provided or tampers with the meter and/or other apparatus of the

licensee/supplier on his premises or extends/allows supply of energy to any other premises from his connection subject to procedure laid down in this Code under Section 126 and 135 of the Act.

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

189. The supply shall be disconnected after giving a notice period of minimum 15 days in case of disconnection arising out of Regulation 188(2),(3)&(4). The supply shall be disconnected only if the cause of the disconnection is not removed within the notice period.

174. The licensee/supplier shall, after the connection is temporarily disconnected as per Regulation 188(2), (3) and (4), issue a notice to the consumer in writing, to remove the cause of disconnection within 30 days failing which the supply shall be disconnected permanently.

190. The licensee/supplier may take steps to prevent unauthorised reconnection of consumers disconnected in the manner as described above. Wherever the licensee/supplier discovers that connection has been re-connected in an unauthorised manner, licensee/supplier may initiate action as per provisions of Section 138 of the Act. Further, in case the licensee/supplier discovers that supply to such premises has been restored through another live connection, all pending dues of the said disconnected connection shall be transferred to such live connection's account and non-payment of such transferred dues may be treated as per Regulation 188(1) of the Code. If necessary, enquiry shall be conducted to ascertain the person reconnecting the supply without authority.

#### **191. Prepaid Smart meter temporary disconnection process**

1. In case of prepaid smart meter, if the consumer fails to recharge his prepaid meter account and his balance runs out to zero, the meter shall disconnect the supply of the consumer.
2. The disconnection process shall be scheduled only between 9 AM to 4 PM of immediate next working day. However, disconnection shall not be initiated for holidays/gazetted holidays/local holidays to avoid discomfort to the consumer (till each time the reconnection on a real-time basis is implemented by the licensee).
3. Disconnection on a zero balance shall be deemed to be temporary disconnection.
4. In case of prepaid smart meter, after temporary disconnection, consumer shall be notified through SMS/WhatsApp on the consumer's registered mobile number about the same along with the details of the zero/negative balance amount.
5. In case of temporary disconnection, the consumer can recharge the meter and restore the electricity supply without any additional cost or penalty.

#### **Permanent Disconnection**

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

- 1) On the termination of the Agreement; or on receipt of intimation of withdrawal of NOC by the owner of the premises with the tenant.
- 2) If the cause for which the supply was temporarily disconnected is not removed within the notice period.

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

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

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

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

194. Permanent disconnection of prepaid smart meter consumer

- (a) In case, the consumer does not recharge his/her account after temporary disconnection as elaborated in Regulation 188, the account may reach a negative balance on account of the applicability of monthly minimum charges or any other similar charge as decided by the Commission, even if there is no electricity consumption by the consumer.
- (b) The notification/alert shall be considered as notice for recharging the account & the licensee may disconnect the supply on failure to recharge the account by a consumer without any further notice.
- (c) The temporary disconnection can be restored within 2 months only after recharging with an amount sufficient to recover the monthly minimum charges/fixed charges or any other charges decided by the Commission, even if there is no consumption by the consumer during temporary disconnection.
- (d) The connection shall be disconnected permanently, and the meter shall be physically removed from the consumer premises if the consumer fails to recharge the account within two months of temporary disconnection.

- (e) After permanent disconnection, the fresh connection to such consumer shall be as per the provisions of Principal Code and its subsequent amendments.

### **Disconnection on Consumer's Request**

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

196. Thereafter, the licensee/supplier shall carry out a special reading and prepare a final bill including all arrears up to the date of such billing within ten days from receipt of the request. Upon payment, the licensee/supplier shall issue a receipt with 'Final Bill' stamped on it. This receipt shall be treated as a No Dues Certificate.

The security deposit amount with the licensee/supplier shall be refunded to the consumer within seven (7) days as per Regulation 58 above.

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

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

### **Restoration of supply of electricity**

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

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

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

electricity connection from the same or any other distribution licensee/supplier of the state till the payment of such charges/ outstanding dues.

### **Service of notice**

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

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

(ii) Affixed at a conspicuous part of such premises in case there is no person, to whom the same can with reasonable diligence, be delivered. Further, any complaint or notice sent by the consumer to the licensee/supplier via registered post, courier or any other electronic means like email, SMS to a valid and authorised physical or electronic address as published by the licensee/supplier on its website or print media, shall be deemed to be duly received and acknowledged.

## **CHAPTER - XIII PROHIBITIONS**

### **Assignment without Permission**

202. 1. (a) A consumer cannot assign his agreement for power supply to any other person.

(b) A consumer cannot transfer the benefit of agreement of power supply or part thereof in favour of any other person.

(c) In case of death of a consumer, the licensee shall execute a fresh agreement with his/her legal heirs. The new consumers (legal heirs) shall apply to the licensee/supplier for execution of such fresh agreement.

2. In case of artificial person /corporate legal heir (company, firm, society, idol etc.) the consumer shall produce before the licensee/supplier of his legal heir ship/inheritance ship

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

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

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

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

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

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

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

### **Duties and obligation of the Consumer/users of electricity**

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

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

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



## **CHAPTER - XIV**

### **FORCE MAJEURE AND RESTRICTION ON POWER SUPPLY**

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

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

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

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

215. At any time during the continuance of the agreement between the licensee/supplier and the consumer, the plant or premises of the consumer is destroyed or damaged due to force-majeure conditions referred to in Regulations 212 resulting in break-down or rendering the plant or the premises wholly or substantially unfit for occupation or use, the consumer may on giving seven days' notice in writing to the engineer of such breakdown or unfitness take a reduced supply of power as may be necessary and feasible. In such a contingency, he shall not be liable to pay the charges in accordance with the agreement, but he shall pay minimum monthly charges, demand charges where such charges are payable on the basis of the maximum demand recorded in the demand meter and energy charges on the basis of actual energy consumed. The aforesaid period of reduced supply shall not count towards the initial period as stated in the agreement and the period of the agreement shall be extended for a further period equal to the period of reduced supply.

## **CHAPTER - XV MISCELLANEOUS**

### **Issue of Orders and Circulars**

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

### **Redressal of Grievances**

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

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

### **Standards of Performance (SoP)**

218. Non-Compliance of a standard contained in these Regulations shall be treated as a violation and the licensee/ supplier shall be required to pay any compensation to the consumer(s) as per the OERC (Licensees' Standards of Performance) Regulations.

### **Power to remove difficulties**

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

### **Power to Relax**

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

### **Power to Amend**

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

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

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

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

### **Application of CEA Regulations**

223. The provisions of the Regulations framed by Central Electricity Authority (CEA) under Section 55(1), 73(e) and 177(2)(c) of the Electricity Act, 2003 as amended from time to time, shall be applicable with regard to installation and operation of meters. In case there is any inconsistency between CEA Regulations and this Code, the former shall prevail.

### **Repeal**

224. (i) The OERC Distribution (Conditions of Supply) Code, 2019 is hereby repealed.  
(ii) Section 5 of the Orissa General Clause Act, 1937 shall apply to such repeal in the same manner and to the same extent as it applies to any enactment.

### **Interpretation**

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

### **Saving of Inherent Powers of the Commission**

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

By order of the Commission

**(PRIYABRATA PATNAIK)**  
**SECRETARY**

**APPLICATION FORM**

**New Service Connection / Load enhancement/ Load reduction/ Reconnection /Change of Name/  
Shifting/ Temporary Supply/ Conversion of Service/ Change of consumer category**  
(FOR DOMESTIC & GENERAL-PURPOSE UNDER LT CATEGORY)

**To**

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

Affix photograph of  
the Applicant here

**Sir,**

1. I/We hereby request you for a new service connection to supply electrical energy to the premises owned / occupied by me/ us and hereinafter described. I/We am/are the owner/lawful occupier of the premises at ..... in which supply of electrical energy is now required.
2. I/We agree to take supply for TWO YEARS to utilise the energy for General Purpose/Domestic purposes only for my/our use. Thereafter Agreement shall so continue unless terminated by either of the parties after giving one month's notice.
3. I/We agree to pay for the service connection and other dues including the security as may be payable and shall also pay the charges, surcharges, electricity duty in accordance with the OERC Distribution (Conditions of Supply) Code, 2025 provided that annual sum payable individually by me/us under the proviso Section 45 of the Electricity Act, 2003 shall not be deemed to be part of the minimum monthly charges or demand charges, if any, payable under the OERC Distribution (Conditions of Supply) Code, 2025.
4. I/We have obtained and perused a copy of OERC Distribution (Conditions of Supply) Code, 2025 and understood its contents and hereby undertake to observe and comply with the terms and conditions stipulated therein to the extent they are applicable to me/us.
5. I/We further require you to supply me/us with the necessary meter/meters on hire in terms of Section 55 of the Electricity Act, 2003. I/We agree to give you such security [as per Section 47(1) (b) of the Electricity Act, 2003] as may be required for the price of the meter/meters, whenever called upon to do so. (Strike out if meter to be supplied by the consumer).

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

a. Consumer Details:

Sl. No	Particulars			
1	Application For:			
	New connection	<input type="checkbox"/>	Shifting of meter	<input type="checkbox"/>
	Load Enhancement	<input type="checkbox"/>	Temporary Supply	<input type="checkbox"/>
	Load Reduction	<input type="checkbox"/>	Conversion of services	<input type="checkbox"/>
	Reconnection	<input type="checkbox"/>	Change of consumer category/classification	<input type="checkbox"/>
	Change of Name/Transfer of service connection	<input type="checkbox"/>		
2	Name of the Applicant/ Organization: (In Capital Letters)			
3	Name of father/ husband/ Director/Partner/Trustee: (In Capital Letters)			

4	Consumer No. (If application is not for New Connection)			
5	Purpose of power supply (Tick mark only one of the appropriate options):			
	Residential	<input type="checkbox"/>	General Purpose	<input type="checkbox"/>
	Others (Please Specify)	<input type="checkbox"/>		
6	Category of Supply:			
7	Type of Supply (Tick mark only one of the options):			
	Permanent	<input type="checkbox"/>	Temporary	<input type="checkbox"/>
	If Temporary supply, specify period of requirement:		From Date: (dd/mm/yyyy)	
			To Date (dd/mm/yyyy)	
8	Legal status of applicant:			
	Owner	<input type="checkbox"/>	Tenant	<input type="checkbox"/>
9	Written permission of the landlord/owner including legal heirs tendered:	Yes <input type="checkbox"/>	Applicable <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
10	Written Permission of Way Leave (Furnish if required):			
	{Refer to Regulation 15 of the OERC Distribution (Conditions of Supply) Code, 2025}			
11	Address Details of the premises for which new service connection is applied for / existing connection is required to be shifted			
	Name of Applicant (In Capital Letters):			
	First Name:			
	Middle Name (If any):			
	Surname:			
	House/Flat No/Plot No:			
	Village/Town/Area:		Ward No:	
	Nearest Landmark:			
	District:		Pin code:	
12	Postal Address Details for Communication:			
	House/Flat No/Plot No:			
	Village/Town/Area:			
	Nearest Landmark:			
	District:		Pin code:	
	Phone No.		Mobile No (Adhaar linked):	
	Email Id:			
13	Bank Details: (for refund, if any)		Name of the Bank & Branch:	
			A/c No.:	IFSC Code:
14	Total connected Load applied for (in kW/ kVA)			
	Details of Load required:			
	Domestic (kW/ kVA):			
	Non-Domestic (kW/ kVA):			
	<i>In case of non-availability of rated capacity of any item, the load shall be considered as per Regulation 115 of this Code for Domestic and General-Purpose category of consumers.</i>			
15	Whether the Consumer wants to procure the meter by himself /herself from the approved vendors of the licensee (Yes/ No)			
16	Whether the Consumer wants to carry out works of laying service line and/ or dedicated Distribution facility for the electricity supply requisition (Yes/No)			

b. List of Documents required:

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

7. Any electricity dues outstanding in licensee's area of operation in consumer's name: **Yes/ No**
8. Any electricity dues outstanding for the premises for which connection applied for: **Yes/ No**
9. Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, Partner, Director or Managing Director: **Yes/ No**  
(For questions 7, 8 & 9 if the answer is 'Yes' in any case please provide details on a separate sheet)
10. Option for E-Bill: **Yes/No**
11. Report of the Electrical Inspector/Licensed Contractor, as the case may be.

I/ We hereby declare that:

- The information provided in this application is true to my knowledge.
- I/ We have read the OERC Distribution (Conditions of Supply) Code, 2025 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.
- I/ We have no outstanding dues payable to the present distribution licensee incidental to the use of electricity.

Date:

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

Place:

Name: (i) Owner:  
(ii) Tenant:

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

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

## APPLICATION FORM

### NEW CONNECTION/ LOAD ENHANCEMENT/ LOAD REDUCTION/ CHANGE OF NAME (FOR CATEGORIES NOT COVERED UNDER FORM 1)

**To**

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

(Through SDO

.....)

Affix photo of the  
Applicant

Dear Sir,

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

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

#### 12. Details of Applicant & Premises (where power supply is required):

a. Consumer Details:

Sl. No	Particulars			
1	Application For:			
	New connection	<input type="checkbox"/>	Shifting of meter	<input type="checkbox"/>
	Load Enhancement	<input type="checkbox"/>	Temporary Supply	<input type="checkbox"/>
	Load Reduction	<input type="checkbox"/>	Conversion of services	<input type="checkbox"/>
	Reconnection	<input type="checkbox"/>	Change of consumer category/classification	<input type="checkbox"/>
	Change of Name/Transfer of service connection	<input type="checkbox"/>	Change of Premises	<input type="checkbox"/>
2	Name of the Applicant/ Organization: (In Capital Letters)			
3	Name of father/ husband/ Director/Partner/Trustee: (In Capital Letters)			
4	Consumer No. (If application is not for New Connection)			
5	Purpose of power supply (Tick mark only one of the appropriate options):			
	Private residence	<input type="checkbox"/>	Railway Traction	<input type="checkbox"/>
	Factory	<input type="checkbox"/>	Workshop	<input type="checkbox"/>
	Industry,	<input type="checkbox"/>	Emergency Supply	<input type="checkbox"/>
	Irrigation,	<input type="checkbox"/>	Steel Plant	<input type="checkbox"/>
	Pumping	<input type="checkbox"/>	Allied agricultural activities	<input type="checkbox"/>



	Domestic (Bulk)/ Colony consumption	<input type="checkbox"/>	Allied Activities	Agro	Industrial	<input type="checkbox"/>	
6	Whether the premises is provided with electrical power, if so, its nature and why this additional power is required						
7	a. If a factory, nature of manufacturing: process & whether it is manufacturing now or proposes to do so						
	b. Working hour/days of factory. :						
	c. Demand during the hours factory Will be idle (K.W)						
8	Category of Supply:		11 kV	33 kV	132 kV	220 kV	400 kV
9	Details of Contract Demand applied for (in kW / kVA):						
10	Power requirement in kW		<input type="checkbox"/> New Connection  a) Load factor ..... Percent. b) Maximum demand ..... K.W. c) M.D. expected during 5 p.m. to 10 p.m. ....		<input type="checkbox"/> Change in Contract Demand  a)Exiting CD:____ b)Additional/R eduction: ____  c)Revised C.D: ____		
11	Phasing of Contract Demand required (Yes/ No):						
	If Yes, then provide the following details:						
	CD required (kVA) with remarks, if any		Tentative date from which CD required				
	(a)						
	(b)						
12	(a) Guaranteed monthly minimum consumption, if any, per K.W. or per 100 K.W. or maximum demand/ connected load.						
	(b) Whether consumer accepts to pay for the Minimum guaranteed consumption if the Consumption falls short of the guaranteed.						
13	Type of Supply (Tick mark only one of the options):						
	Permanent	<input type="checkbox"/>	Temporary	<input type="checkbox"/>			
	If Temporary supply, specify period of requirement:		From Date: (dd/mm/yyyy)				
			To Date (dd/mm/yyyy)				
14	Whether applicant accepts to execute an agreement as per rules: (Yes/ No)						
15	Legal status of applicant: viz. Ownership/ partnership/ Private Ltd./ Public Ltd./ Society/ Govt Dept./ Govt. Undertaking)						
	Registration No. and Date:						
16	Name of Institution developing Industrial Premises:						

17	Whether Supply needed through a Dedicated feeder		
18	Whether the unit ever operated at some other place or applied for a connection? (If Yes, please provide details):	(a) Sanctioned Load:	
		(b) Service Connection No.:	
		(c) Arrears of Payment (if any):	
19	If electricity connection for the premises was provided in the past? (If Yes, please provide details):	(a) Sanctioned Load:	
		(b) Service Connection No.:	
		(c) Arrears of Payment (if any):	
20	Address Details of the premises for which new service connection is applied for / existing connection is required to be shifted		
	Name of Applicant (In Capital Letters):		
	First Name:		
	Middle Name (If any):		
	Surname:		
	House/Flat No/Plot No:		
	Village/Town/Area:	Ward No:	
	Nearest Landmark:		
	District:	Pin code:	
21	Postal Address Details for Communication:		
	House/Flat No/Plot No:		
	Village/Town/Area:		
	Nearest Landmark:		
	District:	Pin code:	
	Phone No:	Mobile No. (Adhaar linked)	
	Email Id:		
22	Bank Details: (for refund, if any)	Name of the Bank & Branch:	
		A/c No.:	IFSC Code:
23	Possession Letter or No-Objection Certificate	Number: Date:	
24	Status of land acquisition		
25	Whether the requisite consent/ NOC (if applicable as per the list of Pollution Control Board) has been obtained from ..... as per statutory requirements (If yes, attach a copy)		
26	Any electricity dues outstanding in licensee's area of operation in consumer's name: <b>Yes/No</b>		
27	Any electricity dues outstanding for the premises for which connection applied for: <b>Yes/No</b>		
28	Any electricity dues outstanding with the licensee against any firm with which the consumer is associated as an Owner, partner, Director or Managing Director: <b>Yes/ No</b>		
	(For questions 23,24 and 25 if the answer is 'Yes', please provide details on a separate sheet)		
29	Whether the Consumer wants to carry out works of laying service line and/ or dedicated Distribution facility for the electricity supply requisition (Yes/No)		

I/ We hereby declare that:

- (a) The information provided in this application is true to my knowledge.
- (b) I/ We have read the OERC Distribution (Conditions of Supply) Code, 2025 and agree to abide by the conditions mentioned therein.
- (c) I/ We will deposit electricity dues, every month, as per the applicable electricity tariff and other charges.
- (d) I/ We will own the responsibility of security and safety of the meter, cut-out and the installation thereafter.

Date:

Signature of the consumer/ Authorised Signatory

Place:

Name:

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

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

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

**STANDARD AGREEMENT FORM FOR SUPPLY OF ELECTRICAL ENERGY**

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

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

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

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

- 1. Duration of Agreement:** This agreement shall commence from the date of its execution and shall continue to be in force until the expiry of FIVE years from the date of supply, and thereafter shall so continue until the same is determined by either party giving to the other, 2 (two) calendar months' notice, in writing, of its intention to terminate the Agreement. Provided that after the initial period of agreement if power supply remains disconnected for a period of 2 (two) months for non-payment of tariff or non-compliance of the directions issued under the OERC Distribution (Conditions of Supply) Code, 2025 and no effective steps are taken by the consumer for removing the cause of disconnection and for restoration of power supply, the agreement of the licensee with the consumer for power supply shall be deemed to have been terminated on expiry of the 2 (two) months period from the date of disconnection without further notice.
- 2. Condition of Supply:** The consumer has obtained and perused a copy of the OERC Distribution (Conditions of Supply) Code, 2025 understood its contents and undertakes to observe and abide by all the terms and conditions stipulated therein to the extent they are applicable to him. The said Code as modified from time to time, to the extent they are applicable shall be deemed to form part of this Agreement.
- 3. Quantum of Supply:** Subject to the provisions hereinafter contained and during the continuance of this Agreement, the licensee, represented by the 'engineer', shall supply the consumer and the consumer shall take from the licensee, a supply up to but not exceeding a contract demand of .....KVA/.....KW. The consumer may utilise power up to .....

KVA/.....KW, out of the aforesaid contract demand in his residential colony for use by himself or his employees.

4. **Type of Supply:** The aforesaid supply shall be from a three phase 50 Hz alternating current system at a normal pressure of ..... Volts. The quantum of supply shall be measured by a suitable metering equipment of ..... Volts.
5. **Security Deposit:** The consumer, pursuant to the OERC Distribution (Conditions of Supply) Code, 2025 has made Security Deposit of Rs..... in favour of the engineer. The consumer undertakes to make any additional security deposit, as and when called upon by the engineer.
6. **Charges to be paid by the Consumer:** The consumer shall pay to the engineer, for power demanded and electrical energy supplied under this agreement 'minimum monthly fixed charges', 'demand charges', 'energy charges' and 'other charges' in accordance with the provisions of OERC Distribution (Conditions of Supply) Code, 2025 and as notified in the Tariff Notifications from time to time;

Provided that annual sum payable by any individual consumer under the provision to Section 45 of the Electricity Act, 2003, shall not be deemed to be part of the minimum monthly charges or demand charges, if any, payable by the consumer or the particular class of consumers under the provisions of OERC Distribution (Conditions of Supply) Code, 2025.

Provided further that the consumer shall pay electricity duty or such other levy, tax or duty as may be prescribed under any other law in addition to the charges, fuel surcharge and transformer loss payable under the OERC Distribution (Conditions of Supply) Code, 2025.

7. The tariff and conditions of supply mentioned in this Agreement shall be subject to any revision that may be made by the licensee from time to time.
8. **Safety of Supply and Apparatus:** That all Electrical Works done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 and have been carried out by a licensed electrical contractor (in case the Applicant is an owner and wiring in the premises is new)

Or

That all Electrical Work done within the premises are as per Central Electricity Authority (Measures relating to Safety and Electricity Supply) Regulations, 2023 to the best of our knowledge (where application is for reconnection or Applicant is occupier of the premises)

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

9. To indemnify the licensee against all proceedings, claims, demands, costs, damages, expenses that the licensee may incur by reason of a fresh service connection given to the Applicant.
10. The licensee is indemnified against any loss accrued to the applicant on this account. Further, applicant agrees that if there is any harm/loss to the property of the licensee due to

the fault in Electrical work within the premises of Applicant, all the liabilities shall be borne by the Applicant.

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

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

Signature of the consumer

Signature of the Engineer acting  
for and on behalf of the

..... (licensee)

Witnesses to the execution by the  
consumer.

Witnesses to the execution  
by the engineer.

- 1.
- 2.

- 1.
- 2.

## PROCEDURE FOR CALCULATION OF CAPITAL COST

### 1. General

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

### 2. Calculation of capital cost

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

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

(a)	Cost of materials as per the cost data/ estimate approved by the Commission	A	
(b)	Stock storage insurance	B	3% of A
(c)	Contingency	C	3% of (A+B)
(d)	Tools & Plants	D	2% of (A+B)
(e)	Transportation	E	5% of (A+B)
(f)	Erection charges	F	* 10% of (A+B)
(g)	Sub-total	G	Sum of A...F
(h)	Other overheads (including supervision Charges)	H	6% of G
(i)	Total estimated capital cost	I	G+H
(j)	Inspection fees (to be paid by the consumer to the licensee, which is ultimately to be paid to the Government of Odisha).		As per actuals according to the the notification of the Govt. of Odisha from time to time.

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

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

- NB:
- While shifting or relocation of existing infrastructure, deduction of salvage value of 8% of the original cost of such infrastructure is to be considered in the estimate.
  - GST as applicable may be considered while preparing the cost estimate.
  - The cost data is to be approved by the EIC cum PCEI, Odisha, Bhubaneswar. If the cost data for a particular year is not approved due to any reason, the cost

data approved earlier for the previous year shall be updated by the DISCOMs using the WPI (wholesale Price Index) for all commodities issued by the office of the Economic Advisor for the previous year.

**3.**

- i. If any capital subsidy is available for the proposed power supply for any category of consumer by the Government or any corporate body, the same should be treated as “consumer contribution” for that scheme.
- ii. Government of Odisha shall provide capital subsidy to the licensee for the entire capital expenditure for new R.E. works/any other schemes.



**APPENDIX-II**

(NAME OF THE DISTRIBUTION LICENSEE/ SUPPLIER)

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Whereas you have failed to pay your monthly electricity bill for the month of \_\_\_\_\_, due date \_\_\_\_\_ for an amount of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) pertaining to your R.R. No. \_\_\_\_\_, Account ID \_\_\_\_\_ and it is noticed that the Regulation 188 of the OERC Electricity Distribution (Conditions of Supply) Code, 2025 and Section 56(1) of the Electricity Act, 2003 have been violated, you are hereby requested to settle the payment of dues within 15 days from the date of this notice, i.e., on or before \_\_\_\_\_, failing which the supply will be disconnected without further intimation.

Assistant Executive Engineer  
(With Seal)

Name:

Sub-division:

Date:

**Note:**

For any clarification, please contact the Sub Division Office (Address: \_\_\_\_\_, Tel No: \_\_\_\_\_).