

Himachal Pradesh State Electricity Board Ltd.



COMPENDIUM-1

[A compilation of Sales Manual Instructions, HPERC Regulations, Standard of performance, Supply Code, important Circulars/ guidelines issued from the office of CE(Comm.) and Tariff Order approved by HPSERC]

Compiled at O/o CE(Comm.)

INDEX

Sr. No	Description of Regulation/ Order/Guidelines	Page No.
1	Revised draft Sales Manual Instructions (Submitted to HPERC for Vetting).	1-84
2	<p>Relevant HPERC Regulations</p> <p>(a) HPERC (Licensee's Duty for Supply of Electricity on request) Regulations,2004.</p> <p>(b) HPERC(Recovery of Expenditure for Supply of Electricity) Regulations,2005</p> <p> 1st Amendment</p> <p> 2nd Amendment</p> <p> 3rd Amendment</p> <p> Order on Clarification on Recovery of Expenditure dated 31.10.2005.</p> <p> Order on clarification on adjustment of advance IDC dated 3.5.2011.</p> <p>(c) HPERC(Security Regulations) Regulations,2005</p> <p> HPERC(Security Deposit)(Removal of Difficulties)[First Order],2005.</p> <p>(d) HPERC Standard of Performance</p> <p>(e) H.P. Electricity Supply Code,2009.</p>	<p>85-88</p> <p>89-95</p> <p>96</p> <p>97</p> <p>98</p> <p>99-102</p> <p>103-110</p> <p>111-116</p> <p>117</p> <p>118-143</p> <p>144-178</p>
3	Brief explanatory note on commercial issues alongwith important other instructions/clarifications issued from the office of CE(Comm.)	179-310
4	Tariff Order and Schedule of General and Service Charges	311-354

**HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA**

No: HPERC/____

Dated: Shimla, the 21st June, 2004

NOTIFICATION

The Himachal Pradesh Electricity Regulatory Commission in exercise of the powers conferred by sub-section (1) of section 181, read with sub-section (1) of section 43, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, after previous publication, hereby makes the following regulations, namely:-

REGULATIONS

1. Short title, extent and commencement - (1) These regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004.

(2) These regulations shall be applicable to all distribution licensees in their respective licensed areas, in the State of Himachal Pradesh.

(3) These regulations shall come into force on the date of their publication in Rajpatra, Himachal Pradesh.

2. Definitions - In these regulations, unless the context otherwise requires, -

- (a) "Act" means the Electricity Act, 2003 (36 of 2003);
- (b) "adjudicating officer" means any Member of the Commission appointed by the Commission to adjudicate on matters specified under the Act to be adjudicated by him;
- (c) "applicant" means the owner or occupier of any premises who makes an application to the distribution licensee for supply of electricity;
- (d) "Commission" means the Himachal Pradesh Electricity Regulatory Commission;
- (e) "extra high tension (EHT) consumer" means a consumer who is supplied electricity at a voltage higher than 33000 volts;
- (f) "high tension (HT) consumer" means a consumer who is supplied electricity at a voltage higher than 440 volts; but not exceeding 33000 volts;
- (g) "low tension (LT) consumer" means a consumer who is supplied electricity at a voltage upto 440 volts;
- (h) "month" means the calendar month and the period of about 30 days between the two consecutive meter readings shall also be regarded as a month for purpose of billing; and
- (i) the words and expressions used and not defined in these regulations but defined in the Act shall have the meanings as assigned to them in the Act.

3. Duty of licensee to supply on request - (1) On the receipt of an application from the owner or occupier of the premises, every distribution licensee shall, within the time frame specified hereunder, issue, by a registered post/speed post, a demand notice to the applicant, clearly indicating –

- (a) all deficiencies to be made good and the codal formalities to be completed by the applicant;
- (b) necessity to furnish the test report from the approved Wiring Contractor;
- (c) the exact amount of charges and security to be deposited by the applicant :-

Type of service connection requested	Period from date of receipt of application within which demand notice should be issued.
Low Tension (LT) supply	(10) days
11KV supply	(15) days
22 KV supply	(15) days
33KV supply	(30) days
Extra High Tension (EHT) supply	(60) days

(2) Every distribution licensee shall, upon the applicant making good the deficiencies and completion of codal formalities and payment of charges and security, as indicated in the demand notice under sub-regulation (1), give supply of electricity to the premises within the time specified in sub-regulation (3). (3) The distribution licensee shall give supply of electricity to the premises -

- (a) where no extension of distribution mains or commissioning of new sub-station is required for effecting such supply, within twenty days reckoned from the completion of the codal formalities and the payment of charges and security amount stated in the demand notice under sub-regulation (1);
- (b) in cases where such extension of distribution mains or commissioning of new sub-station is required but there is no requirement of erecting and commissioning a new 33/11kV sub-station, within the time frame specified hereunder:

Type of service connection requested	Period from date of completion of codal formalities required vide demand notice, within which supply of electricity should be provided
Low Tension (LT) supply	(40) days
11KV supply	(30) days
22 KV supply	(30) days
33KV supply	(60) days
Extra High Tension (EHT) supply	(120) days

Provided that the distribution licensee may approach the Commission for extension of the time specified above, in specific cases where the magnitude of extension is such that the licensee 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, the Commission may extend the time for commencing the supply;

- (c) in the case of application for new connection, where extension of supply requires erection and commissioning of new 33/11 KV sub-station, the distribution licensee 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 sub-station. The Commission shall, after hearing the distribution licensee and the applicant concerned, decide on the proposal and the time frame for erection of the sub-station. The distribution licensee shall erect and commission the sub-station and commence power supply to the applicant within the period approved by the Commission:

Provided that, where such sub-station is covered in the investment plan approved by the Commission, the distribution licensee shall complete the erection of such sub-station within the time period specified in such investment plan.

(4) The distribution licensee shall not be responsible for the delay, if any, in extending the supply, if the same is on account of problems relating to right of way, acquisition of land, or the delay in consumer's obligation to obtain approval of the Chief Electrical Inspector for his High Tension or Extra High Tension installation, or for any other similar reasons beyond the reasonable control of the distribution licensee.

Provided that if any dispute arises whether the delay in extending the supply is attributable to the reasons beyond the control of the distribution licensee or not, it shall be decided by the Commission and the decision of the Commission shall be final and binding.

(5) Subject to the above it shall be the responsibility of the distribution licensee to have necessary commercial arrangements with the respective transmission licensee(s) to ensure that the required supply at Extra High Tension (EHT), i.e. above 33 KV, is made available within the time frame specified under sub-regulation (2).

(6) In cases where the village or hamlet or area is not electrified earlier, the distribution licensee shall give supply of electricity to premises in such village or hamlet or area as per the programme of electrification of habitations covered in the investment plan approved by the Commission, within the time frame specified in such investment plan approved by the Commission.

4. Consequences of default - (1) The distribution licensee who fails to comply with the time frame for supply of electricity stipulated in regulation 3 shall be liable to pay penalty as may be decided by the adjudicating officer of the Commission in accordance with sub-section (3) of Section 43 of the Act.

(2) The liability to pay penalty under these Regulations for default if any, shall not absolve the distribution licensee from the liability to pay compensation to the affected person as per the regulations notified under sub-section (2) of Section 57 of the Act.

5. Force Majeure - The time frame specified in regulation 3 shall not be operative where the distribution licensee is prevented from giving supply of electricity on account of cyclones, floods, storms and other occurrences beyond his control.

6. Interpretation - All issues arising in relation to interpretation of these regulations shall be determined by the Commission and the decision of the Commission on such issues shall be final.

7. Issue of orders and practice directions - Subject to the provisions of the Act and these regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of this regulation and procedure to be followed on various matters, which the Commission has been empowered by this regulation to direct and matters incidental or ancillary thereto.

8. Power to Remove Difficulties - (1) If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may by general or special order take suitable action, or direct the distribution licensee to take such suitable action, not being inconsistent with the Electricity Act, 2003, which appears to be necessary or expedient for the purpose of removing such difficulties.

(2) Subject to the provisions of the Act, the Commission may by an order, at any time add, vary, alter, modify or amend any provisions of these regulations.

(3) Every order made this regulation shall be laid, as soon as may be after it is made, before the State Legislative Assembly.

BY ORDER OF THE COMMISSION,

Secretary

AUTHORITATIVE ENGLISH TEXT
HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION SHIMLA

No: HPERC/_419__

Dated: Shimla, the 1st April, 2005

1: NOTIFICATION

In exercise of the powers conferred by section 46 read with 181 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, the Himachal Pradesh Electricity Regulatory Commission, after previous publication, makes the following regulations, namely :-

REGULATIONS

1. Short title, extent and commencement.- (1) These regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005.

(2) These regulations shall be applicable to all distribution licensees in their respective licensed areas, in the State of Himachal Pradesh.

(3) These regulations shall come into force on the date of their publication in the Rajpatra, Himachal Pradesh.

2. Definitions. - In these Regulations, unless the context otherwise requires, -

“Act” means the Electricity Act, 2003 (36 of 2003);

"applicant" means the owner or occupier of any premises who makes an application to the distribution licensee for supply of electricity;

“Commission” means the Himachal Pradesh Electricity Regulatory Commission;

“extra high tension (EHT)” means supply voltages above 33000 volts;

“high tension (HT)” means supply voltages more than 650 volts and upto and inclusive of 33000 volts;

“low tension (LT)” means supply voltages of 650 volts and below;

“month” means the calendar month and the period of about 30 days between the two consecutive meter readings shall also be regarded as a month for purpose of billing; and

other words and expressions used and not defined in these regulations but defined in the Act shall have the meanings as assigned to them in the Act.

3. Specific provision for low tension supply.- (1) The following provisions shall apply for low tension supply.-

- (a) in the case of application for low tension supply where such supply requires only laying the service line from the existing distributing mains to the consumer’s premises, the distribution licensee shall estimate and recover the cost of service line and the cost of terminal and metering arrangements at the premises of the consumer. The cost of meter shall not be included;
- (b) (b) in the case of application where there is a need to erect new electrical plant such as distribution transformer (DTR) alongwith the switch gear etc., for extending supply to the applicant for low tension connection, the licensee shall estimate and recover the cost of electrical plant as follows,-

Cost of the works of erection of distribution transformer
(DTR) including the cost of switch-gear
and transformer (in rupees) =P

Rated capacity of DTR (kVA) =Q
Cost per kVA (in rupees) =P/Q
Contract Demand of the applicant (kVA) =K
Amount payable by the applicant towards electrical

Plan(in rupees) =K*(P/Q)

Provided that the distribution licensee shall estimate the cost of electrical plant and works based upon the approved latest cost data as published by the distribution licensee:

Provided further that the standard minimum size of the distribution transformer (DTR) viz. single phase 6.3 kVA, 10 kVA, 16 kVA individually or in banking mode or three phase 25 kVA shall be proposed to meet with the contract demand of the applicant:

Provided further that in case there are subsequent applications for supply or additional supply and the existing electrical plant has –

adequate spare capacity to meet with the additional demand, or

(ii) spare capacity but not sufficient to meet with the additional demand, and there is need to strengthen/augment the existing electrical plant for meeting the additional supply,

the licensee shall estimate and/or recover the cost in the like manner, including the actual cost already incurred, with compound interest at the rate of 8% per annum on prorata basis and the credit of the depreciated cost of old/existing electric plant rendered surplus on account of augmentation shall be afforded in the estimate;

1.1

(c) in the case of applications where there is need to erect , strengthen, augment or extend the 11 kV, 22 kV or LT line in order to establish a distribution transformer and extend supply to the applicant, the distribution licensee shall estimate and recover the cost of such section of 11 kV, 22 kV or LT line per kilometre basis based upon the approved latest cost data as published by the distribution licensee.

(2) The distribution licensee shall provide the supply within the time frame as specified in Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004.

(3) Where the requisitioned load exceeds 25 kVA the applicant shall provide the required space within applicant's premises for transformer and associated equipments including metering arrangements, if so required by the licensee

4. Specific provisions for high tension supply.- (1) The following provisions shall apply for the high tension supply,-

(a) in the case of the application for new connection, where such supply requires only extension of high tension line from the existing network to the consumer's premises, the distribution licensee shall estimate and recover the cost of works, service line and the cost of terminal and metering arrangements at the premises of the consumer, but not including the cost of meter and current transformers and/or potential transformer used for metering. The distribution licensee shall estimate and recover the cost of service line on per kilometre basis and the cost of metering arrangements based on the latest approved cost data as published by the distribution licensee;

b) in the case of application where there is a need to erect a new power transformer or augment the capacity of existing power transformer with or without bay extension at a 33/11 kV sub-station for extending supply to the applicant, the distribution licensee shall

estimate and recover the cost of the works involved in the *manner* mentioned in clause (b) of sub-regulation (1) of regulation 3;

- (c) in the case of applications where there is a need to erect a new 33/11 kV sub-station in order to extend supply to an individual applicant, the distributing licensee shall estimate and recover the cost of such substation.
- (d) in the case of application where there is need to erect , strengthen, augment or extend the HT line in order to establish a power transformer and/or 33/11 kV sub-station for extending supply to the applicant, the distribution licensee shall estimate and recover the cost of such section of EHT line on per kilometre basis.

Provided that the distribution licensee shall estimate the cost of electrical plant and works based upon the approved latest cost data as published by the distribution licensee;

Provided further that in case there are subsequent applications for supply or additional supply and the existing electrical plant has –

- (i) adequate spare capacity to meet with the additional demand, or
- (ii) spare capacity but not sufficient to meet with the additional demand, and there is need to strengthen/augment the existing electrical plant for meeting the additional supply,

the licensee shall estimate and/or recover the cost in the like manner, including the actual cost already incurred, with compound interest at the rate of 8% per annum on prorata basis and the credit of the depreciated cost of old/existing electric plant rendered surplus on account of augmentation shall be afforded in the estimate.

(2) The distribution licensee shall provide the supply within the time frame as specified in Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004.

(3) The applicant shall provide the required space within applicant's premises for transformer and associated equipments including metering arrangements, if so required by the licensee

5. Specific provision for extra high tension supply: (1) The following provisions shall apply for extra high tension supply.-

- (a) (a) In case of application for new connection, where such supply requires only extension of extra high tension line from the existing transmission substation to the consumer's premises, the distribution licensee shall estimate and recover the cost of such line and the cost of terminal and metering arrangements at the premises of the consumer, but not including the cost of meter and current transformer and/or potential transformer used for metering. The distribution licensee shall estimate and recover the cost of line on per kilometer basis and the cost of metering arrangements based on the latest cost data as published by the transmission licensee;
- (b) (b) in case of application where it is required to erect a new power transformer or augment the capacity of existing power transformer with or without bay extension at a EHT substation, for extending supply to the applicant, the licensee shall estimate and recover the cost of the works in the manner mentioned in clause (b) of sub-regulation (1) of regulation 3.
- (c) in case of application where there is need to erect , strengthen, augment or extend the EHT line in order to establish a power transformer for extending supply to the applicant, the distribution licensee shall estimate and recover the cost of such section of EHT line on per kilometre basis.

Provided that the distribution licensee shall estimate the cost of electrical plant and works based upon the approved latest cost data as published by the distribution or the transmission licensee:

Provided further that in case there are subsequent applications for supply or additional supply and the existing electrical plant has –

- (i) adequate spare capacity to meet with the additional demand, or
- (ii) (ii) spare capacity but not sufficient to meet with the additional demand, and there is need to strengthen/augment the existing electrical plant for meeting the additional supply,

the licensee shall estimate and/or recover the cost in the like manner, including the actual cost already incurred, with compound interest at the rate of 8% per annum on prorata basis and the credit of the depreciated cost of old/existing electric plant rendered surplus on account of augmentation shall be afforded in the estimate.

(2) The distribution licensee shall provide the supply within the time frame as specified in Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004.

(3) The applicant shall provide the required space within applicant's premises for transformer and associated equipments including metering arrangements, if so required by the licensee.

6. Recovery of cost.- (1) Subject to the provisions of sub-regulation (2), the balance cost of electrical plant and or electric line after deducting the amount payable by the applicant under sub-regulation (1) of regulation 3, regulation 4 and regulation 5 shall be either invested by the licensee or paid for by the applicant and where licensee's investment approval does not permit this cost, the licensee shall recover the total balance cost from the applicant:

Provided that the balance cost shall be refunded to the applicant as and when new connections are installed or given from the electrical plant and/or electrical line on pro-rata basis with the interest rate of 8% compounded annually.

Provided further that notwithstanding anything contained in any other law for the time being in force, balance cost due shall be recoverable from subsequent applicant(s) and the bills of the consumer who had paid the balance cost shall be invariably flagged continuously until paid fully.

(2) The licensee shall render to the applicant/consumer the account of expenditure showing the excess or deficit in relation to initial estimated amount within three months after release of connection giving details of itemwise estimation and actual expenditure along with the item wise figures of variance to the extent possible and, if applicant requires any additional information, the distribution licensee shall furnish the same within ten days of receipt of such requisition;

Provided that where the actual expenditure;

- (a) is less than the initial estimated cost by more than 3% the licensee shall refund the excess amount, within 30 days from the date of submission of the account, or
- (b) exceeds the initial estimated cost by more than 3%, the applicant shall pay the difference between the initial estimated cost and the actual expenditure to the extent of 3% only and any amount in excess of 3% shall be borne by the licensee.

(3) Notwithstanding anything to the contrary contained in these regulations the expenditure on the electrical plant and/or electric lines incurred from any grant or subvention from the Central or State Government or any other agency shall not be recoverable.

(4) Where, after the payment of the estimated cost and,-

- (a) before the completion of work, if the applicant declines to take the supply, the amount paid by him shall be refunded within thirty days, after deducting there from, the actual reasonable expenditure incurred; or**

(b) before starting the work of laying of electric line, erection of electrical plant and creating any other facilities for extending supply to the applicant seeking new connection, if applicant declines to take the supply, total amount of estimate shall be refunded by the licensee to the applicant within thirty days.

7. Way leaves, Consents and Acquisitions.- Subject to the provisions of rules framed by the State Government under section 67(2) and 180(2) (b) of the Act, the licensee shall, at the cost of applicant, try to obtain any wayleaves, consents and acquisitions required for placing of any wires, poles, wall brackets, stays apparatus and appliances for the transmission and distribution of electricity, or for the transmission of telegraphic or telephonic communications necessary for proper coordination of the works of the licensee while giving connection to the applicant.

Provided that where wires are to pass over other person's land, premises or building, the wires shall be routed along the boundary lines of the said land, set-back of the building, streets and roads which ever is feasible.

1.2

8. Manner of Payments.- The applicant shall, before the commencement of work, deposit 100% payment on notice of demand for amount payable under sub-regulation (1) of regulation 3, regulation 4, regulation 5 and regulation 7.

9. Option of paying through monthly rentals.- (1) Where the works for supply are covered under the approved investment plan of the licensee, the applicant shall have the option either to pay the cost of works and/or service line (including terminal and metering arrangement), electrical plant and/or 11 kV, 22 kV or LT line in lumpsum as specified under sub-regulations (1) of regulation 3, regulations 4, 5 and 7 or pay the same alongwith interest @ 8%, compounded annually, in equal monthly installments within a period of 10 years reckoned from the actual date of supply of electricity.

(2) Where a consumer who in the first instance elects to pay the monthly installments, afterwards desires to pay in lumpsum shall be allowed to pay the balance amount of the total cost after adjusting the installments already paid by him on Net Present Value @ 8% Discounted Cash Flow. The monthly installments shall cease from the date, the entire cost is so paid by the consumer in all cases.

10. Maintenance of works.- (1) Notwithstanding anything contained in any other law for the time being in force, all the works erected for providing supply in pursuance of requisition by the applicant or any portion of which may have been paid for by the applicant making requisition shall be maintained by the licensee and the licensee shall also have the right to supply electricity to any other prospective applicant through the said works and the said works shall become the property of the distribution licensee.

(2) The interface liability between the licensee and the consumer/applicant shall be metering equipment or the switchgear supporting the metering equipment

11. Temporary Supplies.- Notwithstanding anything to the contrary contained in these regulations, but subject to the prior payment of initial security deposit, in the case of temporary supplies, the service lines shall be laid by the Licensee and the actual cost including the cost of material, labour and departmental charges shall be borne by the applicant

Provided that the cost of the material returned shall, after taking into consideration its condition, be reduced from the cost recoverable under this regulation ,

1.3

Provided further that where the licensee refunds, after making adjustment of the outstanding amount due to him by the applicant, within a period of thirty days no interest shall be paid to the applicant..

12 Departmental Charges: In addition to the expenditure recoverable under these regulations, the applicant shall have to pay the departmental charges for the supply of electricity to him at the rate of 11% of the estimated cost of works.

Explanation.- For the purposes of this regulation, the expression “departmental charges” shall include establishment charges, tools and plant charges, audit and accounts charges, maintenance during construction, loss on stock and design charges and head office prorata expense.

13. Standard cost data.- (1) The distribution licensee shall on an annual basis submit to the Commission by 31 December of each year a cost data (including departmental charges) book for approval and publish the approved cost data book by 1st April of the year, which shall be the basis of making the initial estimate for erection of electric line and/or any other works and/or electrical plant in order to provide supply to the applicant:

(2) The distribution licensee shall make available the copies of the cost data book to any interested person on demand at a reasonable charge.

14. Demand Notice.- Demand notice valid for 90 days stipulating all the conditions of these regulations as well as of other regulations shall be sent by the registered A.D post to the applicant with in the time frame laid down in Himachal Pradesh Electricity Regulatory Commission (Licensee’s Duty for Supply of Electricity on Request) Regulations, 2004.

15. Transitional Provision.- Cost data published for the year by the Rural Electrification Corporation in respect of works of 33 kV and below and used by Power Finance Corporation in respect of works above 33 kV in latest sanctioned scheme of the licensee shall be used until the cost data book is published in accordance with the regulation 13 or a period of six months from the date of these regulations coming into force, whichever is earlier.

16. Power to remove difficulties - (1) If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may suo motu or on an application by general or special order take suitable action, or direct the distribution licensee to take such suitable action, not being inconsistent with the Act, which appears to be necessary or expedient for the purpose of removing such difficulties.

(2) Every order made under this regulation shall be laid, as soon as may be after it is made, before the State Legislative Assembly.

17. Interpretation - All issues arising in relation to interpretation of these regulations shall be determined by the Commission and the decision of the Commission on such issues shall be final.

18. Issue of orders and practice directions - Subject to the provisions of the Act and these regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of this regulation and procedure to be followed on various matters, which the Commission has been empowered by this regulation to direct and matters incidental or ancillary thereto.

BY ORDER OF THE COMMISSION,

Secretary

AUTHORITATIVE ENGLISH TEXT

**HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA**

NOTIFICATION

Shimla, the 9th December, 2005

No. HPERC/419.- In exercise of the powers conferred by sections 46 and 181 of the Electricity Act, 2003 (36 of 2003) read with section 21 of the General Clauses Act, 1897 (10 of 1897) and all other powers enabling it in this behalf the Himachal Pradesh Electricity Regulatory Commission after previous publication hereby makes the following regulations to amend the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005, published in the Rajpatra, Himachal Pradesh (Extraordinary), dated 4th April, 2005 namely:

1. Short title and commencement.- (1) These regulations may be called the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) (First Amendment) Regulations, 2005.

(2) These regulations shall come into force on the date of their publication in the Rajpatra, Himachal Pradesh.

2. Amendment of regulation 4.- In sub-clause (d) of sub-regulation (1) of regulation 4 of the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) Regulations, 2005 (hereinafter called “ the said regulations”) for the word “EHT”, the word “HT” shall be substituted.

3. Amendment of regulation 9.- In regulation 9 of the said regulations for the words “or LT line”, the words “and LT/HT/EHT Lines” shall be substituted.

4. Amendment of regulation 15.- In regulation 15 of the said regulations for the words “six months” the words “one year” shall be substituted.

By order of the Commission

Sd/-

Secretary

**HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA**

NOTIFICATION

Shimla, the

August 21, 2006

No. HPERC/419.- In exercise of the powers conferred by sections 46 and 181 of the Electricity Act, 2003 (36 of 2003) read with section 21 of the General Clauses Act, 1897 (10 of 1897) and all other powers enabling it in this behalf, the Himachal Pradesh Electricity Regulatory Commission, after previous publication, hereby makes the following regulations to further amend the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005, published in the Rajpatra, Himachal Pradesh (Extraordinary), dated 4st April, 2005:-

REGULATIONS

1. Short title and commencement.- (1) These regulations may be called the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) (Second Amendment) Regulations, 2006.

(2) These regulations shall come into force on the date of their publication in the Rajpatra, Himachal Pradesh.

2. Amendment of regulation 15.- In regulation 15 of the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) Regulations,2005 for the words “one year”, the words “two years” shall be substituted.

By order of the Commission

Sd/-
Secretary

**HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA**

NOTIFICATION

Shimla, the 1st May, 2008

No. HPERC/419.- In exercise of the powers conferred by the section 46 and section 181 of the Electricity Act, 2003 (36 of 2003), read with section 21 of the General Clauses Act, 1897 (10 of 1897), and all other powers enabling it in this behalf, the Himachal Pradesh Electricity Regulatory Commission, after previous publication, hereby makes the following regulations to further amend the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005, published in the Rajpatra, Himachal Pradesh (Extraordinary), dated 4th April, 2005 :-

REGULATIONS

1. Short title and commencement.- (1) These regulations may be called the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) (Third Amendment) Regulations, 2008.

(2) These regulations shall come into force on the date of their publication in the Rajpatra, Himachal Pradesh.

2. Amendment of regulation 13.- In sub-regulation(1) of regulation 13 of the Himachal Pradesh Electricity Regulatory Commission(Recovery of Expenditure for Supply of Electricity) Regulations,2008 for the words “The distribution licensee shall on an annual basis”, the words “The distribution licensee shall, after previous publication, submit on an annual basis” shall be substituted.

By order of the Commission

Sd/-

Secretary

In Case No.315/05

...

Present for: HPSEB :Sh.Surinder Chandra
CE(Com)
Consumer Representative: :None

2: Order

...

Heard.

The Commission herewith clarifies the issues raised by HPSEB in its clarificatory petition on HPERC (Recovery of expenditure for supply of electricity) Regulation, 2005.

Sr. No.	Regulation	Interpretation of the Licensee	Clarification
1	3(1)(a) in the case of application for low tension supply where such supply requires only laying the service line from the existing distributing mains to the consumer's premises, the distribution licensee shall estimate and recover the cost of service line and the cost of terminal and metering arrangements at the premises of the consumer. The cost of meter shall not be included;	In case capacity is available at the existing transformer and only laying of service line is required, only the cost of service line as well as terminal equipment is to be charged from the consumers excluding the cost of metering arrangements.	The interpretation of the licensee is correct except that the cost of meter including CT, PT and not the metering arrangement shall be excluded.
2	3(1)(b) in the case of application where there is a need to erect new electrical plant such as distribution transformer (DTR) alongwith the switch gear etc., for extending supply to the applicant for low tension connection, the licensee shall estimate and recover the cost of electrical plant as follows,- Cost of the works of erection of Distribution transformer (DTR) including the cost of switch-gear and transformer (in rupees) =P Rated capacity of DTR (kVA) =Q Cost per kVA (in rupees) =P/Q Contract Demand of the applicant (kVA) =K Amount payable by the applicant towards electrical plant(in-rupees) =K*(P/Q)	In case the augmentation of distribution transformer is required to release the load to the applicant then proportionate cost on Contract Demand (in KVA)/ Connected Load (KW in case of domestic consumers) is to be charged from consumers.	The interpretation of the licensee is correct and should be read with special order No. 414 issued on 6 th Oct. 2005 in respect of applicability of Contract Demand and connected load.

	<p>Provided that the distribution licensee shall estimate the cost of electrical plant and works based upon the approved latest cost data as published by the distribution licensee:</p> <p>Provided further that the standard minimum size of the distribution transformer (DTR) viz. single phase 6.3 kVA, 10 kVA, 16 kVA individually or in banking mode or three phase 25 kVA shall be proposed to meet with the contract demand of the applicant:</p> <p>Provided further that in case there are subsequent applications for supply or additional supply and the existing electrical plant has –</p>		
3	3(1)(b) (i) adequate spare capacity to meet with the additional demand, or	2.1 To be charged as per interpretation given against Regulation 3(a)	The interpretation is incorrect. The recovery charges shall be as per regulation 3(1)(b) and not 3(1)(a)
4	<p>3(1)(b) (ii) spare capacity but not sufficient to meet with the additional demand, and there is need to strengthen/augment the existing electrical plant for meeting the additional supply,</p> <p>The licensee shall estimate and/or recover the cost in the like manner, including the actual cost already incurred, with compound interest at the rate of 8% per annum on prorata basis and the credit of the depreciated cost of old/existing electric plant rendered surplus on account of augmentation shall be afforded in the estimate;</p>	In case for the release of additional load if the existing distribution transformer is required to be augmented and as per the provision necessary credit for dismantled material at depreciated cost is also to be afforded so the consumer is required to pay the cost/KVA of additional capacity created by augmentation i.e. net cost of Augmentation/ additional capacity created.	The interpretation of the licensee is correct provided that the cost already incurred before the commencement of these regulations shall not be recovered in respect of the spare capacity existing in the Transformer. Only the cost for meeting balance additional load shall be estimated and recovered in the like manner.
5.	3(1)(c) in the case of applications where there is need to erect, strengthen, augment or extend the 11 kV, 22 KV or LT line in order to establish a distribution transformer and extend supply to the applicant, the distribution licensee shall estimate and recover the cost of such	If there is need to extend 11/22 KV or LT line for the establishment of distribution transformer, the total cost of line and distribution transformer will be recovered on per KVA basis of capacity of distribution transformer.	<p>HPSEB shall read these regulations in conjunction with the standard voltages specified in the tariff order for FY,2005-06 and from time to time.</p> <p>In case of HT and EHT consumers, the recovery of cost shall be for the up-</p>

	<p>section of 11 KV, 22 KV or LT line per kilometer basis based upon the approved latest cost data as published by the distribution licensee.</p>	<p>There is no provision in the Regulations for charging the cost of upstream augmentation of sub-station. However, there may be cases, where for the release of connections on L.T. the capacity augmentation of 33/11 KV S/stn. Is also needed. It is required to be clarified whether the cost of upstream up-gradation is also to be recovered from LT consumers.</p> <p>Further, it also needed to be clarified whether the total cost of capacity augmentation is required to be apportioned to augmented capacity only.</p>	<p>gradation of feeding sub-station and the line only and not the up-gradation of upstream sub-station/line. It is further clarified that recovery charges from the consumer shall be apportioned to the additional augmentation and not the total augmented capacity provided that the cost already incurred before the commencement of these regulations shall not be recovered in respect of the spare capacity existing in the Transformer. Only the cost for meeting balance additional load shall be estimated and recovered in the like manner.</p>
6.	<p>4(1)(a) In the case of the application for new connection, where such supply requires only extension of high tension line from the existing network to the consumer's premises, the distribution licensee shall estimate and recover the cost of works, service line and the cost of terminal and metering arrangements at the premises of the consumer, but not including the cost of meter and current transformers and/or potential transformer used for metering. The distribution licensee shall estimate and recover the cost of service line on per kilometer basis and the cost of metering arrangements based on the latest approved cost data as published by the distribution licensee;</p>	<p>To be dealt with as per interpretation of (3)(1)(a) above.</p>	<p>The interpretation of the licensee is correct except that the cost of meter including CT, PT and not the metering arrangement shall be excluded.</p>
7.	<p>4(1)(b) In the case of application where there is a need to erect a new power transformer or augment the capacity of existing power transformer with or without bay extension at a 33/11 kV sub-station for extending supply to the applicant, the distribution licensee shall estimate and recover the cost of the works involved in the <i>manner</i></p>	<p>To be charged as per interpretation of 3(1) (a)</p>	<p>The interpretation is incorrect. The recovery charges shall be as per regulation 3(1)(b) and not 3(1)(a) except that cost of meter including CT, PT and not the metering arrangement shall be excluded.</p>

	mentioned in clause (b) of sub-regulation (1) of regulation 3;		
8.	4(1)(c) in the case of applications where there is a need to erect a new 33/11 kV sub-station in order to extend supply to an individual applicant, the distributing licensee shall estimate and recover the cost of such sub-station.	In such cases also the cost share is to be charged proportionate to the contract demand of the consumer.	The interpretation of the licensee is correct.
9.	4(1)(d) In the case of application where there is need to erect , strengthen, augment or extend the HT line in order to establish a power transformer and/or 33/11 kV sub-station for extending supply to the applicant, the distribution licensee shall estimate and recover the cost of such section of EHT line on per kilometer basis.	In such case cost of HT line as well as Sub-station is to be charged on proportionate basis. However, clarification on the recovery of cost of section of EHT line as mentioned in 4(d) of the regulations.	The word EHT shall be replaced by HT and the necessary draft amendment to this effect is being notified by the Commission.
10.		In case the consumer is to be provided connection from a Sub-station on primary voltage of the transformer in that case the cost share is to be regulated according to the capacity available at upstream sub-station i.e. feeding sub-station.	The interpretation of the licensee is correct.

As required under regulation 13 of HPERC (Recovery of Expenditure for Supply of Electricity) Regulations 2005, the Board shall file the cost data book by 31st December 2005 with the Commission for its approval.

(S S Gupta)

Chairman.

Dated: 31/10/2005

AUTHORITATIVE ENGLISH TEXT

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

SHIMLA

F.No.HPERC/414

Dated: Shimla, the March,2005

NOTIFICATION

The Himachal Pradesh Electricity Regulatory Commission, in exercise of the powers conferred by clauses (v) and (w) of sub-section (2), of section 181 read with section 47 of the Electricity Act, 2003(36 of 2003) and all other powers enabling it in this behalf, after previous publication, hereby makes the following regulations, namely :-

REGULATIONS

1. Short title, extent and commencement.- (1) These Regulations may be called the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005.

(2) These regulations shall be applicable to all distribution licensees in their respective licensed areas, in the State of Himachal Pradesh.

(3) These regulations shall come into force from the date of their publication in the Rajpatra, Himachal Pradesh.

2. Definitions - In these regulations, unless the context otherwise requires, -

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

(b) "applicant" means the owner or occupier of any premises who makes an application to the distribution licensee for supply of electricity;

(c) "Commission" means the Himachal Pradesh Electricity Regulatory Commission;

(d) "consumption charges" means the consumption of electrical energy in kWh or kVAh multiplied by appropriate tariff rates and also includes demand/fixed charges, and customer charges etc., wherever applicable;

(e) "licensee" means a distribution licensee authorized to operate and maintain a distribution system and supply electricity at any voltage to consumers in the concerned area of supply;

(f) "month" means the calendar month and the period of about 30 days between the two consecutive meter readings shall also be regarded as a month for the purpose of billing;

(g) "person" shall include any company or body corporate or association or body of individuals, whether incorporated or not, or artificial juridical person and also includes the Central and the State Government Department, the State Government Undertaking and their employees.

(h) "State" means the State of Himachal Pradesh; and

(i) other words and expressions used and not defined in these regulations, but defined in the Act, shall have the meanings as assigned to them in the Act.

3. Power to require security.- (1) The distribution licensee shall require every person, who requires a supply of electricity to his premises in pursuance of section 43 of the Act, to give security as provided in regulation 4, for the payment of all monies, which may become due to the licensee -

(a) in respect of the electricity supplied to such person; or/and

- (b) where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such person, in respect of the provision of such line, plant and/or meter.

(2) If such person fails to give such security under sub-regulation (1), the distribution licensee may refuse to give the supply of electricity or to provide the line or plant or meter for the period during which the failure continues.

4. Security deposit for the supply of electricity: - (1) The consumer shall, at all times maintain with the licensee an amount equivalent to consumption charges for the billing cycle period, as security during the period the agreement for supply of energy to such consumer remains in force:

Provided that where billing cycle is changed the security deposit shall be reduced/increased on pro-rata basis.

(2) If any person is prepared to take the supply through a pre-payment meter, the distribution licensee shall not be entitled to collect the security deposit in respect of the electricity supplied to such person:

Provided that in the case of existing consumer who opts for the supply through the pre-payment meter, the licensee shall refund the amount of the security deposit of such consumer lying with the licensee.

(3) The initial security deposit payable at the time of releasing the supply shall be at flat rates mentioned in regulation 5.

(4) The amount payable towards security shall be in the form of cash/demand draft (DD) drawn in favour of the licensee;

Provided that where the amount payable towards security exceeds rupees 5.00 lacs, the consumer may opt to furnish the security in the form of Bank Guarantee.

5. Initial security deposit. - (1)The applicant shall pay initial security deposit towards the electricity to be supplied to him at the flat rates as given in the following table :-

Table

Sr. No.	Type of category	Initial security deposit per kW/kVA or fraction thereof of connected load/contract demand (amount in rupees)			
		4 months billing	3 months billing	2 months billing	monthly billing
1	Tribal areas, remote, difficult and hard areas - all categories except temporary metered supply and street light supply upto 20 kW.	330			
2	Tribal areas, remote, difficult and hard areas-all categories above 20 kW except industry, bulk supply, temporary metered supply and street light supply.			240	
3	Rural areas all categories upto 20 kW, except industries, temporary metered supply and street light supply.		360		
4	Rural areas all categories above 20 kW, except industries and bulk supply, temporary metered supply and street light supply.				120
5	Urban areas up to 20 kW except industries, bulk supply, temporary metered supply and street supply				
	(a) DS			340	

	(b) CS/NDNCS/WPS			700	
6	Urban areas above 20 kW except industries, bulk supply, temporary metered supply and street supply				
	(a) DS				170
	(b) CS/NDNCS/WPS				350
Industries bulk supply, temporary metered supply and street light supply.					
7	Small and medium industries power supply upto 20 KW for all areas except tribal, remote, difficult and hard areas				500
8	Small and medium industrial power supply (Above 20 kW to 100 kW) for all areas				750
9	Large industries power supply (above 100 kW) for all areas				1000
10	Bulk supply (BS) for all areas				850
11	Temporary metered supply for all areas				850
12	Street light supply above 20 kW for all areas				500

Explanation.-For the purpose of this regulation,-

(a) “remote, difficult and hard areas” means the areas which are declared as remote, difficult and hard areas by the State Government from time to time.

(b) ”rural areas” means the areas which are not the urban areas.

(c) “tribal areas” means such areas as may by order be declared to be Scheduled Areas under Part-C of the Fifth Schedule to the Constitution of India.

(d) “urban areas” means the areas which are declared as the larger urban areas, the smaller urban areas or the transitional urban areas under the Act concerning the municipalities.

(2) In the case of consumers who have sanctioned additional demand, the additional security deposit shall be calculated only for the additional demand.

(3) If the applicant does not make payment of initial security deposit in terms of this regulation, the licensee can refuse to release supply.

6. Review and payment of additional security deposit for the electricity supplied .- (1) General review,- Subject to the billing periods as specified in regulation 4, the adequacy of the amount of security deposit in respect of the consumers credit-rated as poor under regulation 9, shall be reviewed by the licensee generally once in every year (preferably after revision of tariff for the respective year) based on the average consumption for the period representing 12 (twelve) months from April to March of the previous year.

(2) Demand notice for additional security deposit.-

(a) Based on the review as per sub-regulation (1), the demand for shortfall will be made by the licensee :

Provided that if the short fall is less than 10% of the existing security deposit, no demand shall be made by the licensee.

(a) (b) Where the consumer is required to pay additional security deposit, the licensee shall issue, to the consumer, a 30 days' demand notice specifying the amount payable with supporting calculations.

(3) Surcharge for belated payment of additional security deposit.-

(a) The consumer shall pay the additional security deposit within thirty days from the date of service of the demand notice issued by the licensee.

(b) If there is any delay in payment, the consumer shall pay simple interest thereon at 12% per annum or at such rates as may be fixed by the Commission from time to time, without prejudice to the licensee's right to disconnect supply of electricity, as per sub-regulation (4) of this regulation.

(4) Disconnection for non-payment of additional security deposit for the electricity supplied.- Where additional security deposit is demanded by the licensee in terms of this regulation, and the consumer does not make the payment, the supply to the consumer shall be liable for disconnection, without any further notice.

7. Interest on security deposit payable by the licensee.- (1) Subject to the provisions of sub-section (2) of section 47 of the Act, the licensee shall, with effect from the month succeeding the date on which the security amount is deposited, pay simple interest on security deposit of a the consumer at the Bank Rate (as on 1st April of every year) as notified by the Reserve Bank of India or such higher rate as may be fixed by the Commission from time to time and the amount of interest payable shall be rounded off to the nearest rupee.

(2) Where either the security deposit is less than rupees 100 or a connection is disconnected within one year after giving the supply, no interest shall be payable thereon.

(3) The interest accruing to the credit of the consumer shall be adjusted annually against the amounts outstanding from the consumer to the licensee as on 30th June of every financial year and the amounts becoming due from the consumer to the licensee immediately thereafter.

(4) The licensee shall duly show the amounts becoming due to the consumer towards interest on the security deposit in the bills raised on the consumer and due after 30th June.

(5) The distribution licensee shall maintain for accrual of interest on security deposit of the consumers a separate head of account.

(6) The licensee shall pay penal interest on the interest payable at twice the rate specified under sub-regulation (1) for the delay in making the adjustments for interest on security deposit beyond a period of 30 days after the date as specified in sub-regulation (3). This penal interest shall not be a pass through to the consumers in the licensee's Annual Revenue Requirement.

8. Refund of security deposit.- (1) Where an agreement for supply of electricity is terminated as per the terms and conditions of supply, the licensee shall be required to refund the security deposit if any, after making adjustments for the amounts outstanding from the consumer to the licensee, within one month of the effective date of termination of the agreement:

Provided that if such refund is delayed beyond the period of one month as specified above, the licensee shall pay simple interest on such deposit @ 12 % per annum from the effective date of termination of the agreement without prejudice to other rights of and remedies available to the consumer.

(2) Where contract demand/connected load is reduced by the consumer or the billing cycle is reduced, the licensee shall reduce the amount of security on pro-rata basis and refund excess amount, after making adjustments for the amounts outstanding from the consumer to the licensee, within one month of the effective date of reduction of contract demand/connected load;

Provided that if such refund is delayed beyond the period of one month as specified above, the licensee shall pay simple interest on such deposit @ 12 % per annum from the effective date of reduction of contract demand/connected load, without prejudice to other rights of and remedies available to the consumer.

Miscellaneous

9. Credit Rating.- (1) Every year, the licensee shall, through reputed consultants, carry out the credit rating of the existing consumers.

(2) Every year the licensee shall publish the list of poorly rated consumers who are habitually defaulters for an amount exceeding rupees ten thousand in the newspapers and host the same on its website.

10. Power to remove difficulties.- (1) In case of any difficulty in giving effect to any of the provisions of these regulations, the Commission may, either suo motu or on application made to it, do or undertake to do things, or by general or special order direct the licensee to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing the difficulty.

11. Issue of orders and practice directions.- Subject to the provisions of the Act, and these regulations, the Commission may, from time to time, issue orders and practice directions with regard to the implementation of these regulations and procedures to be followed for such implementation and matters incidental or ancillary thereto.

12. Interpretation - All issues arising in relation to interpretation of these regulations shall be determined by the Commission and the decision of the Commission on such issues shall be final.

By Order of the Commission

Secretary

AUTHORITATIVE ENGLISH TEXT

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION
SHIMLA

ORDER

Shimla, the 6th October, 2005

S.O.(414) - Whereas the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005 (hereinafter referred to as "the said regulations") came into force on the 30th March, 2005;

And whereas the table under regulation 5, read with clause (b) of regulation 2, of the said regulations provides that the owner or the occupier of any premises, who makes an application to the distribution licensee for supply of electricity shall pay initial security deposit towards the electricity to be supplied to him at flat rates per kw/kVA or fraction thereof of connected load/contract demand;

And whereas difficulty has arisen in ascertaining the circumstances in which the applicant should pay the security deposit on the basis of connected load or on the basis of contract demand;

Now, therefore, the Commission in exercise of the powers conferred on it by regulation 10 of the said regulations, hereby makes this order in respect of payment of initial security deposit on connected load or contract demand, not in consistent with the provisions of the Electricity Act, 2003 and the said regulations, to remove the difficulty namely :-

1. **Short title and commencement .-** (1) This order may be called the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) [Removal of Difficulties] (First) Order, 2005.

(2) It shall come into force on the date of its publication in the Rajpatra, Himachal Pradesh.

2. **Initial security deposit .-** The initial security deposit per kw/kVA or fraction thereof .-

- (a) wherever the tariff is single part i.e. kwh, shall be on the basis of the connected load; and
- (b) wherever the tariff is two part on demand and energy charge, shall be on the basis of the contract demand.

By order of the Commission

Secretary

H. P. Electricity Regulatory Commission
HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION SHIMLA

NOTIFICATION

Shimla the 8th October, 2010

No. HPERC/ 401

In exercise of the powers conferred by sub-section (1) of section 181 and Clauses (za) and (zb) of sub-section (2) of section 181, read with sections 57, 58, 59 and clause (i) of sub-section (1) of section 86, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, and after previous publication, the Himachal Pradesh Electricity Regulatory Commission hereby makes the following regulations:-

REGULATIONS

CHAPTER –I - PRELIMINARY

1. Short title, extent and commencement- (1) These regulations shall be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010.

(2) These regulations shall be applicable to all licensees engaged in the distribution of electricity in the State of Himachal Pradesh and all the distribution system users including electricity consumers.

(3) These regulations shall come into force from the date of their publication in the Rajpatra, Himachal Pradesh.

2. Definitions .- In these regulations, unless the context otherwise requires,-

- (1) "Act" means the Electricity Act, 2003 (36 of 2003);
- (2) "area of supply" means the area within which a distribution licensee is authorised by his licence to supply electricity;
- (3) "call centre" means the office set up with adequate technology and systems to register complaints round the clock;
- (4) "Commission" means the Himachal Pradesh Electricity Regulatory Commission;
- (5) "complaint centre" means the front end office set up with adequate technology and systems to register complaints;
- (6) "consumer" means any person who is supplied with electricity for his own use by a licensee or by the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes bulk supply consumer, any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be and shall also include-
 - (a) the distribution system users;
 - (b) the consumer whose installation has been temporarily disconnected;
 - (c) prospective consumer i.e. any person who has applied for an electricity connection and whose supply has not commenced; and
 - (d) in case of death of a consumer, his legal heirs or representatives;
- (7) "control centre" means a centre established at the Headquarters of the licensee for compilation, evaluating, ranking and analyzing the performance of 'responsibility centres';
- (8) "distribution system" means the system of wires and associated facilities between the delivery points on the transmission lines or the generating station connection and the point of connection to the installation of the consumers and shall also include electric line, sub-station and electrical plant that are primarily maintained for the purpose of distributing electricity in the area of supply of such licensee notwithstanding that such line, sub-station or electrical plant are high pressure cables or overhead lines or associated with such high pressure cables or overhead lines; or used incidentally for the purposes of transmitting electricity for others;
- (9) "Electricity Supply Code" means the Himachal Pradesh Electricity Supply Code specified by the Commission under section 50 of the Act;
- (10) "Fuse Off" means fuse blown off because of overloading or ageing;

- (11) "licensee", means a distribution licensee authorised to operate and maintain a distribution system for supplying electricity to the consumers in the area of supply and includes a person deemed to be a distribution licensee under section 14 of the Act;
- (12) "remote areas" means areas which are remote, difficult and hard areas as declared by the State Government from time to time and it also includes tribal areas which by order are declared to be Scheduled Areas under Part –C of the Fifth Schedule to the Constitution of India;
- (13) "rural areas" means the areas which are not the urban areas and the remote areas;
- (14) "responsibility centre" means a Operation Circle Unit of the licensee headed by an officer not below the rank of the Superintending Engineer;
- (15) "Schedule" means the Schedule to these regulations;
- (16) "urban areas" means the areas which are declared as the larger urban areas, the smaller urban areas or the transitional urban areas under the Act concerning the municipalities, but excluding remote areas, and includes areas falling under the Cantonment Authorities;
- (17) 'user' means any person having electrical interface with, or using the distribution system of the licensee to whom the Himachal Pradesh Electricity Distribution Code is applicable, and includes any other distribution licensee, transmission licensee, and generating units connected to the distribution system and the persons availing open access in transmission or distribution system;
- (18) "working hours" means the working hours between 9 a.m. to 5 p.m.; and
- (19) other words and expressions used in these regulations, not defined herein, but defined in the Act shall have the same meaning as are assigned to them in the said Act. Expressions used herein but not specifically defined in these regulations or in the Act but defined under any law passed by a competent legislature and applicable to the electricity industry in the State shall have the meaning assigned to them in such law.

3. Objectives. - These standards lay down the guidelines to maintain certain critical distribution system parameters within the permissible limits. These standards shall serve as guidelines for licensees to operate their distribution system for providing an efficient, reliable, co-ordinated and economical system of electricity distribution. The objectives of these performance standards are:-

- (a) to ensure that the distribution system performance meets a minimum standard which is essential for the consumers' installation to function properly;
- (b) to enable the consumers to design their systems and equipments to suit the electrical environment that they operate in;
- (c) to enhance the quality of the distribution system and services to meet acceptable standards in the short term and gradually moving towards improved standards in the long term;
- (d) to lay down standards of performance; and
- (e) to measure consumer centric initiatives undertaken by the licensee in providing services.

4. Standards of performance.- (1) The standards specified in the column (3) in the Schedule shall be the guaranteed standards of performance, being the minimum standards of service, which a licensee shall achieve, and the standards specified in the column (6) in the Schedule shall be the overall standards of performance, which the licensee shall seek to achieve, in the discharge of its obligations as a licensee.

(2) Notwithstanding any thing to the contrary contained in sub-regulation (1), the reliability indices, as specified under sub-items (a), (b) (c) and (d) of item (4) of the Schedule –I of the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensee's Standards of Performance) Regulations, 2005 shall continue to be in force till 31st March 2011.

(3) Where the Commission considers it expedient, so to do, it may, by order in writing, call upon the licensee to furnish in writing such information as may be necessary for the enforcement of the reliability indices as specified in these regulations.

(4) The licensee shall, frequently, but at an interval of not less than six months, educate the consumers of their rights regarding the standards of performance as specified by the Commission under sub-section (1) of section 57 of the Act, by giving wide publicity amongst its field staff and public in general including local rural and urban bodies through electronic and print media.

CHAPTER – II - COMPENSATION MECHANISM

5. Compensation.- (1) The minimum compensation to be paid by the licensee to the affected person is specified in the Schedule :

Provided that the actual compensation may, after giving to the licensee and claimant a reasonable opportunity of being heard, be determined by the Commission. or the person who has been delegated the powers of the Commission under section 97 of the Act, for violation of the standards and loss/damage suffered consequent to the failure of the licensee to meet the guaranteed standards of performance:

(2) Where the distribution licensee finds that it has failed to meet the standards of performance specified under these regulations, the licensee shall be liable to pay to the affected person, such compensation as provided in the Schedule :

Provided that any person who is affected by the failure of the licensee to meet the standards of performance specified under these regulations and who seeks to claim compensation shall file his claim, on the format as per Annexure A to these regulations, with the authorised officer of the licensee within a maximum period of 45 days from the time such a person is affected by such failure of the licensee to meet the standards of performance:

Provided further that the licensee shall compensate the affected person(s) within a maximum period of ninety (90) days from the date of his claim.

(3) In case the licensee fails to pay the compensation or if the affected person is aggrieved by non-redressal of his grievances, he may make a representation for the redressal of his grievance to the concerned Consumer Grievance Redressal Forum, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations, 2003 and if the consumer is not satisfied with the redressal of his grievances by the Forum, the consumer may make a representation to the Ombudsman, in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Electricity Ombudsman) Regulations, 2004 :

Provided that in case the claim for compensation is upheld by the Consumer Grievances Redressal Forum, the compensation determined by the Commission in the Schedule will be implemented by the Forum or in case of appeal filed against the order of the Forum before him by the Ombudsman and is to be paid by the concerned distribution licensee:

Provided further that such compensation shall be based on the classification of such failure as determined by the Commission under the provisions of section 57 of the Act and the payment of such compensation shall be paid through cheque or adjusted in the consumer's future bills (issued subsequent to the award of compensation) within ninety (90) days of a direction issued by the Forum or by the Ombudsman, as the case may be.

(4) The license shall duly reflect the payment/adjustment of compensation paid out in the quarterly and the consolidated annual report to be submitted by him under regulation 10.

(5) The licensee shall maintain a record of compensation payable under these regulations showing the name, consumer number and address of the affected person, amount of compensation payable and actually paid, mode of adjustment of compensation, reason(s) for non-compliance of the guaranteed standards of performance in each case. The record giving details of compensation paid on account of contravention of the guaranteed standard of performance by the licensee in compliance of any lawful order made by any court or tribunal, other than the Commission or the person authorised by it under section 97 of the Act, constituted under any law for the time being in force, shall also to be maintained.

CHAPTER – III - COMPLAINT HANDLING MECHANISM

6. Establishment of Complaint and Call Centres.-(1) The licensee shall set up complaint centres at the sub-division offices or distribution units, designated by whatever name, where the consumer can lodge complaints.

(2) In addition to the complaint centres set up under sub-regulation (1), the licensee shall also establish centralised call centre for registration of consumer complaints of its consumers and such call centre shall be accessible to its consumers round the clock during all days of the week.

(3) Every licensee shall employ or engage sufficient number of officers or employees at its complaint/call centre and earmark or allot or establish a basic telephone or cellular mobile telephone number having sufficient lines or connections to be called as the “toll free number” or “consumer care number” or “help line number”, as the case may be, at its call centre. No call charges or short message service charges shall be levied upon, or be payable by its consumers for calls made or, short message service sent to the “toll free number” or “consumer care number” or “help line number”, as the case may be.

(4) Every licensee shall, immediately upon setting up a complaint centre under sub-regulation (1) or the establishment of its call centre under sub-regulation (2), inform consumers through a public notice in newspapers in circulation in the area of supply and should also ensure proper circulation of information to the consumers in case of any changes in the contact numbers takes place and shall also display information at the sub-division offices or distribution units, designated by whatever name.

(5) The licensee should ensure availability of electronic data base to record complaints as per the procedure mentioned in the regulation 8 for the call centre.

7. Manual of Practice for Handling Consumer Complaints.-(1) Every licensee shall, with prior approval of the Commission, prepare and publish “Manual of Practice for Handling Consumer Complaints” containing following information within three months from the date of commencement of these regulations:-

- (a) channels of complaint registration – details of personnel, offices, call centre(s);
- (b) process of handling complaints;
- (c) duties and obligations of the licensee - guaranteed standards of performance and minimum compensation details;
- (d) any other information which may be affecting the consumers.

(2) The Manual shall be prepared in English and Hindi languages.

(3) The Manual shall be available for reference of consumers at every office of the licensee and downloadable from its website.

(4) A copy of the Manual certified by the licensee as “true copy” thereof shall be filed with the Commission within three months from the date of commencement of these regulations.

8. Procedure of Handling Complaints.-(1) The licensee shall devise its own process at its call centre(s)/complaint centre(s) or any other consumer interface channel to handle complaints from the consumers and the said process shall include provisions for -

- (a) registration of such complaint by allotting a unique identification number to be called the complaint number;
- (b) communication, at the time of lodging the complaint, complaint number, date/ time of registration of the complaint;
- (c) recording the details in respect of such complaint;
- (d) intimation of contact details of the next higher authority (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the redressal of his complaint or when requested by him; and
- (e) maintenance of records to every complaint in order to give fair treatment to all consumers and to avoid any dispute regarding violation of standards as specified in the Schedule

9. Implementation arrangements.-(1) Each Operation Circle Unit of the licensee shall be treated as a responsibility centre for overall performance of standards specified under these regulations. The officer heading the responsibility centre shall have total accountability and associated responsibility and authority for managing the actions and performance of the responsibility centre.

(2) The operational head of the licensee shall have overall responsibility for implementation of standards of performance and he shall, to bring in the sense of ownership and competition, set the performance parameters as well as benchmarks for improvement for each responsibility centre. The operational head of the licensee shall establish one control centre at the head office under an officer not below the rank of the Superintending Engineer for compilation, evaluation, ranking and analyzing the performance of responsibility centres.

(3) Immediately after the commencement of these regulations, and under intimation to the Commission, but not later than 30 days, the control centre shall develop uniform formats for data collection, compilation and evaluation of performance of the responsibility centres. The control centre shall prepare and circulate the procedures for compilation and computation of various standards and performance indicators (reliability indices and efficiency parameters) along with uniform definitions and explanations of terms used for unambiguous interpretation by all the responsibility centers.

(4) The control centre shall monitor, evaluate, rank the circles and advise the responsibility centres for corrective measures. A quarterly report on progressive monthly improvements made by the responsibility centre shall be prepared by the control centre.

Explanation.- For the purpose of this regulation the expression “Operational head” shall mean and include the officer heading the distribution Wing of the licensee.

CHAPTER- IV - SUBMISSION OF REPORTS

10. Information on standards of performance.- (1) The licensee shall furnish in a report, submitted quarterly to the Commission and the Ombudsman and a consolidated annual report for each financial year to the Commission, the following information (separately for guaranteed and overall standards of performance) as to the standards of performance:-

- (a) the levels of performance achieved by the licensee with reference to those specified in the Schedule;
 - (b) the number of cases in which compensation was awarded and the aggregate amount of the compensation paid by the licensee as determined by the Commission or the person authorised by the Commission under section 97 of the Act or awarded by any other court or tribunal, constituted under any law for the time being in force, along with the reasons for non-compliance of the guaranteed standards of performance;
 - (c) the number of claims preferred by the consumers against the licensee for failure to meet the guaranteed standards of performance and the action taken by the licensee including the reasons as to the delay in payment or non-payment of compensation for such claims.
- (2) The Commission shall, at least once in every year, arrange for the publication, in such form and manner as it considers appropriate, of such information furnished by the licensees under these regulations.
- (3) In the consolidated annual report, the licensee shall report on the measures taken by the licensee to improve performance areas, assessment of the targets to be imposed for the ensuing year, indicating performance of each circle and ranking of circles with respect to each performance indicator mentioned under sub-regulation (3) of regulation 9 and in the Schedule.
- (4) The Ombudsman shall prepare a report on half yearly basis reflecting the opinion of the Ombudsman on the licensee’s compliance of the standards of performance during the preceding six months.
- (5) The report under sub-regulation (4) shall be forwarded to the Commission and the State Government within 45 days after the end of the relevant period of six months.

(a)

11. Compliance Auditing - (1) In order to ensure proper and due enforcement of the standards of performance, the Commission shall monitor the compliance thereof and may, on being satisfied that the licensee has failed to maintain and discharge its obligations in relation to the standards of performance under these regulations or has failed to furnish information in time or has furnished inadequate or incorrect information under sub-regulation (1) of regulation 10, by order in writing, direct its Secretary or officers, not below the rank of a Gazetted Officer, or the consultant or any other person specified in the order or an independent agency hired for the purpose of auditing as per the provisions of regulation 12, to investigate and report to the Commission.

(2) If the report under sub-regulation (1), or information obtained under regulation 10 or any part thereof, is proposed to be relied upon by the Commission in forming its opinion and satisfaction, the licensee shall be given a reasonable opportunity for filing objections and making submissions on the report or the information as the case may be.

(3) The Commission may direct that the expenditure incurred in conducting the investigations mentioned in sub-regulation (1) shall be borne by the licensee.

(4) The report under this regulation shall address the following specific matters:-

- (a) adherence to procedures and formats as per regulations;

(b) assessing staff engaged in call centres/complaint handling centres/ customer care centres for their understanding of complaint handling procedures, quality parameters, and training adequacy for their task;

(c) method of data collection and management procedures; and

(d) review of relevant records (as per appropriate sampling procedures) for reliability and accuracy across quality parameters.

(5) The following procedure shall be adopted for engaging agency(ies):-

(a) audit scope and the methodology for carrying out the audit to be set by the Commission;

(b) the Commission will identify and publish panel of approved agency(ies);

(c) the licensee shall nominate an agency from the notified panel of agencies;

(d) the licensee shall not engage an agency consecutively for more than two years or an agency which is currently their statutory auditor or internal auditor;

(e) the audit shall be conducted under an agreement between the nominated agency and the licensee; and

(f) remuneration of the audit agency will be paid by the licensee.

12. Auditing Methodology .- (1) The information obtained, under sub-regulation (1) of regulation 11, vis-à-vis information supplied by the licensee under regulation 10, shall be graded in two parts - reliability and accuracy of the data as under:-

I	Reliability Grade	Assessment of reliability Grade
	A	Based on proper records with adequate procedures
	B	Data has significant procedural deviations
	C	Unsatisfactory data

II	Accuracy Grade	Accuracy Grade Level	Percentage of compensation paid to be recovered through ARR for each parameter circle wise*
	1	+/-2%	100%
	2	+/-5%	85%
	3	+/-10%	70%

* subject to achievement of overall standard of performance for respective parameter

Only if reliability of data is established (at least Grade A), further analysis will be carried out for claims of accuracy of data for each parameter (excluding those where the overall standards of performance has not been achieved) on circle wise basis and subsequently the amount of total compensation so paid out in respect of each parameter on circle basis shall be considered as a pass through in ARR as stipulated above.

(2) The provisions contained in sub-regulation (1) shall be effective from 1st April 2011.

(3) Where the commission considers it expedient, so to do, it may, by order in writing, call upon the licensee to furnish in writing such information as may be necessary for the enforcement of the provisions of sub-regulation (1) of this regulation.

(4) Till 1st April, 2011 when the provisions under sub-regulation(1) become effective, the compensation paid, by the licensee under regulation 5, for the respective parameters computed circlewise, may be allowed to be recovered, partly or fully, in the revenue requirement of licensee, keeping in view the extent to which the licensee is able to achieve the overall standards of performance, as measured through auditing results or investigation carried out under these regulation:

Provided that the compensation paid by the licensee, which is attributed to negligence, inefficiency and for not exercising reasonable care and diligence by its employees would not be allowed as pass-through in the ARR of the licensee.

13. Use of Information.- The Commission shall have the right to use the information received under regulation 10, 11 or 12 as it deems fit and for publishing it or placing it on the Commission's website and/ or directing the licensee to display the information on the licensee's website and also for initiating action under section 19, section 23 and other enabling provisions of the Act.

14. Exclusions of events.- (1) The guaranteed standards of performance specified in these regulations shall remain suspended during force majeure conditions such as war, mutiny, civil commotion, riot, flood, forest inferno, massive landslides, cyclone, lightning, heavy snowfall, earthquake or other force and strike, lockout, fire affecting the licensee's installations and activities.

(2) The Commission, or the person to whom powers are delegated by the Commission under section 97 of the Act, may, by a general or special order, and after hearing the licensee and affected consumer or the such representatives of the affected consumer group as the Commission, or the person to whom powers are delegated by the Commission under section 97 of the Act, considers it to be appropriate, release the licensee from the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the licensee and that the licensee had otherwise duly made efforts to fulfill his obligations.

15. Issue of orders and directions.- (1) Subject to the provisions of the Act and these regulations, the Commission may, from time to time, issue orders and directions in regard to the implementation of these regulations and procedure to be followed on various matters.

(2) Where the licensee fails to comply with any order or direction issued under these regulations, he shall be liable for appropriate action against him under sections 142 and 146 read with section 149 of the Act.

16. Power to remove difficulties.- If any difficulty arises in giving effect to any of the provisions of these regulations, the Commission may, either *suo motu* or on an application made to it, by general or special order, do or undertake or direct the licensee to do or undertake things, which in the opinion of the Commission are necessary or expedient for the purpose of removing the difficulty.

17. Power to amend Schedule. - The Commission, may, at any time, by an order, published in the Official Gazette add, vary, alter, modify or amend any of the provisions of the Schedule to these regulations.

18. Repeal and savings. - (1) Save as otherwise provided in sub-regulation (2) of regulation 4 and in other provisions of these regulations, the Himachal Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulations, 2005 are hereby repealed.

(2) Anything done or any action taken or purported to have been done or taken, including any order, direction made or notice issued under the repealed regulations, prior to the commencement of these regulations shall, in so far as it is not inconsistent with the provisions of these regulations, be deemed to have been done or taken or issued under the corresponding provisions of these regulations.

(3) As far as the licensee is concerned, notwithstanding anything to the contrary contained in the HPERC (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumer) Regulations, 2003 framed by the Commission under section 181 of the Electricity Act, 2003, these regulations shall have overriding effect.

(4) Nothing in these regulations shall effect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (68 of 1986).

By the Order of the Commission

Secretary

SCHEDULE

(see regulation 2 (15), 4,5 and 17)

<i>Guaranteed Standards of Performance</i>					Overall Standards of performance
Sl. no.	Nature of service	Maximum Time Limit for rendering service	Minimum Compensation Leviable		Target levels
			Compensation payable to individual consumer if the event affects a single consumer	Compensation payable to individual consumer if the event affects more than one consumer	
(1)	(2)	(3)	(4)	(5)	(6)
(1) Call Centre					
(a)	First response against a Consumer Call	3 Minutes	Rs. 10/ in each case of default	Not applicable	Not applicable
(b)	Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 10/ in each case of default	Not applicable	Not applicable
(2) Consumer Related Services					
A	Fuse-off /Fault Calls:				
(i)	In urban areas	6 working hours	Rs. 10/- for each hour of delay beyond maximum specified time limit	Rs. 5/- for each hour of delay beyond maximum specified time limit	99% of Fuse/ Fault complaints received
(ii)	In rural areas	12 working hours			
(iii)	In remote areas	24 working hours			
B	Overhead Line and Cable /Under –ground Cable breakdowns:				
(I)	<u>Overhead Line and Cable –</u>	(a) Where replacement of pole is not required: 24 working hrs.	Rs. 10/- for each day of default beyond the maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	95% of line breakdown complaints received
(i)	Overhead Line / Cable breakdown in urban areas				

		(b) Where replacement of pole is required: 36 working hrs	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	95% of the line breakdown complaints received
(ii)	Overhead Line / Cable breakdown in rural areas and remote areas	(a) Where replacement of pole is not required: 24 working hrs. for rural and within 48 working hrs. for remote areas	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	90% of Line breakdown complaints received
		(b) Where replacement of pole is required: 72 working Hrs. for rural and 144 working hrs. for remote areas.	Rs. 10/- for each day of default beyond maximum specified time limit	Rs. 5/- for each day of default beyond maximum specified time limit	85% of Line Breakdown complaints received
(II)	<u>Under-ground Cable break down-</u> in urban areas		Rs. 20/- for each day of default beyond maximum specified time limit	Rs. 10/- for each day of default beyond maximum specified time limit	90% of the cable breakdown complaints received
(i)	in rural areas	48 working hrs.			
(ii)	in remote areas	70 working hrs			
(iii)		90 working hrs			
C	Replacement of failed Distribution Transformer:				
(i)	in urban areas	8 working hrs.	Rs. 20/- for each day of default beyond maximum specified time limit	Rs.10/- for each day of default beyond maximum specified time limit	95% of number of transformers reported failure.
(ii)	in rural areas	32 working hrs.			
(iii)	in remote areas	56 working hrs.			
D	Replacement of damaged service line/wire:				
(i)	In urban areas- LT HT	8 working hrs. 16 working hrs.	Rs. 10/- for each day of default beyond maximum specified time limit	Rs.5/- for each day of default beyond maximum specified time limit	95% of damaged service line complaints received
(ii)	In rural and remote areas - LT HT	16 working hrs. 32 working hrs.			
E	Complaints about meters				
	testing and checking for correctness of Meters				

(i)	In urban area	56 working hrs. from registration of complaint	Rs. 50/- each day of default beyond maximum specified time limit	Not applicable	90% of requests/complaints
(ii)	In rural areas	120 working hrs. from registration of complaint			
(iii)	In Remote areas	160 working hrs. from registration of complaint			

F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement (*)-				
(I)	LT Consumers				
(a)	urban areas				
(1)	Replacement not attributable to consumer's fault	56 working hrs from the date of registration of the complaint	Rs. 100/- for each day of default beyond maximum specified time limit	Not applicable	Min. 90%
(2)	<p>Replacement attributable to consumer's fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee –</p> <p>(i) serving a notice to the consumer for recovery of cost of the meter</p> <p>(ii) replacement of meter</p> <p>(iii) replacement of meter if consumer is providing the meter.</p>	<p>56 working hrs from the date of registration of complaint.</p> <p>56 working hrs after receiving the payment from the consumer</p> <p>56 working hrs from the receipt of the meter from</p>	Rs. 100/- for each day of default beyond maximum specified time limit	Not applicable	Min. 90%

		the consumer and after the corrective action, if any, is taken by the consumer.			
(b)	rural and remote Areas				
(1)	Replacement not attributable to consumer's fault	120 working hrs. from the date of receiving information / registration of the complaint.	Rs. 100/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%
(2)	<p>Replacement attributable to consumer's fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee.</p> <p>(i) serving a notice to the consumer for recovery of cost of the meter</p> <p>(ii) replacement of meter.</p> <p>(iii) replacement of meter, if consumer is providing the meter.</p>	<p>56 working hrs from the date of receiving information/registration of complaint.</p> <p>120 working hrs after receiving the payment from the consumer and after the necessary and corrective action, if any, is taken by the consumer.</p> <p>120 working hrs from the receipt of meter from the consumer and after the necessary corrective action, if any, is taken by the consumer.</p>	Rs. 100/- for each day of default beyond maximum specified time limit.	Not applicable	Min. 90%
(II)	H.T. Consumers (for Urban, Rural and Remote Areas)				
(1)	Replacement not attributable to	7 days after receipt of	Rs. 400/- for each day of	Not applicable	Min. 95%

	consumer	complaint, provided meter is available with the licensee, otherwise within 1 month.	default beyond specified maximum time limit		
(2)	<p>Replacement attributable to consumer fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee.</p> <p>(i) serving a notice to the consumer for recovery of cost of the meter</p> <p>(ii) replacement of meter.</p> <p>(iii) replacement of meter if consumer is providing the meter.</p>	<p>7 days from the date of receipt of complaint/information.</p> <p>7 days after receiving the payment from the consumer provided meter is available with licensee, otherwise within 1 month</p> <p>7 days from the registration of complaint</p>	Rs. 400/- for each day of default beyond maximum specified time limit	Not applicable	Min. 95%

Note:-

- (1) In case of supply being affected due to burnt meters then replacement has to be to be undertaken within 1 day
- (2) Replacement of old electromechanical meters may be done by electronic meters. If the consumer is providing the meter then he must be advised to provide electronic meter.
- (3) If a consumer submits an affidavit of his no fault when it is suspected that the replacement is attributable to consumer's fault, then pending the checks to search the fact, the meter should be replaced as if the replacement is not attributable to consumer's fault and such time lines shall be followed. However, if it is established later that the replacement is attributable to the consumer then no claim what so ever will be entertained for the lack of service or non-compliance of SOP.

<p>(4) The consumer must be shown the procedure and should be supplied with a copy of the fact finding report whenever the causes of the replacement are established. Any technicality involved should, as far as possible and practicable, be explained in simpler terms as far.</p> <p>(5) When the replacement is attributable to the consumer for causes like tampering, connecting additional unauthorized load then there is no compensation to be given though time lines for the replacement of the meter are to be followed.</p>					
G	Shifting of meters/Service lines (for Urban, Rural and Remote Areas)				
(i)	Notice of inspection on receipt of application./conveying reasons for denial of request.	3 days.	Rs. 50/- for each day of default	Not Applicable	95% of requests received
(ii)	Inspection after sending notice.	7 days.			
(iii)	Issuance of demand note to the applicant for payment of estimated cost/charges.	10 days.			
	(a) shifting of meter/service connection	7 days after the deposit of cost.			
	(b) shifting of LT/HT lines	20 days after the deposit of cost.			
	(c) shifting of transformer	30 days after the deposit of cost.			
H	Period of scheduled outages (Other than Load-shedding)	To be notified by the licensee at least 24 hrs. in advance and shall not exceed 12 hrs. a day.	Rs. 50/- for each default	Rs. 20/- for each default	Min. 99%
I	Voltage problems (for Urban, Rural and Remote Areas)				
On receipt of a voltage fluctuation complaint, Licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation					
(a)	<u>Voltage Fluctuations</u> (provided no expansion/enhancement of the network is involved)				
(1)	Local problem - in vicinity of consumer premises	6 working hours	Rs. 10/- for each hour of default beyond maximum specified time limit	Rs.5/- for each hour of default beyond maximum specified time limit	Min. 95%
	in vicinity but extending through the service line till the first pole	2 days			
(2)	Change of transformer tap	2 days			

(3)	Restoration of distribution lines/transformer/capacitor	30 days			
(b)	Low voltage -				
(1)	Where expansion/enhancement of the network is not involved	120 days from the registration of the complaint.			
(2)	Where expansion/enhancement of the network is involved	120 days from the registration of the complaint.			
(c)	Where expansion/enhancement of the network is involved				
(i)	Submission of proposal for Commission's approval	one month from the registration of complaint			
(ii)	Completion of erection / commissioning of sub-station	Within the time lines specified in the capital expenditure plan / or the timelines approved by the Commission			
Note:-The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid the compensation, if capacitors of adequate capacity are not installed at their premises.					

J	Change in contract demand (for Urban, Rural and Remote Areas)				
(i)	Request for change in Contract Demand.	30 days after receipt of application	Rs. 50 for each day of default	Not applicable	Min. 95%
(ii)	Refund of excess amount, after making adjustments for the amounts outstanding from the consumer to the licensee,	Within one month of the effective date of reduction of contract demand/connected load;	Rs50 for each day of default.	Not applicable	Min. 95%
K	Complaints about consumer bills (for Urban, Rural and Remote Areas)				
	On receipt of the consumer billing	twenty four hours if no	Rs. 10/- for each day of	Not applicable	99% of complaints

	complaint. Note-In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.	additional information is required. Within ten days, if additional information is required	default beyond maximum specified time limit		received
L	New connections/additional load (for Urban, Rural and Remote Areas)				
	Time lines for release of new connections/ additional load * * Submissions of PAC along with A&A form should not be insisted for new connection/ additional load request up to 100 kW.	As per the HPERC (Licensee's Duty for Supply of Electricity on request) Regulations, 2004.	LT Rs. 50 / day 11kV Rs. 50 / day 22kV Rs. 50 / day 33kV Rs. 100 / day EHT Rs. 400 / day	Not Applicable	Min. 95%
M	Transfer of Ownership and change of category (for Urban, Rural and Remote Areas)				
(1)	Transfer of title/ownership	Within 10 days after completion of formalities	Rs. 100 for each day of default	Not Applicable	Min.99%
(2)	Change of Category	Within 10 days after completion of formalities	Rs. 100 for each day of default	Not Applicable	Min.99%
(3)	Conversion between various voltage classes-				
	(a) Informing feasibility	Within 7 days after receipt of application	Rs. 10 for each day of default	Not Applicable	Min. 95%

	(b) Conversion from single phase to Low Tension 3-phase and vice-versa	Within two months from the date of payment of charges and submission of the test report.	Rs. 50 for each day of default	Not Applicable	Min. 95%
	(c) Conversion from Low Tension 3-phase to High Tension 3- phase and vice-versa		Rs. 50 for each day of default	Not Applicable	Min. 95%
	(i) if extension of line is not required	Within two months from the date of payment of Charges and submission of test report.			
	(ii) if extension of line is required	With in 90 days from the date of payment of charges and submission of test report.			

N	Disconnection/Re-connection of supply (for Urban, Rural and Remote Areas)				
(a)	Consumer requesting permanent disconnection-				
	(i) special reading and preparation of final bill, including all arrears up to the date of such billing	within five days from receipt of application	Rs. 50/- for each day of default	Not applicable	Min. 98%
	(ii) disconnection of supply	Within 3 days upon payment of dues.			
	(iii) refund of the security deposit, if any, after making adjustments for the amounts outstanding from the consumer to the licensee	Within one month of the effective date of termination of the agreement	Rs. 50/- for each day of default beyond specified maximum time limit in addition to simple interest @12% pa as specified under the security deposits regulation		
(b)	Consumer requesting temporary disconnection-				

	special reading and preparation of final bill, including all arrears up to the date of such billing	Within five days from such request	Rs. 50/- for each day of default beyond specified maximum time limit	Not applicable	Min. 95%
	temporary disconnection	within 5 days upon payment of dues (including energy charges, fix charges like demand charges, meter rent etc. and reconnection charges			
(c)	Reconnections-				
(i)	after temporary disconnection (if the service line has been removed)	Same as specified for new connection/additional load request under item L of this schedule.	Same as specified for new connection/ additional load request under item L of this schedule.	Not applicable	
(ii)	after temporary disconnection (if the service line has not been removed)	Within 24 hours of receipt of request.	Rs. 100/- per day of default	Not applicable	Min. 99%
(iii)	where circumstances leading to the disconnection were attributed to the licensee.	within 1 day on receipt of request / complaint.	Rs. 300/- per day of default	Not Applicable	100%
(d)	reconnection of supply disconnected under sub-section(1A) of section 135 of the Act.	Within 48 hours from the date of deposit or payment of assessed amount or electricity charges in accordance with the Act.	-	-	-
O	Power Availability Certificate (for Urban, Rural and Remote Areas)				
	(provided all the formalities as per clause 3.2 of the Supply Code are met with and there is capacity available with the licensee)	Within forty five days of the receipt of request or such extended period as approved by the Commission	Rs. 50 for each day of default	Not Applicable	Min. 95%

P	Temporary supply of Power (for Urban, Rural and Remote Areas)				
(a)	Examination the technical feasibility of the connection requested for and if found feasible sanctioning the load and raising a demand note -	Within 3 days of receipt of the application and payment of chargers.	Rs. 50/- per day of default	Not Applicable	Min. 95%
(b)	<p>Release of temporary connection –</p> <p>(i) Where no extension of distribution mains or the commissioning of new sub-station is involved.</p> <p>(ii) Where extension of distribution mains or the commissioning of new sub-station is involved.</p>	<p>Within 7 days from the receipt of application and payment of charges.</p> <p>Within the time lines as specified in the HPERC (Licensee's Duty to Supply of Electricity on request) Regulation, 2004.</p>	<p>LT Rs. 50 / day</p> <p>11kV Rs. 50 / day</p> <p>22kV Rs. 50 / day 33kV Rs. 100 / day EHT Rs. 400 / day</p>	Not applicable	Min. 95%

Q	Other Standards (for Urban, Rural and Remote Areas)				
(a)	Making and keeping regular appointments	a) At Sub-Divisional Level -Twice a week b) At Divisional Level - Once a week c) At Circle Level - Once a fortnight d) At Chief Engineer Level - Once a month Note: 1) Days and time of appointments should be notified by the licensee on uniform basis for all offices throughout the State. 2) Days and time of appointment shall be displayed outside the room of the Officer concerned and also printed on the backside of the bills.	Rs. 20/- per default Rs. 50/- per default Rs. 100/- per default Rs. 200/- per default	Not Applicable	Min. 95%
(b)	Making and keeping special appointments	Appointments may be had at the above levels at the specific request of any consumer	Rs. 200 per default	Not Applicable	Min. 98%

3. Efficiency Parameters

Parameters	Targeted Level of Standard of Performance
(a) Failure of - (i) 33/11 kV Power Transformers	Not exceeding 0.5% in a year of the number of transformers in service at the beginning of year

(ii) 11/0.4 kV Distribution Power Transformers	Not exceeding 5% in a year of the number of transformers in service at the beginning of year
(b) % of Stopped/Defective Meters	Not exceeding 2 % of the meters installed
(c) % T& D Losses	Subject to Commission's directions in ARR/Tariff Order from time to time
(d) % Collection Efficiency	<p>Overall Annual Average monthly collection efficiency not less than 99%</p> <p>LT Consumers Overall Annual Average monthly collection efficiency not less than – 95%</p> <p>HT & EHT consumers Overall Annual Average monthly collection efficiency not less than – 100%</p> <p>Where monthly collection efficiency = Amount realized divided by the amount assessed during the month.</p> <p>Bills challenged in any court of law shall not be considered for the purpose of collection efficiency.</p>

(4) Reliability & Quality of Power Supply

- (I) Reliability of the distribution system operated by the licensee shall be computed on the basis of number and duration of sustained interruptions in pre-defined period of time e.g. quarterly, annually etc. In a power system, it may take a few minutes or repetitive operation of protective devices, to restore power after transient faults or to reroute power in the network to restore supply to the affected area.

The licensee shall compute and report the value of following sustained interruption indices, prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 2003, from 1st April, 2011 and till then, the methodology for calculation of reliability indices shall continue as specified under the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2005):

Sustained interruptions, not classified as a part of momentary event, which last more than five minutes duration shall be considered for judging the reliability of the system and momentary interruptions (including all reclosing operation that occur within five minute of the first interruption), not exceeding five minutes duration, from the first interruption shall be ignored in computation.

a. SAIFI

SAIFI (System Average Interruption Frequency Index) indicates how often the average customer experiences a sustained interruption over a pre-defined period of time. Mathematically, this is as follows,

$$\text{SAIFI} = \frac{\sum \text{Total Number of Consumers Interrupted}}{\text{Total Number of Consumers served}}$$

$$\text{i.e. SAIFI} = \frac{\sum N_i}{N_T}$$

Where, N_i = No. of interrupted consumers for each sustained interruption event during a quarter.
 N_T = Total no. of consumers served in the area.

b. SAIDI

SAIDI (System Average Interruption Duration Index) indicates the total duration of interruption for an average consumer, as consumer minutes or consumer hours, during a pre-defined period. Mathematically, this is as follows,

$$\text{SAIDI} = \frac{\sum \text{Customer Interruption Durations}}{\text{Total Number of Customers Served}}$$

$$\text{i.e. SAIDI} = \frac{\sum r_i N_i}{N_T}$$

r_i = Restoration time for each interruption event

N_i = No. of interrupted consumers for each sustained interruption event during the quarter.

N_T = Total no. of consumers served in the area.

c. Consumers Average Interruption Frequency Index (CAIFI)

Consumers average interruption frequency index gives the average frequency of sustained interruptions for those consumers experiencing sustained interruptions. The consumer is counted once regardless of the number of times interrupted for this calculation.

$$\text{CAIFI} = \frac{\sum N_i}{CN}$$

Where

N_i = Total no. of interrupted consumers for each sustained interruption event during the quarter.

CN = Total number of consumers who have experienced a sustained interruption during the quarter.

d. Consumers Average Interruption Duration Index (CAIDI)

Consumers average interruption duration index is the average time required to restore service. Mathematically, simplified

$$CAIDI = SAIDI / SAIFI$$

-CAIDI shall be calculated for a sub-station, for a circle and for the Licensee as a whole. The index shall be expressed in interruption minutes per consumer per year.

-SAIFI, SAIDI, CAIFI and CAIDI indices shall be calculated for a sub-station, for a circle and for the Licensee as a whole quarterly and the consolidated indices value should form part of the report under sub-regulation 10(1).

While the indices, the following types of interruptions shall not be taken into account:

- (a) Planned outages i.e. interruption due to “State Annual Outage plan” prepared in advance for the financial year SLDC if not deferred taking into account the statutory requirements (Clause 5.8.4 (f) of the State Grid Code)
- (b) Momentary interruptions of duration less than five minutes
- (c) Contingency outages in intra-State transmission network as identified under clause 3.5.1 (a)of the State Grid Code.
- (d) Outages due to Force Majeure reasons beyond the control of the Licensee like fire, earthquake, floods, storms, and riots etc. including forced outages i.e. an outage of a generating unit or a transmission facility due to a fault or other reason which has not been planned.

Within six months of these regulations coming into force, the Licensee shall declare Reliability Index (RI) in the form of SAIDI & SAIFI in its area of supply and shall publish it in local newspaper having wide circulation in that area.

The Commission shall fix benchmarks for standards of reliability on the basis of data collected for one year and revise the levels to be achieved from time to time for ensuring improvement in the performance of the licensee.

(II) Voltage Variation Limits

Licensee shall ensure that long duration voltage variation at the point of commencement of supply to consumer as defined in Indian Electricity Rules, 1956, shall not vary from the declared voltage as below:

Type of supply and declared voltage	Variation maximum limit % (+)	Variation minimum limit % (-)
230 Volts single phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
400 Volts three phase 50 Hz AC supply	6% of declared voltage	6% of declared voltage
2200/6600/11000/15000/22000/330000 Volts three phase 50 Hz AC supply	6% of declared voltage	9% of declared voltage
66000 Volts and above three phase 50 Hz AC supply	10% of declared voltage	12.5% of declared voltage

The complaints with respect to voltage variation limits shall be established through portable voltage recorders or meter reading instruments.

(III) Voltage unbalance

The Voltage unbalance shall not exceed the following limits:

Voltage Level	Limit of voltage unbalance	Implementation Stage
33 kV level	3%	As specified by CEA Grid Connectivity Regulation, 2004
11 kV/22 level	3.5%	As specified by CEA Grid Connectivity Regulation, 2004

Annexure-A

(see sub-regulation (2) of regulation 5)

**APPLICATION FOR CLAIMING COMPENSATION AMOUNT
BY THE AFFECTED CONSUMER**

1	Name of the Consumer	
2	Address	
3	Nature of complaint in brief	
4	Complaint Number	
5	Date and time of Registration of complaint	
6	Date and time the complaint was attended to by the Licensee	
7	Standard time within which the complaint is to be attended to as per Licensees' Standards of Performance Regulations	
8	Actual Time taken to attend to the complaint	
9	Compensation claimed as per Licensees' Standards of Performance Regulations	

Date:

Signature

Place:

ACKNOWLEDGMENT

Claim Number:

Date

Name of the Consumer

Claim for compensation amount received on (Date)

Signature of the official receiving the application

With Name, Seal and Date

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION SHIMLA

NOTIFICATION

Shimla the 30th April , 2011

No. HPERC/ 401 In exercise of the powers conferred by sub-section (1) of section 181 and Clauses (za) and (zb) of sub-section (2) of section 181, read with sections 57, 58, 59 and clause (i) of sub-section (1) of section 86, of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, and after previous publication, the Himachal Pradesh Electricity Regulatory Commission makes the following regulations further to amend the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010, published in the Rajpatra, Himachal Pradesh, dated 12th October, 2010, namely :-

REGULATIONS

1. Short title and commencement- (1) These regulations shall be called the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards)(First Amendment), Regulations, 2011.

(2) These regulations shall come into force from the date of their publication in the Rajpatra, Himachal Pradesh.

2. Amendment of Regulation 4.- In sub-regulation (2) of regulation 4 of the Himachal Pradesh Electricity Regulatory Commission (Distribution Performance Standards) Regulations, 2010 (hereafter called as the said regulations)-

(a) the sign “-I ” after the word “Schedule” shall be omitted; and

(b) for the words and figures “ 31st March,2011”,the words and figures “ 31st March,2012 shall be substituted.

3. Amendment of Schedule.- In the Schedule to the said regulations in sub-item (I) item of (4) for the words and figures“1st April,2011”,the words and figures “1st April,2012” shall be substituted.

By the order of the Commission

-Sd-
Secretary

AUTHORITATIVE ENGLISH TEXT

HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION NOTIFICATION

No. HPERC/390-09

Shimla – 2, 26th May, 2009

In exercise of powers conferred by Section 50 and clause (x) of sub-section (2) of Section 181 of the Electricity Act 2003 (36 of 2003) and all other powers enabling it in this behalf, the Himachal Pradesh Electricity Regulatory Commission, after previous publication, hereby makes the following Himachal Pradesh Electricity Supply Code, 2009, namely:-

The Himachal Pradesh Electricity Supply Code, 2009

CHAPTER - 1 GENERAL

1.1 Short title, extent, application, interpretation and commencement.–

- 1.1.1 This Code shall be called the Himachal Pradesh Electricity Supply Code, 2009.
- 1.1.2 This Code shall extend to whole of the State of Himachal Pradesh.
- 1.1.3 This Code shall be applicable to –
- (a) all the distribution and retail supply licensees including deemed licensees in their respective area of supply and all the consumers of electricity in the State of Himachal Pradesh;
 - (b) all other persons who are exempted under section 13 of the Act; and
 - (c) incidents of unauthorized use and theft of electricity.
- 1.1.4 This Code will be read and construed in all respects as being subject to the provisions of the Act, rules and regulations made thereunder and the provisions of any other law for the time being in force.
- 1.1.5 Nothing contained in this Code will abridge or prejudice the rights of the licensee and the consumer under the Act or any Rules or Regulations made there under.
- 1.1.6 This Code shall come into force from the date of its publication in the Rajpatra, Himachal Pradesh.

1.2 Definitions .–

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

- 1.2.1 “Act” means the Electricity Act 2003 (Central Act No. 36 of 2003);
- 1.2.2 “agreement” with its grammatical variations and cognate expressions means a general agreement, executed between the licensee and the consumer, including any commercial arrangement for supply of electricity as also open access;
- 1.2.3 “apparatus” means equipment or appliance with electrical circuit(s) and includes electric meter and metering equipment, electric machine, electric fitting or accessory connected to or isolated from the electric system;
- 1.2.4 “applicant” means an owner or occupier of any land/premises, (including the authorised representative of such owner or occupier) who makes an application to a licensee for supply of electricity, increase or reduction in sanctioned load/contract demand, change in title, disconnection or restoration of supply, or termination of agreement, as the case may be, in accordance with the provisions of the Act and the Code, rules and regulations made thereunder or other services;
- 1.2.5 “average power factor” means the ratio of kWh (kilo Watt hour) to the kVAh (kilo Volt Ampere hour) registered during a specific period;
- 1.2.6 “billing cycle” means the period for which the bill is raised;
- 1.2.7 “bulk supply consumer” means a consumer who avails electric supply for further distribution to various constituents with varied nature of loads within his premises;
- 1.2.8 “Code” means the Himachal Pradesh Electricity Supply Code, 2009;
- 1.2.9 “Commission” means the Himachal Pradesh Electricity Regulatory Commission;
- 1.2.10 “conductor” means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to the system;

- 1.2.11 “connected load” expressed in kW, means aggregate of the manufacturer’s rated capacities of all energy consuming devices or apparatus connected with the distribution licensee’s service line, on the consumer’s premises, which can be simultaneously used;
- 1.2.12 “connection point” means a point at which the consumer’s/user’s plant and/or apparatus are connected to distribution licensee’s distribution system;
- 1.2.13 “consumer” means any person who is supplied with electricity for his own use by a licensee or by the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes bulk supply consumer, any person whose premises are for the time being connected for the purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be and shall also include-
- (e) the consumer whose installation has been temporarily disconnected;
 - (f) prospective consumer i.e. any person who has applied for an electricity connection and whose supply has not commenced; and
 - (g) in case of death of a consumer, his legal heirs or representatives;
- 1.2.14 “consumer’s installation” means any composite electrical unit including electric wires, equipment or apparatus, whether portable or stationary, erected and wired by or on behalf of the consumer at the consumer’s premises beyond the point of commencement of supply;
- 1.2.15 “contract demand” expressed in kVA units means the maximum demand contracted by the consumer in the agreement with the licensee and in absence of such contract, the contract demand shall be determined in accordance with the Tariff Order;
- 1.2.16 “cut-out” means any appliance or device for automatically interrupting the conduction of electricity through any conductor when the current rises above a pre-determined quantum and shall also include fusible devices;
- 1.2.17 “demand charges” for a billing period shall mean the amount chargeable based upon the recorded maximum demand in kVA or the contract demand; whichever is higher and shall be calculated as per the procedure laid down in the Tariff Order;
- 1.2.18 “electricity rules” means the Indian Electricity Rules, 1956 to the extent saved by the Act and the rules made under the Act thereafter;
- 1.2.19 “energy charge” expressed in Rs. Per kWh/kVAh for a billing period shall mean the amount chargeable in rupees based on the quantity of electricity supplied in kWh/kVAh and as calculated as per the procedure prescribed in the Tariff Order. The demand/fixed charges, wherever applicable, shall be in addition to the energy charges;
- 1.2.20 “equipment” means electric line or apparatus or appliance comprising electrical circuit(s) and includes electric meter and metering equipment, electric machine, electric fitting or accessory, connected to or isolated from the electric system;
- 1.2.21 “Extra High Voltage” (EHV) Consumer“ or “Extra High Tension Consumer (EHT Consumer)” means a consumer who obtains supply from the licensee at Extra High Voltage /Tension;
- 1.2.22 “Extra High Voltage” (EHV) or “Extra High Tension” (EHT) means the voltage, which exceeds 33,000 volts; under normal conditions subject, however, to the percentage variation allowed under electricity rules;
- 1.2.23 “Forum” means the Forum for Redressal of Consumer Grievances established under sub-section (5) of section 42 of the Act;
- 1.2.24 “harmonics” means a component of a periodic wave having a frequency that is an integral multiple of fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal wave form of voltage or current;
- 1.2.25 “High Voltage (HV)” or “High Tension (HT)” means the voltage higher than 400 volts but not exceeding 33,000 volts under normal conditions, subject, however, to the percentage variation allowed under the electricity rules;
- 1.2.26 “High Voltage (HV) Consumer” or “High Tension Consumer (HT Consumer)” means a consumer who obtains supply from the licensee at High Voltage/Tension;
- 1.2.27 “installation” means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electrical energy;
- 1.2.28 “interconnection” shall have the same meaning as connection point;
- 1.2.29 “installation contractor” means any person licensed under electricity rules for undertaking electrical works at an appropriate voltage;
- 1.2.30 “licensed electrical contractor” means a contractor licensed under the electricity rules;
- 1.2.31 “licensee” means the distribution licensee authorized to operate and maintain a distribution system for supplying electricity to consumers in its licensed area of supply;

- 1.2.32 “Load Factor” or “LF” is the ratio of the total number of units consumed during a given period to the total number of units which would have been consumed had the connected load been maintained throughout the same period and shall usually be expressed as the following percentage:-

$$\text{Load factor (\%age)} = \frac{\text{Actual Units consumed in a given period}}{\text{Connected load in kW X No. of hours in the period}} \times 100;$$

- 1.2.33 “Low Voltage or (LV)” or “Low Tension” (LT) means the voltage, not exceeding 230 volts between phase and neutral and 400 volts between phases under normal conditions, subject, however, to the percentage variation allowed under electricity rules;
- 1.2.34 “Low Voltage (LV) Consumer” or “Low Tension Consumer (LT Consumer)” means a consumer who obtains supply from the licensee at Low Voltage / Tension;
- 1.2.35 “maximum demand” means the highest load measured in kVA or kW at the point of supply of a consumer during consecutive period of 30 minutes or as laid down by the Commission, during the month;
- 1.2.36 “meter” means and includes metering equipment or a set of integrated instruments used to measure/record singularly or combined electrical parameters including electrical energy and electrical power both in kWh/kVAh during a given period;
- 1.2.37 “metering equipment” means set of equipment such as ‘Current Transformer’, ‘Potential/Voltage Transformer’, necessary wiring and accessories etc. deployed in conjunction with the meter to measure/record the amount of electrical energy supplied.
Explanation.- It shall also include any seal or sealing arrangement and other measures provided by the licensee for sealing, reliability and for preventing theft/unauthorised use of electricity;
- 1.2.38 “occupier” means the person in occupation of the premises where electrical energy is used or is proposed to be used;
- 1.2.39 “point of commencement of supply” means the outgoing terminal of the meter in case of LT consumers and incoming/outgoing terminal of the switchgear that may be installed by consumers, irrespective of the point of metering, in case of HT or EHT consumers, unless otherwise agreed to;
- 1.2.40 “power factor” means the ratio of the real power to the apparent power consumed during a month, the ratio being rounded off to two decimal figures;
- 1.2.41 “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 for supply of electricity;
- 1.2.42 “review panel” means the Electricity Supply Code Review Panel constituted by the Commission under this Code;
- 1.2.43 “rural area” means the area which is not covered by the urban area;
- 1.2.44 “sanctioned load” means the load expressed in kW/kVA of the consumer, which the licensee has agreed to supply, from time to time, in the agreement;
- 1.2.45 “State” means the State of Himachal Pradesh;
- 1.2.46 “Tariff Order” means the order issued from time to time by the Commission on annual aggregate revenue requirement and retail tariff for the licensee and consumers respectively;
- 1.2.47 “theft of electricity” shall mean theft of electricity as defined under section 135 of the Act;
- 1.2.48 “transmission system” means the system consisting of extra high voltage electric lines being operated at EHV (excluding generator interconnection facilities) owned and/or operated by the transmission licensee for the purposes of the transmission 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 equipment up-to the interconnection with the distribution system and includes the 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 any licensee’s distribution system;
- 1.2.49 “urban area” means the areas which are declared as the larger urban areas, smaller urban areas or the transitional urban areas under the Act concerning the municipalities;
- 1.2.50 “user” means any person having electrical interface with, or using the distribution system of the distribution licensee to whom this Code is applicable. 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.

1.2.51 Unless the context otherwise requires, words or expressions used and not defined in this Code, but specifically defined in the Act, shall have the meanings assigned to them in the Act. Other words or expressions used in this Code, but not specifically defined in this Code or the Act, shall have meanings as are generally understood in the electricity supply industry.

1.3 Mechanism for review of the Code .–

1.3.1 Review panel.-

2 A standing body Electricity Supply Code Review Panel shall be constituted by the Commission comprising of the representatives of the Commission, licensees as well as the users of the distribution system in line with the provisions of this Code.

3 1.3.1.1 No change in this Code, however, small or big, shall be made without being deliberated upon and recommended to by the Supply Code Review Panel and thereafter approved by the Commission. The Review Panel shall submit its recommendations to the Commission within a period of 45 days from the date the case is referred for review. However, in an unusual situation where normal day-to-day operation is not possible without revision of some paras of the Code, a provisional revision may be implemented before the approval of the Commission is received, but only after discussion at a Special Review Panel meeting convened on an emergency basis. The Commission should promptly be intimated about the provisional revision. The Commission may issue directions required to revise the relevant provisions of the Code accordingly as may be provided in those directions and the distribution licensee shall promptly comply with such directions.

1.3.1.2 The Code Review Panel shall comprise of the following .–

- (a) one member who shall be a senior technical officer, not below the rank of the Chief Engineer or its equivalent, from each of the distribution licensee in the State;
- (b) one member who shall not be below the rank of the Chief Engineer or its equivalent, from the State Transmission Utility (STU);
- (c) one member nominated by the Commission, who shall also be the Convener of the Review Panel;
- (d) one member representing generators connected to the distribution system;
- (e) one member representing open access consumers;
- (f) one member representing industrial consumers;
- (g) one member representing commercial consumers;
- (h) one member representing domestic consumers;
- (i) one member representing bulk consumers;
- (j) other members as the Commission may direct and find appropriate.

1.3.1.3 The Chairman of the Review Panel shall be from amongst the Technical Members/Directors of the distribution licensee and shall be nominated by the Commission for two years term on rotation basis.

1.3.1.4 Not less than 50 percent of the total members of the Review Panel shall form the quorum in its meeting.

4 1.3.2 Term of Office .–

5 1.3.2.1 The Review Panel shall be perpetual under this Code. All members of the Review Panel shall hold office by virtue of positions held by them in their respective organisations until changed/replaced by the respective organization/consumer group.

1.3.3 Functions of the review panel .–

6 The functions of the Review Panel shall be -

- (a) maintenance of the Code and its working, under continuous scrutiny and review;
- (b) consideration of all requests for review made by any user and publication of their recommendations for changes in the provisions of the Code together with reasons for such changes;
- (c) rendering guidance on interpretation and implementation of the Code;
- (d) examination of the problems raised by any user as well as resolution of the said problems;
- (e) to assess compliance by the licensee with conditions of supply etc. ;
- (f) ensuring that the changes/modifications proposed in the Code are consistent and compatible with standard technical manual or guidelines, Codes, laws, Acts, rules and regulations in force at that point of time;
- (g) holding of meetings as required but at least one meeting shall be held in every six months;

- (h) constitution of a sub-committee for detailed study of various matters pertaining to the provisions in the Code and circulation of the findings and recommendations to the Review Panel Members and the entities concerned;
- (i) making arrangements for deliberation of the issues (regarding sub-committee findings and recommendations) in the Review Panel meetings in the time frame, as provided by the sub-committee.

1.3.4 **Review and revisions .-**

- 1.3.4.1 The user(s) seeking any amendment to the provisions in this Code shall send written request(s) to the Convener of the Review Panel, with a copy to the Commission. If the request is sent to the Commission directly, the same shall be forwarded to the Convener of the Review Panel who shall, forward/circulate the request requiring changes/modifications in the Code to all the Review Panel members for their written comments within a reasonable time frame or the Convener may call for the Review Panel meeting in consultation with the Chairperson. Based on interaction(s)/ discussion(s), the necessary amendment(s)/ revision(s) may be incorporated in the Code after the approval of the Commission and shall be published by the Secretary of the Commission.
- 1.3.4.2 Any change from the previous version shall be clearly marked in the margin. In addition, a revision sheet shall be placed at the front of the revised version, noting the number of every changed para(s)/sub-para(s), together with reasons for such change(s).
- 1.3.4.3 The Convener shall maintain copies of the Code incorporating the latest amendments and the same shall be made available on the web site of the Commission as well as that of the licensee. The licensee shall also make available the copies of the same at reasonable cost to any person requiring it.
- 1.3.4.4 The Commission, may, on the application of the licensee or otherwise, call the emergent meeting of the Review Panel as and when the situation so dictates and make such alterations and amendments in the Code as it thinks fit.

CHAPTER-II

SYSTEM OF SUPPLY, CONDITIONS OF SUPPLY AND CLASSIFICATION OF CONSUMERS

2.1 System of Supply .–

- 2.1.1 The nominal frequency of an alternating current (AC) shall be 50 Hz (cycles per second). Except with the written consent of the consumer or with the previous sanction of the State Government, the licensee shall not permit the frequency of an alternating current to vary from the nominal frequency by more than 3 percent, however, the licensee shall, as far as possible, supply and maintain power supply in frequency band as stipulated in the Grid Code.
- 2.1.2 The nominal voltage of the AC supply is as follows:-
- (a) Low Tension [LT]
Single Phase: 230 volts between phases and neutral,
Three Phase: 400 volts between phases,
- (b) High Tension (HT)- Three Phase: 2.2 kV, 6.6 kV, 11 kV, 15 kV, 22 kV or 33 kV,
- (c) Extra High Tension (EHT)-Three Phase: 66 kV, 132 kV or 220 kV
- 2.1.3 The licensee shall design, install, maintain and operate a distribution system in conjunction with the transmission system.
- 2.1.4 Except with the written consent of the consumer or with the previous sanction of the State Government, the voltage at the point of supply shall remain within the limits prescribed in the electricity rules, which at present are as under: -
- (a) in the case of low tension, $\pm 6\%$;
- (b) in the case of high tension, $+6\%$ to -9% ;
- (c) in the case of extra high tension, $+10\%$ to -12.5%
- 2.1.5 Point of Commencement of Supply.-
Unless otherwise agreed to, the point of commencement of supply shall be,–
- (a) in the case of LT consumers, at outgoing terminal of the meter and feeding the premises;
- (b) in the case of HT or EHT consumers,-
- (i) at incoming terminal of the switchgear feeding the premises that may be installed by the consumers, irrespective of point of metering; and
- (ii) at the outgoing terminal of the switchgear installed at the substation of the licensee, feeding the dedicated line, irrespective of the point of metering.
- 2.1.6 Standard Supply Voltage. -
- 2.1.6.1 Depending upon the connected load (kW) of a consumer, the supply to the consumer shall be given at the following standard voltage (volts / kV) and phase as may exist on the relevant distribution system:-

Sr.No.	Connected Load	Standard Supply Voltage (AC)
1	≤ 50 kW	Single phase 230 Volts or three phase 400 Volts or 2.2 kV
2	51 kW up to 2000 kW	Three phase 6.6 kV, 11kV, 15kV or 22kV
3	2001 kW up to 10000 kW	Three phase 33kV or 66kV
4	>10000 kW	≥ 132 kV (three phase)

- 2.1.6.2 In case, an existing consumer who is already availing on the date of the commencement of this Code a supply voltage different from the standard supply voltages as mentioned in para 2.1.6.1, the consumer shall have the option to convert to the relevant standard supply voltage; provided the conversion is from a lower voltage to a higher one. Provided further that if the consumer continues to avail supply at the existing lower voltages, he shall be and shall continue to be liable to pay lower voltage supply surcharge (LVSS) in accordance with the relevant Tariff Order.
- 2.1.6.3 In case, it is not possible for the licensee to provide the supply to an existing consumer, as per option exercised by him under para 2.1.6.2, at the relevant specified standard voltage due to physical or practical constraints, the licensee shall, intimate to the consumer, in writing, about his inability to do

so, mentioning the reasons in brief while giving the tentative date from which it shall be possible for the licensee to provide the same and during that period the consumer shall be and shall continue to be liable to pay LVSS charges as per the relevant Tariff Order.

2.1.7 Power Factor –

In order to minimise the transmission and distribution losses in the electrical system, it shall be the obligation on the part of both the licensee and the consumer to maintain an average monthly power factor, as may be provided in the relevant Tariff Order.

2.1.8 Disturbing Loads –

The officer of the licensee, as designated by the licensee, shall authorize the temporary or permanent use of the welding sets in its area of supply, provided that the consumer installs the appropriate capacitor or take such other steps as may be advised by the said officer and any contravention shall be dealt with in accordance with the provisions of the relevant Tariff Order.

2.1.9 Harmonics –

- (a) The users shall comply with the harmonics standards as specified by the Authority and for voltage levels for which harmonics standards have not been specified by the Authority, the user shall comply with the standards specified in the relevant International Electrical and Electronic Engineers regulations.
- (b) The licensee shall monitor the harmonic currents and voltages at EHT and HT sub-stations and also at the users premises which it considers prone to generation of harmonics. The licensee shall carry out the harmonic measurement atleast once in six months at EHT sub-stations or at the premises of EHT users and atleast once in twelve months at H.T.sub-stations or at the premises of H.T. user.
- (c) The measurement of harmonics current and voltages generated by the user shall be done jointly by licensee and the concerned user.
- (d) The licensee shall maintain the record of all the harmonic measurement and submit report to the Commission annually.
- (e) Consequent to the measurement of harmonics, if it is found that the user is contributing harmonic in excess of the specified standards, a notice shall be served by the licensee to the user to rectify the violation within three months. In case of failure to comply with the harmonic standards within the notice period, the user shall be liable to pay such penalty as may be determined by the Commission. Even after imposition of penalty, if the user continues to default, then he shall be liable for disconnection of electricity supply.

2.2 Conditions of Supply .–

2.2.1 The existing terms and conditions of supply, whether contained in the abridged conditions of supply and/or in any sales circular, orders notification or any other document or Application and Agreement form, or communication, relating to the supply of electricity to consumer, shall, in so far as it is not inconsistent with the provisions of the Act and this Code, be deemed to be in force till the same are rescinded, amended or altered or the expiry of six months from the date of commencement of this Code, whichever is earlier.

2.2.2 Any terms and conditions of the distribution licensee, whether contained in the abridged conditions of supply and/or in any circular, order, notification or any other document, Application and Agreement form or communications, which are in-consistent with this Code shall be deemed to be invalid from the date on which this Code comes into force.

2.2.3 The distribution licensee shall, in accordance with procedure laid down in the Act, rules and regulations framed there-under within a period of six (6) months from the date of commencement of this Code, modify and update other terms and conditions of supply and all circulars, orders and any other document, Application and Agreement form or communication relating to the supply of electricity to consumers to make them consistent with the provisions of the Act, rules and regulations framed there-under and this Code:

Provided that the distribution licensee shall, at end of six months from the commencement of this Code, confirm such modification and updation to the Commission, alongwith a copy of the revised terms and conditions of the supply; circulars, orders, forms and documents relating to the supply of electricity to the consumers:

Provided further that any existing circulars, orders and any other document, application and agreement form or communication relating to supply of electricity to consumers not modified or

updated in accordance with this Code shall be deemed to be invalid at end of six months from the date of commencement of this Code.

2.2.4 The Commission may, upon a review of the terms and conditions of supply, circulars, orders, forms and documents, submitted by the distribution licensee, direct the distribution licensee to amend or modify any para contained therein which is, in the opinion of the Commission, inconsistent with the provisions of the Act or this Code.

2.3 Classification of Consumer .-

The classification, tariff and other conditions of supply applicable to each consumer category shall be as fixed by the Commission from time to time in the Tariff Order.

CHAPTER III

MATTERS RELATED TO SUPPLY OF ELECTRICITY

3.1 Duty of licensee to supply electricity on request and procedure thereof .–

- 3.1.1 The officer, designated by the licensee, shall, on receipt of an Application and Agreement form from the applicant, give supply of electricity to the premises in accordance with and within the time specified in the Himachal Pradesh Electricity Regulatory Commission (Licensees Duty for Supply of Electricity on Request) Regulations,2004. The Application and Agreement Form will be available at the designated offices of the licensee on payment of fee as fixed by the Commission in the Schedule of General and Service Charges in the Tariff Order. A specimen of the Application and Agreement form will also be available on the website of the licensee and can be downloaded, if required, and in such a case, the fee will be paid by the applicant at the time of its filing.
- 3.1.2 The licensee will also specify and standardize other supporting documents (including special agreement for street lighting and like purposes) and their format(s), to be submitted by the applicant. Details of these documents will also be available in the designated offices of the licensee as well as on its website. The Application and Agreement form along with the enlisted documents will be submitted in the designated office of the licensee.
- 3.1.3 Where an application for supply of electricity pertains to a village, hamlet or area that has not been electrified, supply of electricity in such case(s) will be made only after electrification of that village, hamlet or area as per the investment plan of the licensee, as approved by the Commission.
- 3.1.4 The licensee shall, after receipt and scrutiny of the Application and Agreement form, inform the applicant through a Demand Notice issued under the Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations,2004, the initial security payable under the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations,2005 and amount of the charges required to be deposited by the applicant as per Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005; requirement of other supporting documents as per para 3.1.2 and/or discrepancies observed, if any, and acceptance, in writing, of the additional terms as per para 3.7 of this Code.
- 3.1.5 The terms and conditions specified in the Demand Notice once issued will not be altered except when necessitated by the change(s) in the applicable laws.
- 3.1.6 Upon making good the deficiencies and the completion of the codal formalities as indicated in the demand notice by the consumer, the licensee shall release the new electricity connection/additional load to the premises of the applicant as per the procedure laid down in the Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity) Regulations, 2004, within the period specified therein.

3.2 Power Availability Certificate .–

- 3.2.1 Where the new or additional load exceeds 100 kW, the applicant will submit the feasibility clearance i.e. Power Availability Certificate(PAC) along with the Application and Agreement form. The form of application for feasibility clearance/PAC will be available free of cost in the designated offices of the licensee and on its website.
- 3.2.2 The consumer shall apply, for grant of Power Availability Certificate, on payment of –
- (i) the earnest money equivalent to the 10% of the initial security as specified in the Himachal Pradesh Electricity Regulatory Commission (Security Deposit)Regulations,2005; and
 - (ii) advance cost share, towards infrastructural developmental charges, calculated @ Rs.1000 per kW/kVA of the load applied for.
- 3.2.3 The licensee will grant the Power Availability Certificate within forty five days of the receipt of request or such extended period as approved by the Commission.

- 3.2.4 The Power Availability Certificate mentioned in para 3.2.3 shall be valid for a period as may be mutually agreed by the licensee and the applicant, but not exceeding three years:

Provided that the validity period may be extended from time to time as may be mutually agreed upon the applicant and the licensee.

- 3.2.5 The applicant may, after grant of Power Availability Certificate mentioned in para 3.2.3, submit the application to give supply of electricity to the premises and the licensee shall adjust the amount of the earnest money towards initial security payable under the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005 and the advance cost share towards initial estimated amount payable under the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005.

- 3.2.6 Where, the applicant who has been granted the Power Availability Certificate (PAC) fails to submit the application for supply within the validity period of the PAC or declines to take the supply-

(i) the earnest money paid shall be forfeited; and

(ii) the advance cost share received from the applicant shall be refunded, within thirty days, after deducting therefrom 10% of the deposited advance cost share.

3.3 Temporary Supply .-

- 3.3.1 The applicant requiring supply of electricity from a licensee on a temporary basis will be provided such supply on receipt of the Application and Agreement form complete in all respects as mentioned in para 3.1, subject to payment of initial security as per Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005 and the amount payable by the applicant under Regulation 11 of the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure), Regulations 2005,-

- (i) where no extension of distribution mains or commissioning of a new sub-station is involved, within seven days from the receipt of application;
- (ii) where extension of the distribution mains or the commissioning of the new sub-station is involved, within the time lines as specified in the Himachal Pradesh Electricity Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004.

3.4 Exceptions from duty to supply .-

- 3.4.1 The period for providing supply specified in the Himachal Pradesh Regulatory Commission (Licensee's Duty for Supply of Electricity on Request) Regulations, 2004 will not be operative where the Commission is satisfied that -

- (i) the licensee is prevented from providing supply of electricity on account of cyclones, floods, storms, strike, war and other occurrences beyond his control;
- (ii) delay in providing supply of electricity is on account of time taken for statutory clearances, acquisition of land, or in obtaining right of way or approval of the Chief Electrical Inspector for installations at the applicant's or licensee's end or for any other reason beyond the reasonable control of the licensee.

3.5 Transfer of title and provision of other service(s) .-

- 3.5.1 The applicants seeking transfer of title, termination of agreement, change of category, conversion between various voltage classes and other services, will submit their applications along with the supporting documents to the designated office of the licensee. The licensee(s) will standardize the application form(s) for transfer of title, change of category, conversion between various voltage classes and the standardized list of supporting documents to be submitted by the applicants for different services. Details of these documents will also be made available in the designated offices of the licensee as well as on its website.

- 3.5.2 The applicant seeking services under para 3.5.1 shall pay charges as indicated in the Schedule of General Charges as contained in the Tariff Order.
- 3.5.3 The licensee shall give effect to the transfer of title, change of category and conversion between various voltage classes as stipulated in Regulation 3 of the Himachal Pradesh Regulatory Commission (Licensee's Duty for Supply of Electricity) Regulations, 2004.
- 3.5.4 Request made by the applicant for shifting of a meter and/or service connection for feeding the same premises or for diversion of existing lines shall be entertained by the licensee and reason(s) for the denial to service the request shall be conveyed in writing to the consumer(s).
- 3.5.5 In case the service of the request is not denied under para 3.5.4, the licensee shall examine whether the meter/service for feeding the premises or lines under reference were lawfully laid and whether the applicant was liable to pay the cost of shifting of the meter / service for feeding the premises or lines. Where such lines are lawfully laid down and the applicant is liable to pay the cost, the licensee shall estimate the cost and process the same in the manner prescribed in rule 82 of the Electricity Rules, 1956:

Provided that where the service/lines have not been laid lawfully or have been laid without the consent of the owner and no compensation has been paid to the owner at the time of the execution of the service/lines, the licensee shall remove/shift such service/lines at its own cost.

- 3.5.6 Where the applicant requests for shifting of a meter and/or service connection for feeding the same premises or for diversion of existing lines and if required under para 3.5.5, has deposited cost thereof, the following time schedule will be observed for completing the works :-
- | | |
|--|---------|
| (i) shifting of meter/service connection | 7 days |
| (ii) shifting of LT/HT lines | 20 days |
| (iii) shifting of transformer | 30 days |

3.6 Adjustment / settlement of deposits .-

- 3.6.1 The licensee shall, after release of new connection, additional load, temporary connection, transfer of title and other service(s) etc., finally settle the accounts in the manner laid down under regulation 6 of the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations, 2005.
- 3.6.2 Any consumer aggrieved by the charges/expenditure payable and/or delay / denial in providing service, may seek redressal in accordance with regulation 7 of the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensees' Standards of Performance) Regulations, 2005.

3.7 Additional terms of supply .-

- 3.7.1 The licensee may require any person, who has applied for supply of electricity, to accept –
- any restrictions imposed by the licensee in order to comply with the regulations made by the Authority under Section 53 of the Act ;
 - any terms restricting the liability of the licensee for economic loss resulting from negligence of the consumer .

3.8 Refund of initial security and charges .-

- 3.8.1 (a) On withdrawal of application for new connection/additional load-
- in case the security and the charges as mentioned in the demand notice referred to in regulation 3 of the Himachal Pradesh Electricity Regulatory Commission

(Licensees' Duty to Supply Electricity) Regulations, 2005 have been deposited by the applicant and no expenditure on works has been incurred by the licensee for supply of electricity and the applicant withdraws the application, the 10% of the initial security will be deducted by the licensee and the remaining charges for works will be refunded in full along with balance security;

- (ii) in case where works have been taken in hand and some expenditure has been incurred by the licensee for supply of electricity and the applicant withdraws the application, the 10% of the initial security and the expenditure so incurred will be deducted from the charges deposited by the applicant and the balance amount will be refunded to the applicant along with the balance security;
- (iii) in case where works for supply of electricity have been completed by the licensee and where the actual expenditure is less than the charges deposited by the applicant and the applicant withdraws the application, the 10% of the initial security will be deducted by the licensee and the excess amount will be refunded to the applicant along with the balance security; and
- (iv) in case where works for supply of electricity have been completed by the licensee and where the actual expenditure is more than the charges deposited by the applicant and the applicant withdraws the application, the 10% of the initial security will be deducted by the licensee the remaining charges shall be adjusted from the balance security and if further amount is required the same shall also be recovered as stipulated under the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure) Regulations, 2005.

(b). On withdrawal of application for temporary connection-

- (i) in case of withdrawal of application for temporary connection, where no extension of distribution mains or commissioning of a new sub-station is involved the entire charges deposited by the applicant i.e. initial security and the amount payable by the applicant under Regulation 11 of the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure) Regulations, 2005 shall be refunded; and
- (ii) in case of withdrawal of application for temporary connection, where extension of distribution mains or commissioning of a new sub-station is involved, the refund of entire charges deposited by the applicant i.e. initial security and the amount payable by the applicant under Regulation 11 of the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure) Regulations, 2005 shall be made as on withdrawal of application for new connection stipulated under sub-clauses (i) to (iv) of sub-para (a) of this para .

(c) On termination of agreement-

Where an agreement for supply of electricity is terminated as per the Conditions of Supply or provisions of this Code, the licensee will refund the initial/additional security, after making adjustments for the amounts outstanding against the consumer, within one month of the date of termination of the agreement as per the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005.

3.9 Delay to take supply or avail contract demand.-

In case of HT/EHT supply, where the licensee has completed the work required for supply of electricity to an applicant, but the applicant is not ready or delays to receive supply of electricity or does not avail the full contract demand, the licensee shall, after a notice of sixty days, charge on prorata basis, fixed/demand charges on the sanctioned contract demand as per the relevant Tariff Order.

CHAPTER-IV

METER & METERING EQUIPMENT

4.1 Requirement of Meters .–

- 4.1.1 The licensee will not supply electricity to any person, except through installation of a correct meter in accordance with the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 made under Section 55 of the Act.

4.2 Supply and installation of meters .–

- 4.2.1 The licensee will supply the meter and/or metering equipment to the applicant at the time of release of a new connection or at any other time as required by the consumer who will pay the monthly rental for such equipment at rates approved by the Commission and specified in the Schedule of General Service Charges of the relevant Tariff Order.

The consumer may, if he so elects, obtain his own meter and / or metering equipment of the make(s) and specifications, as per the Central Electricity Authority (Installation and Operation of Meters) Regulations, 2006 and the same, after getting duly tested and sealed at the licensee's laboratory, be installed by the licensee. In such a case the licensee will not charge any monthly rental for the meter/metering equipment and it shall, after it is permanently removed from the licensee's system, be treated as the consumer's asset.

- 4.2.2 Meters will be installed at the consumer's premises according to mutual convenience of the licensee and the consumer. The consumer will be responsible for the protection of the meter from theft or damage and he shall promptly inform the licensee about any fault, accident or defect whatsoever, noticed by him:

Provided that if the supply to an HT/ EHT Consumer is given from a dedicated feeder for his exclusive use, the meter and metering equipment may be installed at the licensee's sub-station.

- 4.2.3 The licensee may require a meter to be installed outside the premises of a consumer and in such an event, the entire cost of installing the meter outside the premises and providing a display unit within the premises will be borne by the licensee. However, the cost of display unit will be treated as part of the meter cost while determining meter rentals. In a case where the meter/metering equipment is installed by the licensee outside the premises of a consumer, the meter shall be protected by an appropriate enclosure for protection of at least IP class 55 and the consumer will not be responsible for the protection of the meter from theft or damage.
- 4.2.4 In the case of multi story buildings/apartments, meter/metering equipment may be installed near the entrance of the building or at any other mutually agreed convenient common space, provided that the cost of installation from the premises of a consumer to the common space is borne by the owner or an association/society of occupants/ owners. In such a case, the owner or association/society would also be required to ensure protection of the meter/metering equipment from theft or damage.
- 4.2.5 Wherever new meter/metering equipment is installed, the meter will be sealed by the licensee in the presence of the consumer, as provided in the regulations framed by the Authority. The licensee will cast no liability on the consumer in case of delay in affixing of the seals. Only the licensee will remove the seals of the meter, as and when required and no consumer will tamper with, break or remove the seal(s) under any circumstances.

4.3 Testing of Meters .–

- 4.3.1 It will be the responsibility of the licensee to satisfy itself regarding the accuracy of a meter before it is installed at the consumer premises.
- 4.3.2 The licensee shall maintain such number of accredited testing laboratories as per the standards prescribed by the National Accreditation Board for Testing and Calibration Laboratories (NABL) as the Commission may require and all such laboratories will at least be equipped with testing equipment as provided in the regulations framed by the Authority under Section 55 of the Act.
- 4.3.3 After testing in the laboratory, the body of the meter will be duly sealed by an officer(s) authorized by the licensee.
- 4.3.4 The licensee may also conduct periodical inspection/testing of the meters installed at the consumer's premises as per Central Electricity Authority (Installation and Operation of Meters) Regulations , 2006 made under Section 55 of the Act.
- 4.3.5 The Commission may also require the licensee to undertake third party testing of meters/metering equipment installed at the consumers' premises.

4.4 Defective Meters .–

- 4.4.1 The licensee will check and have the right to test any meter and metering equipment installed at a consumer's premises if there is a reasonable doubt about its accuracy and the consumer will provide the licensee all necessary assistance in conducting the test. The consumer will have the right to be present during such testing.
- 4.4.2 (a) A consumer may request the licensee to test the meter/metering equipment installed in his premises, if he doubts its accuracy. The licensee will undertake such site testing within seven days on payment of fee as specified in the Schedule of General Charges approved by the Commission.
 - (b) If, after testing, the meter is found to be defective then the fee deposited in accordance with sub-para (a) will be refunded by adjustment in the electricity bills for the immediately succeeding months. In case, the meter is found to be correct then the licensee will not refund such fee.
- 4.4.3 In case a consumer is not satisfied with the site testing of the meter installed in his premises or the meter cannot be tested by the licensee at site then the meter will be removed and packed for testing in the laboratory of the licensee and another duly tested meter will be installed at the premises of such a consumer. In the event the licensee or the consumer apprehends tampering of meter and/or its seals then the licensee and the consumer will jointly seal the packing containing the meter. The seals will be broken and testing undertaken in the laboratory of the licensee in the presence of the consumer, if he so desires.
- 4.4.4 In case of testing of a meter, removed from the consumer premises for the purpose of testing in the licensee's laboratory, the consumer would be informed of the date of testing at least seven days in advance. The signature of the consumer, or his authorized representative, if present, would be obtained on the Test Result Sheet and a copy thereof shall be supplied to the consumer.
- 4.4.5 (a) Subject to the provisions in sub para (b), in case a meter installed at a consumer's premises gets burnt/ broken/ defective or stops functioning, a new tested meter will be installed within the time lines specified in the schedule to the Himachal Pradesh Electricity Regulatory Commission (Distribution Licensees' Standard of Performance) Regulations, 2005. If the meter gets burnt, broken or damaged due to reasons attributable to the consumer, the licensee will debit the cost of the meter (if provided by the licensee) to the consumer who will also be informed about his liability to bear the cost.
 - (b) in case of failure of supply due to the burnt, broken, damaged or defective meter, the licensee shall endeavour to restore the supply on the same day by way of installation of new tested meter.
- 4.4.6 In case where a meter installed at a consumer's premises is reported to have been stolen and the FIR to this effect has been lodged by the consumer, supply of electricity will be

immediately restored by the licensee at consumer's request by installing another tested meter and the cost of the meter shall be recovered from the consumer through electricity bills for the immediate succeeding months.

4.4.7 In respect of the consumer owned defective/burnt/broken meter, the replacement shall be made by way of a licensee owned meter till such time the consumer provides a new meter duly tested as per para 4.3 and the same is installed as per provisions of this Code.

4.4.8 Overhauling of consumer accounts -

(i) If a meter on testing is found to be beyond the limits of accuracy as specified in the regulations framed by the Authority under Section 55 of the Act, the electricity charges for all categories of consumers will be computed in accordance with the said test results for a period of six months immediately preceding -

- (a) the date of test in case the meter has been tested at site to the satisfaction of the consumer ; or
- (b) the date the defective meter is removed for testing in the laboratory of the licensee where such testing is undertaken at the instance of the licensee ; or
- (c) the date of receipt of request from the consumer for testing a meter in the laboratory of the licensee.

Any evidence provided by the consumer about conditions of working and/or occupancy of the concerned premises during the said period(s) which might have a bearing on computation of electricity consumption will, however, be taken into consideration by the licensee.

(ii) The accounts of a consumer will be overhauled for the period a burnt/defective meter remained at site, on the basis of energy consumption of the corresponding period of the previous year after calibrating for the changes in load, if any. In case the average consumption for the corresponding period of the previous year is not available then the consumer will be tentatively billed for the consumption to be assessed in the manner indicated in para 4 of Annexure-A and subsequently adjusted on the basis of actual consumption in the corresponding period of the succeeding year.

(iii) If a consumer is liable to pay an additional amount or is entitled for a refund in consequence of an overhaul of his account in accordance with sub- paras 4.4.8 (i) and (ii), the licensee will effect recovery or adjust the excess amount in the electricity bills of the immediately succeeding months.

CHAPTER V

BILLING

5.1 Recovery of electricity charges from consumers .–

5.1.1 The licensee will recover from a consumer-

- (a) any charges due to him in respect of the supply of electricity or for the provision of electric line or electrical plant, as per the provisions of the Himachal Pradesh Electricity Regulatory Commission (Recovery of Expenditure for Supply of Electricity) Regulations,2005;
- (b) all such charges for electricity/electrical equipment supplied as per the tariff determined or charges approved by the Commission in accordance with the provisions of the Act and the regulations framed thereunder;
- (c) any additional charges leviable relating to the supply of electricity as per conditions of supply in force and the amount which becomes due under Himachal Pradesh Electricity Regulatory Commission(Security Deposit) Regulations,2005.

5.1.2 Consumers will also be liable to pay the amounts chargeable by way of taxes, duties, octroi, cess and the like as may be levied by the State Government or any other competent authority.

5.2 Electricity bills .–

5.2.1 The licensee shall issue bills to the consumers for the electricity supplied or for services rendered for every billing cycle and all the consumers will effect payments to the licensee within the time specified in para 5.3 at the designated offices of the licensee or any other place designated by the licensee for the purpose.

Explanation.- For the purpose of this sub-para the expression “billing cycle” shall be the period as specified in regulation 5 of the Himachal Pradesh Electricity Regulatory Commission (Security Deposit) Regulations ,2005.

5.2.2 When supply of electricity to a new consumer is commenced in the middle of a billing cycle, the fixed charges, minimum charges and/or any other similar charges will be levied pro-rata for the number of days for which supply is given during the billing cycle.

5.2.3 The consumers will pay on a pro-rata basis in case any tariff/other charges are made applicable in the middle of a billing cycle.

5.2.4 In the event of supply of electricity to any category of consumers being fully or partially subsidized by the State Government, the State Government in the manner specified by the Commission will effect payment of electricity subsidy charges for such consumers to the licensee.

5.2.5 (a) A consumer bill will disclose the periodicity of billing, date when the meter was read, the date of issue of bill, the due date for payment and the additional amount payable in case payment is delayed. The bill will also include other particulars as detailed in Annexure- B.

(b) The bill for arrears, in case of underassessment or the charges levied as a result of checking etc., will be initially tendered separately, indicating in bill the nature, period of arrears, the number and amount of instalments allowed and the arrear will not be clubbed with the current electricity bill. Subsequently the amount of said arrear bill shall be reflected in the next billing cycle till not paid. For purpose(s) of action(s) of licensee on non-payment of billed amount, the arrear amount shall be accounted as per of final bill due of any billing cycle.

- 5.2.6 The meter of a consumer will be read on the specified days in a billing month/period and such days will be publicised in advance. However, where meter is installed outside the consumer's premises and a display unit installed inside the premises, the readings of the consumer meter and not the display unit will be taken into account for billing purposes.
- 5.2.7 A meter reading card will be provided by the licensee to each consumer which will be readily available at the premises where a meter is installed and the meter reader will, except in case of remote reading, enter the meter reading and the date thereof in the said meter reading card. Any officer/ functionary authorized by a licensee who cross-checks meter readings or replaces a meter and/or its seals will also record the changes in the reading, meter and/or its seals, as the case may be, in the meter reading card.
- 5.2.8 The bill will be delivered to the consumer immediately in case of spot billing and in other cases within a period not exceeding twenty-one days from the date of meter reading.
- 5.2.9 The electricity and/or arrear bills (hereinafter referred as bills unless otherwise specifically stated) will be sent to the consumers, other than the HT/EHT category, either by post or by hand delivery and in case of HT/EHT consumers, either under certificate of posting or by hand delivery. The fact of despatch of bills to consumers of a particular area will be displayed on the notice board at the designated office of the licensee. The loss of the bill in transit if sent by post will not be the responsibility of the licensee. In case of hand delivery, record of delivery of the bill will be maintained at the designated office of the licensee.
- 5.2.10 The licensee's designated offices will maintain facilities to provide duplicate bills, at charges as fixed by the Commission from time to time in the Tariff Order, immediately on request from a consumer. Non-receipt of the bill, however, will not entitle a consumer to delay payment beyond the due date.
- 5.2.11 The licensee will issue the first bill for a new connection, released during a billing cycle, before the end of the next billing cycle. In case a consumer does not receive the first bill by the end of the next billing cycle, he will inform the officer/functionary in-charge of designated office of the licensee who will arrange for issue of the bill within ten days.
- 5.2.12 It will be the responsibility of the owner of a premises to get a special reading done by the licensee at the time of change of occupancy or on the premises falling vacant. The owner or occupier may request the licensee in writing for a special reading at least 15 days in advance of such a change. The licensee will arrange a special reading and deliver the final bill, including all arrears till the date of billing, within 7 days of the meter reading. The final bill will also include payment for the period between the date of special reading and the proposed vacation of the premises on a pro-rata basis on consumption pattern of the current billing cycle.
- 5.2.13 If a consumer vacates any premises to which electricity has been supplied by a licensee without paying all charges due from him in respect of such supply, or for the provision of an electricity meter, electric line or electrical plant, the licensee may refuse to give him supply at any other premises until he pays the amount due. It shall be obligatory on the part of each licensee to publish the identity of such defaulting consumers for information of other licensees. The licensee will not be entitled to require payments of such amount from the next occupier of the premises.
- 5.2.14 Once the final bill is raised, the licensee will not have the right to recover any other charge(s), other than those in the final bill for any period prior to the date of such bill except amount due on account of under billing or fraud, or unauthorized use of electricity by the consumer which could not be detected at the time of the special reading.

5.3 Payment of bills .-

- 5.3.1 Payment of the bills by different categories of consumers will be

effected within a period of -

- (i) ten days from the date of delivery of the bills in the case of the Large Supply, Medium Supply and Small Industrial Consumers; and
- (ii) fifteen days from date of delivery of the bills in case of all other categories of consumers.

- 5.3.2 The payment of the bills will be effected at the designated local collection centres of the licensee or through any other facilities as provided by it, on any working day during hours allocated for the purpose.
- 5.3.3 If the due date indicated in the bill for payment is Sunday or a public holiday as declared by the State Government or if the licensee's office is closed for any other reason, the next working day will be treated as the due date.
- 5.3.4 The consumer will at the time of payment present the bill delivered to him or a duplicate bill without which payment may not be accepted.
- 5.3.5 The licensee shall ensure adequate publicity of the addresses/locations and working hours of the collection centres including those of the banks where consumers can make payments. The bills shall be paid by the consumer in cash, by local cheque, banker's cheque, demand draft, bank transfer, e-banking, credit/debit card where feasible or in such other manner, as the licensee may notify:

Provided that the licensee may not accept cash payment, if the total amount payable exceeds five thousand rupees.

- 5.3.6 The licensee or his authorized collection agency will issue a receipt to the consumer for payment of the bills. A bank certificate indicating transfer of money to the licensee's account will be sufficient proof of payment in case of all transactions other than cash.
- 5.3.7 In case the cheque tendered by a consumer is not honoured by the bank, action may be initiated by the licensee treating it as a case of non-payment without prejudice to other rights of the licensee as per other laws in force. The licensee may not accept further payment through cheques from such a consumer for a period of one year from the billing month for which the cheque tendered by the consumer was not honoured and the consumer may be required to pay the bill in cash or by demand draft only.

5.4 Advance payment of electricity bills .-

The consumer may effect advance payment of future bills, in the format prescribed by the licensee and that will be adjusted in the bills of the succeeding months. The licensee will, however, continue to issue bills that would indicate the amount adjusted and the balance amount of advance payment.

5.5 Additional charges for delayed payment of electricity bills .-

- (a) In case a consumer does not pay the bill by the due date, late payment surcharge shall be payable as per the Tariff Order.
- (b) The unpaid amount of the bills will be treated as part of next bill and shown as arrears in a separate Column of the bill as per Sl. No. 11 of Annexure- B.

5.6 Adjustment of amounts in case of under payment of bills .-

5.6.1 In case of under payment of a bill by a consumer, the amount paid

will be adjusted as per priority stated hereunder : -

- (a) arrears as on thirty first of March of the previous financial year,
- (b) arrears accrued from first of April of the current financial year till the date of bill,
- (c) electricity charges for the current billing cycle, and
- (d) any other charges or levies:

Provided that such cases of under payment are duly approved for such adjustments by an officer, authorized for the purpose by the licensee.

5.6.2 Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this Code shall be recoverable 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 arrear of charges for electricity supplied.

5.7 Disputed electricity bills .–

5.7.1 A consumer will effect full payment of the billed amount even if it is disputed one, failing which the licensee may initiate action treating it as a case of non-payment:

Provided that no action will be initiated if such a consumer deposits, under protest -

- (a) an amount equal to the sum claimed from him, or
 - (b) the electricity charges for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee.
- 5.7.2 The licensee will, after the receipt of a complaint from a consumer in its designated office, decide the billing dispute within twenty four hours if no additional information is required and within ten days, if additional information is required.
- 5.7.3 If on examination of a complaint, the licensee finds a bill to be erroneous, a revised bill will be issued to the consumer indicating a revised due date of payment, which will not be earlier than ten days from the date of delivery of the revised bill to the consumer. If the amount paid by the consumer under para 5.7.1 is in excess of the revised bill, such excess amount will be refunded through adjustment first against any outstanding amount due to the licensee and then against the amount becoming due to the licensee immediately thereafter. The licensee will pay to such consumer interest on the excess amount at twice the SBI's Short Term PLR prevalent on the first of April of the relevant year from the date of payment till such time the excess amount is adjusted.
- 5.7.4 If the licensee finds the bill to be correct, the consumer will be intimated accordingly and will be required to pay the balance amount, if any, alongwith additional charges for delayed payment from the due date, initially stipulated in the bill.
- 5.7.5 In case the consumer is not satisfied with the decision of the licensee, he may after effecting payment in terms of para 5.7.1 seek redressal in accordance with the provisions of the Himachal Pradesh Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers) Regulations ,2003.

CHAPTER-VI

UNAUTHORIZED USE AND THEFT OF ELECTRICITY

6.1 Unauthorized use of electricity .-

- 6.1.1 An “assessing officer”, designated as such by the State Government under Section 126 of the Act will, suo-moto or on receipt of information/complaint regarding “unauthorized use of electricity” as explained in Explanation (b) of the said section, promptly inspect such premises.
- 6.1.2 The assessing officer and other members of his team will at the time of inspection carry alongwith them their photo identity cards, which will, on demand, be shown to the person present at site before entering the premises.
- 6.1.3 If on inspection of the premises/area and/or scrutiny of the records, the assessing officer comes to the conclusion that the consumer is indulging in unauthorized use of electricity, he will prepare an inspection report inter-alia indicating connected load for unauthorized use of electricity, condition of meter and its seals and also details of evidence substantiating the unauthorized use. The assessing officer will wherever possible photograph/videograph the means of such unauthorized use.
- 6.1.4 The assessing officer will sign the inspection report and a copy handed over to the person or his/her representative present at site. The person present at site may also sign the inspection report. In case of refusal to accept the report, a copy of the inspection report will be posted at a conspicuous place in/outside the premises and another copy of the same shall be sent under registered post.
- 6.1.5 In case theft of electricity is detected by the assessing officer at the time of inspection under para 6.1.1, and in case the assessing officer is himself not an authorized officer, to be appointed by the State Government under Section 135 of the Act , an immediate reference reporting the facts will be made to the authorized officer for taking further action under para 6.2. The assessing officer will also take suitable measures to ensure that status of the means adopted for theft is maintained as ‘in found condition’ at the premises till investigation is initiated by the authorized officer.
- 6.1.6 The assessing officer will provisionally assess the amount payable by the person benefited by the unauthorized use of electricity as per procedure specified in Annexure- A.
- 6.1.7 The provisional assessment order will be issued within forty- eight hours of inspection and served upon the person in such a manner as may be prescribed by the State Government.
- 6.1.8 The person served with the order of provisional assessment may accept such assessment and deposit the assessed amount with the licensee within seven days of the service of the order on him.
- 6.1.9 Final Assessment for unauthorized use of electricity.-
 - i) Any person not satisfied with the provisional assessment shall be entitled to file objections, if any, against the provisional assessment order before the assessing officer within seven days of the order having been served upon him.
 - ii) Within seven days of submission of the objection(s), the assessing officer will scrutinize the case and if no unauthorized use of electricity is established then after taking the reasons on record, the case will be dropped immediately and the person informed accordingly.
 - iii) If the assessing officer is still of the view that unauthorized use of electricity has taken place, he shall after providing an opportunity of personal hearing to the person, pass a final order of assessment specifying the amount payable within thirty days of the date of service of order of provisional assessment. In such a case the assessing officer will assess the electricity consumption and electricity charges as per the procedure given in Annexure-A.
 - iv) The person will be required to deposit the assessed amount with the licensee within seven days of receipt of the final order of assessment. The licensee may extend the last date of payment of the assessed amount or allow the payment in installments

subject to payment of interest on the unpaid amount for the extended period beyond seven days at the rate of 16 percent per annum compounded every six months.

- (v) The person served with the final order of assessment may accept it and deposit the assessed amount with the licensee or may file an appeal as per para 6.1.10.

6.1.10 Appeal to appellate authority -

- (i) The person aggrieved by the final assessment order made under para 6.1.9 may, within thirty days of the said order, prefer an appeal in such form, verified in such manner and accompanied by such fee as specified by the Commission in the Himachal Pradesh Electricity Regulatory Commission (Procedure for Filing Appeal before the Appellate Authority) Regulations, 2005.
- (ii) No appeal shall be entertained by the appellate authority prescribed by the State Government unless the person deposits with the licensee an amount equal to half of the assessed amount inclusive of the amount already deposited and encloses documentary evidence of such deposit alongwith the appeal. No appeal will lie against the final order of the assessment if it has been passed with the consent of the parties.
- (iii) The appellate authority will within ninety days of an appeal being admitted, pass a final order (Appellate Order) and forward copies thereof to the licensee, the assessing officer and the appellant. The order of the appellate authority shall be final.
- (iv) In case the Appellate Authority holds that no case of unauthorized use of electricity is established, no further proceedings will be initiated by the licensee and the amount deposited by the appellant shall be refunded alongwith interest at the rate of 16 percent per annum compounded every six months for the period from the date of deposit till the amount recovered is adjusted through adjustment in the electricity bills of the immediately succeeding months. The appellant may also opt for cash refund of the amount deposited by the appellant alongwith interest at the rate of 16 percent per annum compounded every six months, till payment of such amount is made by the licensee.
- (v) Where a case of unauthorized use of electricity is established, the person will, within thirty days, effect payment of the balance amount as per the Appellate Order.
- (vi) In case the amount payable as determined by the appellate authority is less than the amount already deposited by the person, the excess amount will be refunded by adjustment in the bills of the immediately succeeding months alongwith interest at the rate of 16 percent per annum compounded every six months from the date of such excess deposit till the date of actual adjustment.

6.1.11 Default in payment of amount assessed

- 6.1.11.1 In case of default in payment of the assessed amount or any installments thereof by a person, the licensee may, after giving not less than 15 days clear notice, disconnect the supply of electricity. The defaulter, on the expiry of seven days or the period as allowed by the licensee under para 6.1.9 (iv) from the receipt of the final order of assessment or the period allowed for making payment as per the decision of the appellate authority, will also be liable to pay interest on the outstanding amount at the rate of sixteen percent per annum compounded every six months till the assessed amount or any installments thereof is finally paid.

6.2 Theft of Electricity.-

6.2.1 Procedure in a case of theft of electricity.-

- (a) An authorized officer, as notified by the State Government under Section 135 of the Act, will promptly inspect such a premises where he has reason to believe or has been intimated by an assessing officer under para 6.1.5 that theft of electricity, as defined in sub-section (1) of the said section, has occurred or is occurring.
- (b) The authorized officer and other members of his team will, at the time of inspection carry photo identity cards, which will on demand be shown to the occupant or person present at site before entering the premises.
- (c) The authorized officer will record evidence substantiating theft of electricity in the premises and will, wherever possible, photograph/video-graph the means of theft of electricity.
- (d) In case where a occupant or person is suspected to have indulged/indulging in theft of electricity by tampering with the meter/metering equipment and/or its seals or otherwise then such equipment shall be sealed by the authorized officer so as to keep it as 'in found condition'. The occupant or person or his representative will also be permitted to affix his seal at that time. The authorized officer shall take all possible appropriate measures to keep intact the seizures/evidence, so as to keep them as 'in found condition'.
- (e) The authorized officer will prepare an inspection report inter-alia indicating connected load for theft of electricity, status of meter/metering equipment, condition of meter and seals and any other irregularity noticed (such as means adopted for theft of electricity) in such premises.
- (f) The occupant or person of the place of search or any representative on his behalf shall remain present during the search and a list of all items seized in the course of such search shall be prepared and delivered to such occupant or person:

Provided that no inspection, search and seizure of any domestic places or premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises.

- (g) The authorized officer will sign the inspection report, will obtain signature(s) of the occupant or person present at the premises during the search on the seizure memo and inspection report referred to in preceding clause (f) and shall hand over a copy, immediately after the inspection, to the occupant or person present at the premises during the search. In case of refusal to sign the said report and / or receive the inspection report, a copy of the same will be pasted at a conspicuous place in/outside the premises and another copy sent to the occupant or person under registered post. The inspection report will indicate the time period, which shall not exceed seven days, within which the occupant or person may raise objections against the said report before the authorized officer.
- (h) In case any artificial means or means not authorized by the licensee, exist for the theft of electricity by the person/occupant, it shall be presumed, until the contrary is proved, that abstraction, consumption or use of electricity has been caused by the person / occupant then, without prejudice to the provisions of the Act, the licensee may, upon detection of such theft of electricity, immediately disconnect the supply of electricity:

Provided that only such officer of the licensee, as authorized for the purpose by the Commission or any other officer of the licensee, of the rank higher than the rank so authorized shall disconnect the supply line of electricity.

Provided further that such officer of the licensee, shall lodge a complaint in writing relating to the commission of such offence in the police station having jurisdiction within 24 hours from the time of such disconnection.

- (i) The authorized officer shall, within four days of the date of receipt of objections of occupant or person, arrange a personal hearing, if requested for by the occupant/person. In case, the occupant/person fails to appear on the appointed date and time, the authorized officer may proceed ex-parte and shall serve an assessment order upon the occupant or person in manner as specified under para 6.2.2.

- (j) The authorized officer shall give due consideration to the facts submitted by the occupant or person and pass, within three days of the personal hearing under preceding clause (i), a speaking order as to whether a case of theft is prima-facie established or not. Speaking order shall contain the brief of inspection report, submission made by occupant or person in his written reply and oral submission during personal hearing and reasons for acceptance or rejection of the same.
- (k) In case of a decision that a case of theft is not established no further proceedings shall be required and the connection shall be restored..

6.2.2 Where the theft of electricity by an occupant or person is prima-facie established, the authorized officer will assess the amount payable by the occupant or person, who has been benefited by such theft as per procedure, specified at Annexure-A. The assessment order will be delivered to the concerned occupant or person within 24 hours of the speaking order under clause (j) of para 6.2.1.

- (a) An occupant or person not satisfied with the assessment order may prefer, within 15 days of the receipt of the assessment order, a representation before the authorized officer. The authorized officer will after giving the occupant or person an opportunity of being heard pass a final assessment order within seven days of the representation having been received.
- (b) The authorized officer will furnish a copy of the final assessment order to the occupant or person and the licensee. The licensee will submit a copy of the final assessment order in the Special Court immediately after submission of the challan by the Police.
- (c) An occupant or person will deposit with the licensee the assessed amount in the final assessment order, within thirty days of the receipt of assessment order.
- (d) The licensee may extend the last date of payment of the assessed amount, in final assessment order, or allow the occupant or person to make payment in installments subject to payment of interest for the unpaid amount for the extended period beyond thirty days at the rate of 16 percent per annum compounded every six months.
- (e) After the assessed amount, in final assessment order, is deposited in full by the occupant or person, the licensee will resume supply of electricity to the premises within forty-eight hours of such deposit. If the assessed amount, in final assessment order, is deposited by a person, who is not an existing consumer, the supply to his premises will be released treating it as a case of release of a new connection.

6.2.3 In case the civil liability finally determined by the Special Court is less than the amount deposited by the person or occupant under para 6.2.2, the excess amount so deposited will be refunded within fifteen days from the date of communication of the order of the Special Court to the licensee together with the interest at the rate of 16 percent per annum compounded every six months for the period from the date of such excess deposit till the date of payment.

6.2.4 Compounding .-

- (a) The State Government or any officer authorized by it may accept from any person or occupant who has committed or is reasonably suspected of theft of electricity, a sum of money as compounding fee at rates notified by the State Government. In the event of such rates not having been notified, rates as given in Section 152 of the Act will apply.

- (b) On receipt of such amount, all criminal proceedings against the person or occupant under this Act shall be dropped. The payment of compounding fee will be in addition to any civil liability accruing under para 6.2.3.
- (c) The compounding of fees against an offence of theft of electricity shall be allowed only once to any occupant or person.

CHAPTER-VII

DISCONNECTION AND RE-CONNECTION OF POWER SUPPLY

7.1 Disconnection of supply .-

7.1.1 The licensee may order disconnection of supply-

(a) in case of default in payment of dues and charges;

(paras 7.1.2 and 7.1.3);

(b) in case of default in payment of assessed amount { paras 6.1.11.1 and 8.1.2(iv) } ;

(c) in case of the unauthorized reconnection of supply disconnected { paras 7.1.5 and 7.1.8(ii) } ;

(d) in case of contributing harmonics in excess of specified standards (para 2.1.9);

(e) on the request of the consumer under { paras 7.1.6, 7.1.7 and 7.1.8(iii) (c) } ;

(f) upon detection of theft of electricity under sub-section (1- A) of section-135 of the Act; { paras 6.2.1(h) and 7.1.10 } ;

(g) to prevent loss of human or animal life or injury to a human being or any animal or damage to property;

(h) to comply with statutory/lawful orders, directions issued by the competent authority in exercise of its powers vested under any law passed by a competent legislature.

7.1.2 Where a consumer fails to deposit, the billed amount or any sum other than the charge for electricity due from him, with the licensee by the due date mentioned in the bill, the licensee may, after giving not less than fifteen days clear notice in writing to such consumer and without prejudice to his other rights to recover such amount, disconnect supply to the consumer temporarily and for that purpose disconnect any electric supply line or other works being the property of such a licensee. The authorized official of the licensee shall ensure that all the cases pertaining to default of payment(s) / temporary disconnections are monitored regularly and where default in payment(s) is continued for a period of six months, from the date of the payment first became due, the supply may be disconnected permanently:

Provided that the supply of electricity shall not be disconnected-

(i) if a consumer makes payment under protest as per

Paras 5.2.14, 5.6.2 and 5.7 of this Code;

(ii) if any sum is not recoverable as per para 5.7 of this Code.

Provided further that, save in the case of theft of electricity or prevention of loss or damage to life and property, the supply of electricity to a consumer will not be disconnected on holiday and on a day when the next day is a holiday in the offices of the licensee.

7.1.3. In case of continued default in payment of any amount, due to the licensee by any consumer for a period of more than six months, the licensee may terminate the agreement executed with the consumer in accordance with the 'Conditions of Supply' of the licensee and remove the electric line or works connected with the supply of electricity to the consumer.

- 7.1.4. In case the licensee discovers that the supply to the premises disconnected under para 7.1.1, has been unauthorizedly restored through a live connection of other premises, notice to the consumer of such live connection be given to stop such unauthorized supply to the disconnected premises immediately, failing which pending dues of the disconnected connection shall be transferred to his account and non-payment of such transfer of dues may be dealt with as provided under para 7.1.2 apart from other action(s) as per the provision(s) of the Act.
- 7.1.5. The licensee may take steps to prevent unauthorized re-connection of such connection disconnected under para 7.1.1, wherever licensee discovers that connection has been reconnected and attracts provisions of Section 138 of the Act then the licensee may initiate action as per the provisions of the Act.
- 7.1.6. In case the consumer desired his connection to be disconnected permanently, he shall apply for the same on the format prescribed in Annexure-C of this Code. The licensee shall carry out special reading and prepare final bill, including all arrears up to the date of such billing within five days from such request. Upon payment, the licensee shall issue the receipt with final bill stamped on it and this receipt shall be treated as "No dues certificate". Thereafter, the licensee shall not have any right to recover any charges for any period prior to this date of billing.
- 7.1.7. In case the consumer desires that his connection be disconnected temporarily for a period up to six months then he shall apply for the same on the format prescribed at Annexure-C of this Code and shall be liable to pay in advance all charges that are fixed in nature like demand charge, meter rent etc. as per the Tariff Order in force. The consumer shall also be liable to pay reconnection charges to avail the facility of temporary disconnection. The period of 'disconnection on request' can be extended on receipt of a request in writing.
- 7.1.8. The supply may be disconnected temporarily or on permanent basis as per procedure given hereunder:-
- (i) The licensee may not remove the service line, meter etc. in case of temporary disconnection. The licensee shall remove service line, meter etc. after permanent disconnection;
 - (ii) The licensee may remove service line/cable if he has sufficient reason(s) to believe that the consumer, in case of temporary disconnection, shall resort to unauthorized use of electricity. However, meter shall not be removed in such cases.
 - (iii) The supply shall be disconnected permanently in following cases: -
 - (a) with the termination of the agreement;
 - (b) if the removal of the cause for which the supply was disconnected temporarily is not within the period allowed for the removal of such cause or if the proof of removal of the cause for disconnection is not produced to the satisfaction of the licensee's employee deputed for the purpose;
 - (c) on request of the consumer as per para 7.1.6.
- 7.1.9 For all cases of temporary and permanent disconnection(s)-
- (a) if dues are not paid by the consumer, the delayed payment surcharge, as per Tariff Order shall be levied up to the date of permanent disconnection, and
 - (b) the security deposit's amount shall be adjusted in the final bill.
- 7.1.10 Notwithstanding anything contained to the contrary herein, the disconnections on account of theft of electricity, shall be dealt with in accordance with the para 6.2 of this Code.

7.2 Restoration of supply of electricity. –

7.2.1 The licensee shall resume supply of electricity within twenty-four hours from the time the consumer-

- (a) makes good the default and /or pays outstanding payment,
- (b) pays the prescribed amount as per the Tariff Order, for reconnecting the supply of electricity,
- (c) pays the consumer service charges/ fixed charges for the period of disconnection and the additional charges for the delayed payment:

Provided that in case of permanent disconnection, if the electric line or plant supplying electricity to the consumer is/are removed by the licensee then the licensee will restore supply after undertaking the work(s) for providing the electric line or plant within the time specified in the case of a new connection and the consumer will deposit charges as if a new connection is being released:

Provided, further that in case of temporary disconnection, if the electric line or plant supplying electricity to the consumer is/are removed by the licensee then the licensee will restore supply after undertaking the work(s) for providing the electric line or plant within the time specified in the case of a new connection.

7.2.2 Supply to the consumer will be immediately reconnected, if the licensee reasonably believes that the circumstances leading to the disconnection were actually an omission on the part of the licensee. In such an event, no charges on any account will be recoverable from the consumer.

7.3 Entry of licensee's authorized person to consumer premises .–

7.3.1 Any authorized person of the licensee may, at any reasonable time and on informing the occupier of his intention, after establishing his identity, enter any premises to which electricity is being supplied or is to be supplied by the licensee for any of the following purposes: -

- (a) inspecting, testing, repairing or altering the electric supply lines, meters, fittings, works or other apparatus for the supply of electricity belonging to the licensee ;
- (b) ascertaining the quantity and other parameters of electricity supplied;
- (c) removing, where supply of electricity is no longer required or where the licensee is authorized to take away and disconnect such supply, any electric supply lines, meters, fittings, works or apparatus belonging to the licensee.

7.3.2 Any authorized person of the licensee may also, in pursuance of a special order in this behalf made by an Executive Magistrate and after giving not less than twenty-four hours notice in writing to the occupier,-

- (a) enter any premises or land referred to in para 7.3.1 for any of the purpose(s) mentioned therein;
- (b) enter any premises to which electricity is to be supplied for the purpose of examining and testing the electric wires fittings, works and other apparatus for the use of electricity belonging to the consumer.

7.3.3 If a consumer or occupant refuses to allow the licensee or any person authorized by the licensee to enter the premises in pursuance to paras 7.3.1 and 7.3.2 of this Code and section 163(3) of the Act or refuses to allow him to perform any act, which he is authorized to perform under this Code, the licensee may, after expiry of twenty-four hours from the service of a notice in writing on the consumer or occupant, temporarily disconnect supply of electricity to the premises for so long as such refusal or failure continues.

CHAPTER VIII

MEASURES TO PREVENT UNAUTHORIZED USE OF ELECTRICITY, THEFT OR TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT, ELECTRIC LINES OR METER

8.1 Tampering, distress or damage to electrical plant, electric lines or meter .--

8.1.1 Where any person intentionally or by negligence damages or allows to damage any electric plant or electric line belonging to a licensee and if such offence is established then he will be liable to pay the expenses likely to be incurred for repair/replacement of such plant/line, as assessed by the notified officer of the licensee without prejudice to the right of the licensee to take any other action under the Act.

8.1.2 (i) The designated officer of the licensee will, within 24 hours of any such damage to an electric line or plant, arrange that the likely expenditure for the repair/replacement thereof is provisionally assessed. The person concerned will be required to deposit the provisionally assessed amount within two days of the intimation of the assessment as stipulated under section 171 of the Act. In the event of the person not being satisfied with the provisional assessment, he may after depositing such amount submit a representation to the designated officer of the licensee who will after providing the concerned person an opportunity of being heard, make final assessment within seven days.

(ii) In case the amount deposited by the person exceeds the finally assessed amount then such excess amount will be refunded by the licensee within two days of the final assessment. Where the person is a consumer, the refund will be allowed through adjustment in the electricity bills of the immediately succeeding months.

(iii) In the event of the person/consumer still not being satisfied with the final assessment so made, the person/consumer shall be entitled to file an appeal to the appellate authority under section 127 of the Act.

(iv) The licensee may, in the manner laid down in para 7.1 of this Code, discontinue the supply of electricity to the consumer until the finally assessed amount have been deposited.

8.1.3 Where any person intentionally or by negligence damages or allows damaging meter belonging to a licensee, the action may be taken in accordance with the provisions of para 6.2 and this para.

8.2 Preventive measures .--

8.2.1 With a view to discourage theft or unauthorized use of electricity or tampering, distress or damage to electrical plant, electric lines or meter, the licensee will inter-alia initiate preventive measures as detailed below: -

- (a) arrange annual inspection, testing and certification of meters of at least 10% of total connections in his licensed area of operation;
- (b) annually install pilfer proof/improved meter boxes on at least 10% of existing connections till the said meter boxes are installed on all the connections;
- (c) periodically inspect the status of service lines and ensure replacement, wherever required;
- (d) relocate at its cost the meters of existing consumers to an appropriate location so that these are easily accessible for reading, inspection/ testing etc.;
- (e) arrange to provide publicity to enhance awareness of the potential of reducing commercial losses and the beneficial implications thereof to the consumer;
- (f) initiate steps to prevent theft by-
 - (i) replacement of overhead bare conductors with cables;
 - (ii) provision of high voltage distribution system ;

- (iii) draw up an annual plan for reduction of commercial/technical losses and any other measures, as the licensee may deem fit;
- (g) initiate effective energy audit by-
 - i) working out voltage-wise and feeder-wise losses within six months;
 - ii) display on its website area-wise, voltage-wise and feeder-wise losses;
 - iii) installation of energy meters on distribution transformers;
 - iv) installation of remote metering devices on EHT and HT connections;
and
 - v) submission of energy audit report to the Commission.

CHAPTER IX

MISCELLANEOUS

9.1 Service of notice .-

9.1.1 Any order/notice to a person/consumer by the licensee including a notice under Section 56 of the Act, shall be served in the manner as prescribed under section 171 of the Act and shall be deemed to be duly served by the licensee, if it is -

- (a) sent by registered post, under certificate of posting, or by courier,
- b) delivered by hand to a consumer/person and an acknowledgement taken from any person in the premises, or
- c) affixed at a conspicuous part of such premises in case there is no person available, to whom the order/notice can, with reasonable diligence, be delivered.

9.2 Electric plant, electric line or meter not to be attached .-

Any electrical plant, electric line or meter owned by or leased to a consumer by a licensee or having sufficient marking indicating the licensee as the owner thereof, will -

- (a) not be deemed to be a landlord's fixtures, notwithstanding that these may be fixed or fastened to any part of his premises ; and
- (b) not be subject to distress or be liable to be attached in execution under process of any court or any proceedings against the person in whose possession these may be.

9.3 Obligation of the transmission licensee (s) .-

The State Transmission Utility and/or any other transmission licensee, operating in the State, will where necessary extend all reasonable co-operation to enable a licensee to release new connection or additional load/demand to an applicant in accordance with this Code.

9.4 Energy Conservation. -

- (i) The licensee will take all requisite measures to promote energy conservation in its area of supply and encourage/incentivise consumers in adopting suitable conservation practices in their premises.
- (ii) The licensee will prepare annually an Energy Conservation Plan, which will be furnished to the Commission along with the ARR.

9.5 Issue of orders and practice directions .-

Subject to the provisions of the Act and this Code, the Commission may, from time to time, issue orders and directions in regard to the implementation of this Code and matters incidental or ancillary thereto.

9.6 Powers to remove difficulties .-

If any difficulty arises in giving effect to any of the provisions of this Code, the Commission may suo moto or on an application made to it, do or undertake things or by a general or special order, direct the licensee, to take suitable action, not being inconsistent with the Act, which appears to the Commission to be necessary or expedient for the purpose of removing difficulties.

9.7 Power to amend .-

The Commission may, at any time, add or amend any of the provisions of this Code.

BY ORDER OF THE COMMISSION
-Sd-
Secretary

ANNEXURE-A
Assessment of electricity charges in cases of
Unauthorized use/theft
(See Para 4.4.8 (ii); 6.1.6; 6.1.9 (iii); 6.2.2)

- (1) **Assessment of electricity charges in the case of unauthorized use of electricity under Section 126 of the Act.**
- (a) Where it is concluded that unauthorized use of electricity has taken place, the assessment shall be made for the entire period during which such unauthorized use has been continuing. If, however, in a case where the period of unauthorized use cannot be ascertained, such period shall be limited to a period of twelve months immediately preceding the date of inspection.
 - (i) The consumption of electricity in such case will be computed on the basis of the meter reading.
 - (ii) If, the consumption of electricity cannot be computed on the basis of meter reading, then the same will be computed on the basis of the LDHF formula as detailed in para 4 below.
 - (b) The person / consumer will, on the basis of consumption of electricity computed as above, be liable to pay electricity charges at a rate equal to twice the tariff applicable for the relevant category in which the service should have been classified.
 - (c) Electricity charges in all cases of unauthorized use of electricity will continue to be levied as in sub-para (b) above till the cause of unauthorized use of electricity is rectified.
- (2) **Assessment of electricity charges in cases of theft of electricity as per Section 135 of the Act.**
- (a) Where it is prima facie established that theft of electricity has taken place, the consumption of electricity will be computed on the basis of the LDHF formula as detailed in para 4 below.
 - (b) The consumption of electricity so computed will be charged for a presumptive period of twelve months preceding the date of detection of theft at two times the normal tariff rate. The period of 12 months may, however, be suitably reduced if the authorized officer, for reasons to be recorded in writing, is satisfied that theft of electricity has actually taken place for a lesser period.
- (3) **Applicable to both para 1 & 2 above :-**
- (a) The electricity charges already paid by a person/ consumer for the electricity consumed during the presumptive period of assessment, if any, will be adjusted in the electricity charges assessed as per paras 1 and 2 above.
 - (b) Any liability under other Laws/Regulations or provisions of the Supply` Code will be in addition to the electricity charges payable in accordance with paras 1 & 2 above.
- (4) **LDHF formula for assessment of electricity consumption:-**
Units assessed = L x D x H x F, where L is the load found connected during the course of inspection in KW.
Where,
'D' is number of working days per month, during which unauthorized use/theft is suspected and will be taken for different categories of use as below:
- (a) Continuous industry 30 days
 - (b) Non-continuous industry 25 days
 - (c) Domestic use 30 days
 - (d) Agriculture 30 days
 - (e) Non-Residential (continuous) viz. hospitals, hotels

- | | |
|---|---------|
| restaurants, guesthouses, nursing homes, | 30 days |
| petrol pumps. | |
| (f) Non Residential (general) i.e. other than (e) | 25 days |
| (g) Water works & street lights | 30 days |
| (h) Other categories | 30 days |

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

- | | |
|---|---------|
| (a) Single shift industry (day / night only) | 08 hrs. |
| (b) Non-continuous process industry (day & night) | 20 hrs. |
| (c) Continuous process industry | 24 hrs |
| (d) (i) Non-Residential (general) including restaurants | 12 hrs. |
| (ii) Hotels, hospitals, nursing homes, guest houses, petrol pumps | 20 hrs. |
| (e) Domestic | 08 hrs. |
| (f) Agriculture | 06 hrs. |
| (g) Water works | 08 hrs. |
| (h) Street light | 12 hrs. |
| (i) Other categories e.g. temporary connection etc. | 12 hrs. |

‘F’ is demand factor, which will be taken for different categories of use as below:

- | | |
|---|------|
| (a) (i) Industrial (General) | 60% |
| (ii) Power Intensive, Arc Furnace | 75% |
| (b) Non-Residential - | 40% |
| (c) Domestic | 30% |
| (d) Agriculture | 100% |
| (e) Direct theft | 100% |
| (f) Other categories e.g. temporary connections | 100% |

ANNEXURE - B

Particulars to be included in the Bills

{See Para 5.2.5 (a), 5.5(b) }

- (a) Billing Cycle
- (b) Bill Number
- (c) Bill date
- (d) Name of Sub-division/division
- (e) Consumer a/c no., name and address
- (f) Contracted demand/Connected load
- (g) Category of consumer (i.e. DS, NRS etc)
- (h) Status of meter (OK/defective/missing/Door locked etc.)
- (i) Meter No. – In case replacement of energy meter is involved during the billing Period, the meter number of the new meter and consumption recorded by the Old meter shall also be indicated on the bill.
- (j) Meter reading Date
- (k) Initial meter reading of the billing period/cycle with date
- (l) Final meter reading of the billing period/cycle with date
- (m)
 - 1) Multiplying Factor of the meter
 - 2) CT and PT ratios
- (n) Number of units consumed during the billing period.
- (o) Billing details: - The following details for the current month demand and arrears shall be furnished in the bill;
 - (1) Energy/Monthly Minimum Charges
 - (2) Fixed Charges
 - (3) (i) Electricity Duty
 - (ii) Octroi
 - (4) Fuel cost adjustment charges
 - (5) Surcharge for low power factor or incentive for high power factor.
 - (6) Voltage surcharge or incentive for high voltage
 - (7) (i) Meter rent/charges
 - (ii) Service rent/charges
 - (8) Additional charges for belated payment

- (9) Less interest on security
- (10) Total current month demand
- (11) Arrears – (i) Preceding financial year
(ii) Current financial year.
- (12) Others
- (13) Total amount due
- (14) Adjustment
(Reason and period of adjustment to be indicated)
- (15) Due date of payment
 - 1) by cash
 - 2) by local cheque/demand draft
 - 3) by Bank Transfer
 - 4) by credit / debit card
- (16) Amount payable by due date
- (17) Amount payable after due date
- (p) Mode of payment
- (q) In case of cheque and bank drafts, the receiving authority in whose favour the cheque/draft should be drawn.
- (r) Address/Details of concerned local collection centers and notified offices of the Licensee or such other facility notified by the Licensee, with working hours where payment of Electricity Bill may be effected.
- (s) Designation and address of authorities with whom complaints or grievances can be lodged and addresses and telephone numbers of the Forum and the Ombudsman constituted under Section 42 of the Act
- (t) Telephone No. of complaint center and notified office
- (u) Tariff rates
- (v) Last six months consumption

Note: The format for billing is to be designed on the basis of the indicative particulars mentioned above for approval of the Commission.

ANNEXURE-C

(See para 7.1.6 and 7.1.7)

Application for Permanent/Temporary Disconnection

Application No. (for official use only)

Particular(s) of existing owner		
1	Existing Consumer No. (Customer ID. No.)	
2	Name (In Capital)	
3	Address at which disconnection is required	House
		Street
		Colony/Area
		Pin
		Telephone No./ Mob
4	Effective date on which permanent disconnection is to be carried out	
	Effective date and Period for which temporary disconnection is to be carried out	
5	List of Documents:	1. Copy of latest bill duly paid (proof to be attached)
Date:		
		Signature of Applicant OR Authorized Representative

APPENDIX

Additional Formats/ Check list / list(s) to be prepared by the Licensee

1. Application and Agreement form for supply of Electricity to all type of connections, purposes e.g. load enhancement/reduction and consumer categories.
2. Wiring contractor test report.
3. Format for List of approved type and make(s) of Meter(s) and Metering Equipment(s).
4. Format for arrear bill.
5. Format for advance payment of the electricity bill.
6. List of all supporting documents needed, for release of new electricity connection.
7. Application format for transfer of ownership (may be included in the form at Sl. No. 1 above).
8. Application format for change in consumer category.
9. Meter Test Report.
10. Format(s) of inspection report for case(s) of unauthorized use or theft of electricity.
11. Any other document/format, so required.

Revised draft Sales Manual Instructions submitted to HPERC for Vetting [*This is for Reference only and not to be quoted in any order/ Notices and written communication till vetting by HPERC and further direction from this office*]

Note: For the purpose of orders/notices/ written communication, the exiting Sales Manual and other Sales Circulars issued by O/o Chief Engineer(Comm.) are to be referred /quote while dealing the commercial issues till finalisation of draft submitted to HPERC.

**HPERC (Licensee's Duty for Supply of
Electricity on request) Regulations, 2004.**

HPERC(Recovery of Expenditure for Supply of Electricity) Regulations,2005

**HPERC (Security Regulations) Regulations,
2005**

**HPERC Standard of Performance
Regulations**

H.P. Electricity Supply Code,2009

**Brief explanatory note on commercial issues
alongwith important other instructions
/clarifications issued from the office of
CE(Comm.)**

Tariff Order and Schedule of General and Service Charges