

CONDITIONS OF SUPPLY

The Punjab State Electricity Regulatory Commission hereby approves the following Conditions of Supply of electricity by the Punjab State Electricity Board to consumers in the State of Punjab as envisaged under Regulation 3.2 of the PSERC (Electricity Supply Code and Related Matters) Regulations, 2007. These conditions shall come into force with effect from 1st April , 2010.

2. DEFINITIONS

In these Conditions, unless the context otherwise requires:-

- (a) "Act" means the Electricity Act, 2003 ;
- (b) "Agreement" means an agreement executed by an applicant / consumer with the Board at the time of obtaining a new connection, additional load or additional demand ;
- (c) "A & A form" means the Application & Agreement form prescribed by the Board under Regulation 5.1 of the Supply Code.
- (d) "Applicant" means an owner or occupier of any premises who submits an application 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 Rules & Regulations made thereunder ;
- (e) "Assessing Officer" means an Officer designated as such by the State Government under Section 126 of the Act ;
- (f) "Authorized Officer" means an Officer of the Board authorized by the State Government under sub-section (2) of Section 135 of the Act ;
- (g) "Billing month" means the period for which electricity bills are issued by the Board to different categories of consumers.
- (h) "Board" means the Punjab State Electricity Board, or its successor entities;

- (i) "Circuit Breaker" means a device, capable of making and breaking an electrical circuit under all conditions, and unless otherwise specified, so designed as to break the current automatically under abnormal conditions ;
- (j) "Commission" means the Punjab State Electricity Regulatory Commission ;
- (k) "Conditions of supply" mean the terms and conditions of supply of electricity by the Board to a consumer in the State of Punjab as approved by the Commission;
- (l) "Conductor" means any wire, cable, bar, tube, rail or plate used for conducting electrical energy and so arranged as to be electrically connected to a system ;
- (m) "Connection" means provision for supply of electricity to an applicant ;
- (n) "Connected load" means the sum of the rated capacities of all the energy consuming apparatus in a consumer's installation. This will not include the standby or spare energy consuming apparatus installed through a changeover switch ;
- (o) "Consumer" means any person who is supplied with electricity for his own use by the Board and includes any person whose premises are for the time being connected for the purpose of receiving electricity with the works of the Board and any person whose electricity supply has been disconnected ;
- (p) "Consumption" means utilization of electricity in kilowatt-hours (units) ;
- (q) "Contract Demand" means ;
 - (i) the maximum demand in KVA sanctioned to a consumer in case of Large Supply, Railway Traction and Bulk Supply categories.
 - (ii) In case of Domestic Supply and Non-Residential Supply with load exceeding 100 KW, it would mean the maximum demand in KVA sanctioned to a consumer.

(iii) in case of single point supply to a Co-operative Group Housing Society/Employer, it would mean the maximum demand in KVA sanctioned to a consumer .

In the case of other categories of consumers, Contract Demand will be computed in the manner approved by the Commission

- (r) "Default" means non-compliance or violation of the Conditions of Supply or Agreement entered into between the Board and a consumer ;
- (s) "Demand charges" mean the amount chargeable per month (irrespective of whether any electricity is consumed or not) based either upon connected load or maximum demand or Contract Demand as prescribed in the General Conditions of Tariff ;
- (t) "Distribution main" means the portion of any main with which a service line is, or is intended to be immediately connected ;
- (u) "Earthing system" means an electrical system in which all the conductors of electricity are earthed ;
- (v) "Electrical Contractor" means a person who has been granted a licence by the State Government under Rule 45 of the Indian Electricity Rules, 1956 or the Regulations as may be notified by Central Electricity Authority under Section 53 of the Act, to carry out electrical installation work in a premises ;
- (w) "Energy charges" mean the charges for electricity actually drawn in terms of units in any billing month. These are in addition to any demand charge, if applicable ;
- (x) "Essential Services" mean the services which affect the general public at large and will interalia include Hospitals, Railway Stations/Installations, Railway Traction, Defence and Military Installations, Radio / TV Installations, Water Supply and Sewerage Installations, Postal and Telegraph / Telecom

Installations, Telephone Exchanges/Installations and News Services Installations.

- (y) “Extra High Tension (EHT) Consumer” means a consumer who is supplied electricity at a voltage exceeding 33000 volts ;
- (z) “Forum” means the Forum constituted by the Board for redressal of grievances of the consumers under sub-section (5) of Section 42 of the Act read with Regulation 3 of the PSERC (Forum & Ombudsman) Regulations, 2005 ;
- (za) “General Conditions of Tariff” mean the General Conditions of Tariff and Schedules of Tariff approved by the Commission ;
- (zb) “High Tension (HT) consumer” means a consumer who is supplied electricity at a voltage higher than 650 volts but not exceeding 33000 volts ;
- (zc) "Industrial supply" means supply of electricity for Industrial and pumping purposes (excluding Agricultural Pumpsets) ;
- (zd) “Installation” means any composite electrical unit used for the purpose of generating, transforming, transmitting, converting, distributing or utilizing electricity;
- (ze) “Licensee” means the Distribution Licensee authorized to operate and maintain a distribution system for supplying electricity to consumers in its area of supply ;
- (zf) “Load Utilisation Factor” means the ratio of average demand in a billing month in kilowatts to the connected load in kilowatts ;
- (zg) “Low Tension (LT) consumer” means a consumer who is supplied electricity at a voltage not exceeding 650 volts ;
- (zh) “Main” means any electric supply-line through which electricity is, or is intended to be, supplied ;
- (zi) “Meter” means a device suitable for measuring, indicating or recording consumption of electricity or any other quantity related to an electrical system and shall include, wherever applicable, other equipments such as Current Transformer, Potential Transformer, Voltage Transformer or Capacitor Voltage Transformer with necessary wiring and accessories for such purpose,

- (zj) “Monthly Average Power Factor” means the ratio of kilowatt hours to the kilovolt ampere hours supplied during a billing month ;
- (zk) “Notified Office” means an office notified by the Board to provide different services to consumers related to the supply of electricity ;
- (zl) “Ombudsman” means an authority appointed or designated by the Commission under sub-section (6) of Section 42 of the Act read with Regulation 12 of PSERC (Forum and Ombudsman) Regulations 2005;
- (zm) “Person” means any person/persons or occupier or possessor of a premises or place who may or may not be a consumer and will include any company or body corporate or association or body of individuals, whether incorporated or not, or an artificial juridical person ;
- (zn) “Power Factor” means the ratio of kilowatts to the kilovolt amperes drawn by any electrical appliance/equipment.
- (zo) “Premises” mean a unit of a building complex including any land, building or structure which has a separate entry, and is appropriately partitioned from the neighboring premises in a manner that an electric connection running in the said premises cannot be used in the neighboring premises and vice-versa ;
- (zp) “Requisition form” means the form prescribed by the Board under Regulation 5.5 of the Supply Code.
- (zq) "Rules" mean the Indian Electricity Rules, 1956 or Regulations notified by the Central Electricity Authority under Section 53 of the Act ;
- (zr) “Service Line” means any electric supply line through which electricity is, or is intended to be, supplied –
 - (i) to a single consumer either from a distributing main or immediately from the Distribution Licensee’s premises ; or
 - (ii) from a distributing main to a group of consumers on the same premises or on contiguous premises supplied from the same point of the distributing main ;

- (zs) "State" means the State of Punjab ;
- (zt) "Supply Code" means the Punjab State Electricity Regulatory Commission (Electricity Supply Code and Related Matters) Regulations, 2007 ;
- (zu) "Temporary Connection" means an electricity connection required by a person for meeting with his temporary needs such as ;
 - (i) for construction of residential, commercial and Industrial complexes including pumps for dewatering ;
 - (ii) for illumination during festivals/family functions ;
 - (iii) for threshers or other such machinery excluding pump sets ; or
 - (iv) for touring cinemas/ circuses/ fairs/ exhibitions /melas / congregations.
- (zv) "Theft of Electricity" has the meaning assigned to it under Section 135 of the Act ;
- (zw) "Unauthorized use of Electricity" has the meaning assigned to it under Section 126 of the Act ;
- (zx) Words and expressions used herein or in the Supply Code and not specifically defined will have the meanings assigned to them in the Act.

3. BOARD'S OBLIGATION TO SUPPLY ELECTRICITY

The Board will be obliged to supply electricity to an applicant within the time limits and as per other conditions specified in Regulations 5, 6, 7 and 8 of the Supply Code.

4. SUPPLY VOLTAGE AND CLASSIFICATION OF CONSUMERS

Supply voltage for categories of consumers with varying load/Contract Demand will be as follows:-

4.1 Low Tension (LT) Supply (Alternating Current 50 cycles)

- a) Single phase (230 volts between phase and neutral) connections will be released for general load not exceeding 10 kW and motive load not exceeding 2 BHP,

- b) Three phase (400 volts between phases) connections will be released for motive load exceeding 2 BHP and general load exceeding 10 kW but not exceeding 100 kW including general load of an industrial unit.
- c) Agriculture power connections and Street Lighting Supply will be released on LT supply voltage.

4.2 High Tension / Extra High Tension (HT/EHT) Supplies(Alternating Current 50 cycles)

- (i) Supply at two/three phase (3.3 KV, 11KV, 33KV, 66KV and 132/220 KV between phases) for loads exceeding 100KW having general/mixed load for Domestic, Non-residential, Industrial, Railway Traction and Bulk Supply consumers with Contract Demand exceeding 100 KVA.
- (ii) Supply at three phase(11 KV, 33 KV & 66 KV between phases) for Single Point Supply to Co-operative Group Housing Societies/ Employers.

4.3 Classification of consumers

As per General Conditions of Tariff, consumers are classified as Domestic Supply (DS), Non-residential Supply (NRS), Agricultural Pumping Supply (AP), Small Industrial Supply (SP), Medium Industrial Supply (MS), Large Industrial Power Supply (LS), Bulk Supply(BS), Street Lighting(SL) and Railway Traction (RT).

5. SUPPLY AT HIGH TENSION OR EXTRA HIGH TENSION (HT/EHT)

5.1 Supply Voltage

The Board will effect supply of High or Extra High Tension at voltages of 3.3 KV, 11KV, 33KV, 66KV, 132KV & 220 KV depending upon the power requirements of a consumer and the equipment/machinery intended to be installed.

5.2 Supply Voltage and Contract Demand

a) LS consumers will be supplied electricity at following voltages in accordance with the Contract Demand and category of industry:-

Contract Demand	Supply voltage
i) Upto 2500 KVA for Power Intensive (except Arc furnaces) and general industry.	11 KV

- | | | |
|------|--|------------|
| ii) | Arc Furnaces upto 20 MVA and other consumers with Contract Demand exceeding 2500 KVA and upto 20 MVA | 33/66 KV |
| iii) | Arc furnaces and other consumers with Contract Demand exceeding 20 MVA and upto 35 MVA | 66/132 KV |
| iv) | Arc furnaces and other consumers with Contract Demand exceeding 35 MVA | 132/220 KV |

b) DS/NRS/BS Loads:

Consumers under DS/NRS/BS categories will be supplied electricity at following voltages:

- | Contract Demand | | |
|------------------------|------------------------------------|-----------|
| i) | Upto 4000 KVA | 11 KV |
| ii) | Exceeding 4000 KVA and upto 20 MVA | 33/66 KV |
| iii) | Exceeding 20 MVA and upto 35 MVA | 66/132 KV |
| iv) | Exceeding 35 MVA | 132/220KV |

c) Railway Traction supply will be at 132/220 KV.

Notes :

- (i) Supply to an applicant/consumer will invariably be released at the voltage linked to Contract Demand as indicated above.
- (ii) In case there is any constraint in releasing a connection at the specified voltage, the Board may cater the supply at a lower voltage on payment of surcharge as specified in the General Conditions of Tariff.
- (iii) (a) All existing LS consumers availing supply at a voltage less than that specified above, may convert their system so as to receive the supply at the specified voltage. Till conversion to the specified supply voltage, or in case there is any constraint in such conversion, a consumer will continue to be levied surcharge(s) related to supply voltage as specified in the General Conditions of Tariff.
 - (b) Existing LS consumers availing supply at 66 KV but required to convert their system so as to receive supply at 132/ 220 KV will not be levied any surcharge related to supply voltage, till such consumers request for enhancement of their Contract Demand.
 - (c) Existing DS, NRS & BS consumers may get their Contract Demand sanctioned upto their existing sanctioned connected load converted into KVA (by assuming 0.90 power factor) or the existing sanctioned

Contract Demand (transformer capacity) as on 31.3.2010, which ever is higher. All such consumers catered at a voltage lower than specified above, will be liable to pay surcharge only in case of any enhancement in Contract Demand.

(d) The Board may effect supply at a lower voltage on payment of surcharge as specified/may be specified in the General Conditions of Tariff if specified voltage for supply to an existing consumer for release of additional load/demand(total load/demand) is HT/EHT but there is a constraint in effecting supply at these voltages.

5.3 Facility of Cluster Sub-Stations

- a) A group of new/existing 11KV consumers each with a Contract Demand above 2500 KVA, may jointly install a 33 KV or higher voltage Cluster Sub-Station to be owned and maintained by them for which supply of electricity will be provided by the Board at 33 KV or higher voltage at one point in the premises of the leader of the group.
- b) The supply on the basis of consumption recorded at 33 KV or higher voltage will be billed for electricity charges alongwith electricity duty, octroi and fuel surcharge. Electricity and other charges will be apportioned to the individual consumers in proportion to the readings of meters installed on the 11 KV feeders of each consumer. Power factor surcharge/incentive, if any, will also be levied/allowed on the basis of readings recorded on the 11 KV feeders of each consumer.
- c) The Board will sanction the contract demand of both the Cluster Sub-Station and individual consumers located in the cluster. Supply will be effected to the cluster at 33 KV provided the consumers located in the cluster agree to limit the total contract demand of the sub-station to 20 MVA. In case of a 66 KV Cluster Sub-Station the limit of the contract demand will be 35 MVA and there would be no such ceiling in case of 132 KV or 220 KV Cluster Sub Stations.

- d) Individual consumers connected to such a Cluster Sub-Station will be liable to pay demand surcharge as per General Conditions of Tariff, in case maximum demand of the Cluster Sub-Station exceeds its sanctioned Contract Demand.
- e) All consumers of the group will jointly execute an agreement on the prescribed proforma (Annexure-'1') for abiding by the conditions applicable to consumers catered by a Cluster Sub-Station.
- f) Each consumer will be deemed to be connected at the voltage at which supply is catered to the Cluster Sub-Station.

6. INITIAL SECURITY/SECURITY (CONSUMPTION) AND SECURITY (METER)

- 6.1 An applicant/consumer seeking supply of electricity/additional load/demand as per Regulation 5 of the Supply Code will be required to pay Initial Security/Security (Consumption) to the Board as specified in the Schedule of General Charges(Annexure-2).
- 6.2 An applicant seeking supply of electricity as per Regulation 5 of the Supply Code will also be required to pay Security (Meter) to the Board as specified in the Schedule of General Charges.
- 6.3 All consumers will be paid interest on Security (Consumption) and Security (Meter) as per Regulation 17 and 19.3 of the Supply Code. However, where Security (Consumption) and/ or Security (Meter) remains with the Board for a period of less than 60 days in any year, the interest for that period shall be paid alongwith interest for the succeeding year.

7. APPLICATION FOR SUPPLY OF ELECTRICITY

- 7.1 The owner or occupier of a premises requiring supply or additional supply of electricity will submit an application alongwith requisite Initial Security/Security (Consumption) and Security (Meter) on the prescribed A & A form {CS-1, CS-1 A or CS-1 (HT/EHT)} as per Annexures-3 to 5 available in the concerned distribution Sub Division of the Board on payment of fee or downloaded from the website (pseb.nic.com). In the latter eventuality, the requisite fee will be

deposited alongwith the application. The A & A form duly filled-in will be signed by the applicant/consumer or his authorized representative. The Board will ensure that any assistance or information required in filling up the A & A form will be available to the applicant at the Sub-Divisional office. The applicant/consumer may obtain a copy of Conditions of Supply on payment of fee not exceeding actual photo copying cost.

However, where requirement for supply of electricity exceeds 500 KVA, the application will be submitted in requisition form CS-1(R) (Annexure-6) alongwith earnest money in the Sub Divisional office of the Board for obtaining feasibility clearance before submission of application in the A&A form. The requisition form will be available free of cost in the Sub Divisional office and also on the website of the Board. The earnest money will not exceed 10% of the Initial Security as specified in the Schedule of General Charges. The feasibility clearance will be conveyed by the Board as per time schedule specified in Regulation 5.5 and 5.6 of the Supply Code. After receipt of feasibility clearance, the applicant/consumer will submit the application in the A & A form after adjusting earnest money against the Initial Security.

On receipt of an A & A form, the Sub Divisional office will allot a registration number and intimate the same to the applicant. The registration number will also be indicated on the A & A form.

7.2 (i) An application by a Partnership firm, Company or a Trust/Society will be accompanied by documents detailed in Annexure-7.

(ii) An application for Street Lighting supply will be submitted by the Executive Officer/Estate Officer of a Local Body, Improvement Trust or Urban Development Authority or any person authorized by any such an authority on the prescribed A&A form (Annexure-8).

7.3 **Indemnity Bond**

The applicant will submit proof of ownership/ occupation of the premises for which the connection is applied. If the applicant is a tenant or a leaseholder and is unable to produce the consent of the owner/land lord for obtaining a connection, a separate Indemnity Bond will be executed in favour of the Board in the prescribed form

(Annexure-9) where the load is above 100 KW. The Indemnity Bond will be executed on the A&A form itself where the load is upto 100 KW.

7.4 One connection in one premises

- (i) The applicant will give an undertaking that no connection exists in the premises for which a connection is applied. A Domestic Supply consumer may get more than one connection in the same premises when family members/occupants living in a house have separate cooking arrangements. In case a tenant requires a separate connection in the same premises, he will furnish an undertaking from the landlord in the form of an affidavit duly attested by a Magistrate that the landlord will clear all the liabilities in case the tenant leaves the premises without paying the Board's dues.
- (ii) If a portion of a residential premises is regularly used for any commercial activity, the consumer will be required to obtain a separate connection under NRS category for the portion put to commercial use. In such an event, two connections, one under Schedule DS and the other under Schedule NRS will be required.
- (iii) An existing industrial consumer will not be allowed a new connection in the same premises or even in an independent adjoining premises/shed/ piece of land with a separate identity owned by him . A new connection may be allowed in the name of a new firm/company with a distinct Licence/VAT no. of which the owner is a Director/Partner, only if the premises are distinctly separate/partitioned or are sold or leased to the new unit.

7.5 Connection along Scheduled Roads:

An applicant will submit a No Objection Certificate (NOC) from the competent authority, if the site of the connection falls within the controlled area of any scheduled road notified by the State Government,

7.6 Industrial connection in a Residential Colony

An applicant will obtain and submit a NOC from the concerned local body if the connection is for industrial use and the site is located in a residential area.

7.7 Release of DS/NRS/Industrial/Bulk Supply connections (including extensions) in Chandigarh periphery area.

- (i) An applicant for connection/extension in load within the periphery of Chandigarh will file a NOC from Punjab Urban Planning and Development Authority (PUDA) /Greater Mohali Area Development Authority (GMADA) alongwith the A & A form. However, in the following cases a NOC from PUDA/GMADA need not be filed ;
- a) Industrial Units located within Industrial focal points set up by the Deptt. of Industries/PSIEC.
 - b) Industrial Units located in villages which fall within Free Enterprise Zone (list given in Annexure-10).
 - c) Restoration of disconnected supply where there is no increase in load.
 - d) Agricultural power supply connections.
 - e) Connections for domestic supply within the 'lal lakir' of a village.
- (ii) An application for a new connection/extension in load in any municipal areas within the periphery of Chandigarh will be accompanied by a NOC issued by the Executive Officer of the concerned Municipal Council.

7.8 No connection/extension in load will be released in other areas of the State where a planning scheme is notified, without first obtaining a NOC from PUDA/local area Urban Development Authority concerned.

7.9 NOC from Punjab Pollution Control Board(PPCB)

An applicant under any of the industrial categories intending to establish/operate an industry or seeking release of additional load/demand will submit a No Objection Certificate (NOC) from the PPCB before release of connection/additional load/demand.

7.10 Wood Based Industry

An applicant intending to establish/operate a wood based industry in the State will submit a certificate of registration as a Small Scale Industry issued by the Director of Industries, Punjab or any other person authorised by him.

8. SUPPLY OF ELECTRICITY TO RESIDENTIAL COLONIES, SHOPPING MALLS / BUILDING COMPLEXES, INDUSTRIAL ESTATES APPROVED BY THE STATE GOVT. /PUDA & COOPERATIVE GROUP HOUSING SOCIETIES/ EMPLOYERS

8.1 One point Supply to Residential Colonies/Building complexes.

- i) The Board will supply electricity at one point for residential purposes including common services on receipt of an application from a developer/ owner/association formed by the residents of a colony/building complex for providing electricity to the residents and for common services.
- ii) A developer/owner/association formed by the residents of the colony/building complex will obtain a separate one point connection under NRS category for supplying electricity for commercial purposes.
- iii) A developer/owner/association formed by the residents of the colony/building complex will at their cost install and maintain all infrastructure, including step down sub station, required for supply of electricity within the premises.
- iv) A developer/owner/association formed by the residents of the complex will install transformer(s), Sub Station(s) and meter(s)/ metering equipment for supply of electricity at a convenient and easily accessible place.
- v) A developer/owner/association formed by the residents will not charge for electricity supply at a tariff higher than that approved by the Commission for the respective category of consumers. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/developer/association of residents/users for separately measuring back up electricity consumption.
- vi) A developer/owner/association formed by the residents of the colony/building complex will provide meters to all the residents and will also be responsible for all liabilities and obligations

including individual metering, billing, collection of charges from individual users and payment of electricity bills to the Board.

- vii) The total consumption of electricity recorded at the point of supply will be billed at the highest slab rate of Domestic Supply when it is provided for residential purposes including common services. NRS rates will be applicable when the supply is effected for commercial purposes. However a rebate of 12% in case of Domestic Supply and 10% in case of NRS will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.

A developer/owner/association formed by the residents of the residential colony/building complex will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand where applicable at rates specified in the Tariff Order for the relevant year.

- viii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 above will be applicable. The electricity lost in transformation [difference of consumption measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for connections at (i) & (ii) above] will also be billed for each connection on a proportionate basis.

8.2 **One point supply for Shopping Malls/Commercial Complexes**

- i) The Board will supply electricity at one point for a Shopping Mall/Commercial Complex including common services on receipt of an application from a developer/owner/ association of occupants of the Mall/Commercial Complex for providing electricity to individual consumers located therein and for common services.
- ii) A developer/owner/association of occupants will at their cost install and maintain all infrastructure, including step down sub station, required for supply of electricity within the premises.
- iii) A developer/owner/association of occupants will install transformer(s), sub station(s) and meter(s)/ metering equipment

for supply of electricity at a convenient and easily accessible place.

- iv) A developer/owner/association of occupants will not charge users of electricity at a tariff higher than the NRS rate as approved by the Commission. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/developer/association of residents/users for separately measuring back up electricity consumption.
- v) A developer/owner/association of occupants will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the Board.
- vi) The total supply of electricity recorded at the point of supply will be billed at NRS tariff. However a rebate of 10% will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.
A developer/owner/association of occupants will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand, which ever applicable at the rates specified in the Tariff Order for the relevant year.
- vii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 above will be applicable.

8.3 One point supply for Industrial Estates/Complexes

- i) The Board will supply electricity at one point for an Industrial Estate/Complex including common services on receipt of an application from a developer/owner/ association of occupants of the Industrial Estate/Complex for providing electricity to individual consumers located there in and for common services .
- ii) A developer/owner/association of occupants of the Industrial Estate/complex will obtain a separate one point connection

under NRS category for supplying electricity for commercial purposes.

- iii) A developer/owner/association of occupants will at their cost install and maintain all infrastructure, including grid sub station/step down sub station, required for distribution of electricity within the premises.
- iv) A developer/owner/association of occupants will install transformer(s), Sub Station(s) and meter(s)/ metering equipment for supply of electricity at a convenient and easily accessible place.
- v) A developer/owner/association of occupants will not charge for electricity supply at a tariff higher than that approved by the Commission for the respective category of consumers. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/ developer/ association of residents/users for separately measuring back up electricity consumption.
- vi) A developer/owner/association of occupants will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of charges from individual users and payment of electricity bills to the Board.
- vii) The total consumption of electricity recorded at the point of supply will be billed at LS Tariff when it is provided for industrial purposes including common services. NRS rates will be payable when the supply is effected for commercial purposes. However, a rebate of 10% will in either case be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.

A developer/owner/association of occupants will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand where applicable at rates specified in the Tariff Order for the relevant year.

viii) For setting up a Cluster Sub-Station the provisions of Condition no. 5.3 above will be applicable. The electricity lost in transformation [difference of consumption measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for connections at (i) & (ii) above] will also be billed for each connection on a proportionate basis.

8.4 Supply for Complexes comprising of Residential Colonies, Shopping Malls and Industrial Estates.

i) The Board will supply electricity separately for residential colonies, shopping malls, Industrial estates located in the same Complex on receipt of different applications from a developer/ owner/ association(s) of users of the Complex for providing electricity to individual users in each category and for common services.

ii) A developer/owner/association(s) of users will at their cost install and maintain all infrastructure, including grid sub station/step down sub station, required for supply of electricity within the premises.

iii) A developer/owner/association(s) of users will install transformer(s), Sub Station(s) and meter(s)/ metering equipment for Supply of Electricity at a convenient and easily accessible place.

iv) A developer/owner/association of occupants will not charge for electricity supply at a tariff higher than that approved by the Commission for that category. However the additional expenses in the event of supplying back up electricity may be recovered from the ultimate users of such electricity. Compatible meters may be installed by the owner/developer/association of residents/users for separately measuring back up electricity consumption.

v) A developer/owner/association(s) of users will provide meters to all the users and also be responsible for all liabilities and obligations including individual metering, billing, collection of

charges from individual users and payment of electricity bills to the Board.

- vi) The total consumption of electricity recorded at the point of supply for Industrial purposes including common services will be billed at LS Tariff. NRS rates will be applicable for supply effected for commercial purposes. Electricity supplied for residential purposes will be billed at the highest slab rate of Domestic Supply. However a rebate of 12% in case of Domestic Supply and 10% in case of Industrial Supply and NRS will be allowed in addition to any other rebate on electricity consumption charges as admissible under the General Conditions of Tariff.

The developer/owner/association(s) of users will also be liable to pay monthly minimum charges on the basis of sanctioned load/Contract Demand which ever applicable at rates specified in the Tariff Order for the relevant year.

- vii) For setting up a Cluster Sub-Station, the provisions of Condition no. 5.3 above will be applicable. The electricity lost in transformation [difference of consumption measured on high voltage side of Cluster Sub Station and total consumption recorded by meters installed for different connections at (i) above] will also be billed for each connection on a proportionate basis.

8.5 Individual connections to residents/occupants in the residential colonies / building complexes / Shopping Malls / Commercial Complexes / Industrial Estates.

In the event of a developer/owner/association of resident/occupants not opting for one point supply, residents/occupants will obtain individual connections directly from the Board. The provision of such connections will be governed by the following terms and conditions.

- i) Local distribution system (LD) including receiving sub station (at a voltage commensurate with the total load) will be provided at the cost of the owner/developer.

Actual expenditure incurred by the Board for supply of electricity upto the LD system will be payable by the owner/developer in accordance with the Supply Code.

- ii) The Board will ensure that the LD system conforms to specifications and quality of construction as adopted by the Board. After its completion and inspection by the Chief Electrical Inspector, the Board will take over the LD system which will then be connected to its distribution system. The Board will thereafter repair and maintain LD system at its own cost.
- iii) (a) Each resident/occupant will submit an application for supply of electricity to the Board in accordance with Condition no.7 above.
(b) A developer/owner or association formed by the residents/occupants will obtain separate connections for common services under the relevant category.
- iv) The service cable(s) for providing individual connections will be provided at the cost of the owner/developer and will be connected to the LD system by the Board at the time of release of individual connections.
- v) An electricity connection will be released to a resident/occupant of a colony/complex/shopping mall/Industrial Estate in accordance with the time schedule specified in Regulation 6 of the Supply Code. A resident/occupant will also be liable to pay Initial Security/Security (Consumption) to the Board as per the Schedule of General Charges.
- vi) Electricity meter(s) will either be provided by individual residents/occupants at their cost or supplied by the Board in which case the consumer will be liable to pay meter rentals as per the Schedule of General Charges.

8.6 Single Point Supply to Co-operative Group Housing Societies etc.

Release of connection for single point supply to Co-operative Group Housing Societies and residential colonies of employers will be

regulated as per PSERC(Single Point Supply to Co-operative Group Housing Societies/Employers) Regulations, 2008.

8.7 Other terms & conditions of Supply

(a) Every owner/developer/association of residents/users/occupants except covered under Condition no. 8.5 above, will be bound by the provisions of General Conditions of Tariff, Supply Code & Conditions of Supply to the extent applicable.

(b) In the event of any dispute arising between a user of electricity and the owner/developer/association of residents/users, either party may approach the Consumer Grievances Redressal Forum and the Ombudsman as per procedure laid down in Complaint Handling Procedure approved by the Commission and PSERC (Forum & Ombudsman) Regulations, 2005.

9. CONNECTED LOAD

9.1 For the purpose of computing total connected load, the actual continuous rating of an apparatus/appliance connected to the wiring will be taken into account. However, the following standard wattage ratings for a consumer of DS/NRS and general loads of other categories of consumers will be adopted for assessing the connected load, if actual rating is not specified by the consumer.

Category	Light point	Fan point	Wall socket	Power socket (Single phase)	Air Conditioner
DS/BS (DS purpose)	40 Watts (½ to be counted)	60 watt (⅓ rd to be counted)	60 Watts (¼ th to be counted)	1000 watts (¼ th to be counted)	2500 watts (1/3 rd to be counted)
NRS/Industrial/BS(NRS purposes)	40 Watts (all to be counted)	60 watts (all to be counted)	60 watts (⅓ rd to be counted)	1000 watts (½ to be counted)	As per name plate (all to be counted)

Notes:

- a) 3 phase power sockets for NRS/Industrial purposes will be taken as 6 kW each and half of the no. of sockets will be counted.
- b) Any fraction of lamp/socket will be counted as one.
- c) In case a single switch is used for controlling more than one lamp/appliance, the sum of the total capacity of all the lamps/appliances will be taken into account for computing connected load.
- d) The load of air conditioners/AC packages/centralized AC systems bearing ISI mark will be taken as per their nameplate. For non-standard air conditioners, the load of each will be taken as 2.5 KW.

9.2 Where the installation of a consumer consists of a combination of two motors, with a changeover switch in between and one secondary equipment/gadget, the motor having the higher rating will be taken into account for working out the total connected load provided such an arrangement has been sealed by an officer authorized by the Board.

9.3 i) Where the rating of any energy consuming apparatus is indicated in KVA, its corresponding rating in KW will be worked out by multiplying it with the power factor of 0.9.

ii) In case of welding sets, KVA rating indicated on the name plate by standard manufacturers will be multiplied by a power factor of 0.4 for computing connected load.

In case of unstandard makes, KVA rating of the welding set will be 75% of the product of open circuit voltage and maximum continuous hand welding current, and a power factor of 0.4 will be assumed for computing connected load in KWs.

9.4 The connected load of UPS indicated in KVA will be converted into KW by multiplying with the power factor of 0.9. However, sockets installed on the output side of UPS will not be taken into account.

10. DETERMINATION OF SENIORITY FOR RELEASE OF CONNECTIONS

10.1 In general, all connections will be released within the time schedule specified in the Supply Code and in the order of seniority of registration of A & A form to be maintained separately for each sub-division. Separate seniority lists of applicants/consumers will be prepared and maintained for different categories.

10.2 Seniority in respect of applications for DS/NRS and industrial connections will be maintained in separate queues as under :-

Queue No. 1 : Where a LT supply connection (s) / load (s) can be released without augmentation, erection and extension of distribution main or commissioning of new sub station or power transformer ;

Queue No. 2 : LT supply connections where augmentation/ extension of a distribution main or augmentation for distribution sub station is required ;

Queue No. 3 : H.T. supply connections at 11000 volts ;

Queue No. 4 : H.T. supply connections at 33000 volts or E.H.T supply connections.

Queue No. 5 All cases where supply of electricity requires erection and commissioning of a new sub station or power transformer and/or HT/EHT line as per Reg. 6.3 (c) of the Supply Code.

10.3 A.P category of connections will be released on the basis of seniority in the order of registration of A & A form as per scheme prepared by the Government in accordance with Reg. 5.3 of the Supply Code.

11. ACCEPTANCE OF APPLICATION AND AGREEMENT FORM

11.1 The Board will, after registration of an A & A form, inform the applicant through a Demand Notice (on form no. CS-5- Annexure-11) to furnish NOC from PPCB, if applicable, Electrical Contractor's Test Report of the installation and to deposit Security (Works). Any other statutory requirements to be met by the applicant, will also be intimated through the same Demand Notice. The Demand Notice will be issued to the

applicant within the time period specified in Reg. 6.2 of the Supply Code.

- 11.2 The Demand Notice will be issued to an applicant on the basis of seniority of registration of the A&A form. Subsequently, the compliance of Demand Notice will determine the seniority of the applicant. Where compliance of Demand Notice is made on the same day by more than one applicant, their seniority will be reckoned from the date of registration of application.

The applicant will make good the difference between initial security deposited and the Service Connection Charges/Security (Consumption), if any, as applicable at the time of release of connection.

12. SERVICE CONNECTION CHARGES

An applicant/consumer will be liable to pay service connection charges that the Board may incur in the release of a new connection or additional load/demand in accordance with the provisions of Regulation 9 of the Supply Code.

The Commission will, on submission of the Standard Cost Data by the Board, approve such charges effective for the period 1st April to 31st March each year as per Regulation 10 of the Supply Code.

The Board will estimate Service Connection Charges in accordance with Regulation 10 and 19.2 of the Supply Code and inform the applicant through the Demand Notice.

13. INSPECTION AND TESTING OF CONSUMER'S PREMISES

Before any premises is connected to the Board's supply line, the same will be subject to the inspection and approval of the Board and no connection will be made to the Board's supply lines by any person other than an authorized representative of the Board.

13.1 Supply at LT

- i) Upon receipt of the Electrical Contractor's report in compliance to a Demand Notice, the Board will inform the applicant about the time and date on which the representative of the Board will inspect and test the installation in the presence of consumer or his representative.

- ii) No charges will be levied for the first test/ inspection by the Board but subsequent test/inspection, on account of deficiencies during the initial test/inspection will be charged in accordance with the Schedule of General Charges.
- iii) In case of reconnection of supply after a period of six months or more, the consumer will submit a fresh test report of the Electrical Contractor before the supply is restored.

13.2 Supply at HT/EHT

- i) Testing/inspection of a HT/EHT installation of the applicant will be taken up jointly by the representatives of the Chief Electrical Inspector(C.E.I) and the Board on an appointed date and time fixed by the former. In case the representative of the Board is unable to join the test/inspection, the CEI or his representative will alone conduct the test/inspection.
- ii) Testing of an installation/equipment will be carried out in accordance with the Rules.
- iii) Manufacturer's test certificate will be produced, if required.
- iv) The setting of fuses and relays on the control gear in the applicant's installation as well as the rupturing capacity of any circuit breakers will be as specified by the Board.

13.3 Defects in applicant's installation

In the event of any defect being detected in the wiring or apparatus connected to the Board's supply lines or any leakage occurring on any section of the connected circuits, the applicant/consumer will immediately disconnect such part of the wiring or apparatus from the circuit and rectify the same.

13.4 The current carrying capacity of the main fuses on a consumer's premises must at all times be less than that of the main fuses of the Board.

14. POINT OF SUPPLY

14.1 The Board will supply electricity to a consumer premises at one point which will be at the outgoing terminals of the meter/metering equipment.

14.2 Location of Board's Equipments and Meters

- a) Before release of connection to an applicant, a person authorized by the Board will inspect the premises and fix the general layout of the service line and meters in consultation with the consumer and/or his Electrical Contractor. The meter/metering equipment will be placed in a manner that permits easy access at any time to the employees of the Board.
- b) Meter/metering equipment and point of supply for Industrial and Bulk supply consumers will be at the entrance of the premises.
- c) The Board may also install a meter outside the premises of a consumer.
- d) Where the premises of an applicant has no frontage abutting a public street, the meter may be installed in the street and the cable from the main switch in the premises of the applicant upto the out going terminals of the meter/metering equipment will be provided by the Board.
- e) In case of multistorey buildings/apartments, meter/metering equipment will be installed near the entrance at a convenient common space to be provided by the owner/promoter or an association/society of the occupants of such a complex. The owner/promoter or association/ society will ensure protection of the meter/metering equipment from theft or damage.
- f) Wherever new meter/metering equipment is installed, the meter will be immediately sealed by the Board in the presence of the consumer. No liability will be cast on the consumer in case of delay in affixing of seals by the Board. The seals of the meter will also be removed only by the Board, as and when required and no consumer will tamper with, break or remove the seal(s) under any circumstances.

14.3 Common transformer at a consumer's premises:

If a transformer is installed by the Board at the premises of a consumer for supply of electricity to other consumers as well, the Board will, even in the event of the consumer discontinuing to receive supply, have the

right to continue using the said enclosure, sub-station or switch house for a period of upto six months.

15. BOARD'S SUPPLY MAINS AND APPARATUS

- i) When a connection is released at 400 Volts or below, the Board's meter will be installed in a meter cupboard of the design approved by the Board.
- ii) The Board will provide its cut-outs for LT consumers and circuit breakers/ high tension fuses for HT consumers and these will remain the property of the Board and will on no account be operated, handled or removed by any person who is not authorized by the Board.
- iii) On an application by a consumer, the Board may in the case of HT/EHT connections grant permission, to operate the Board's terminal switches, fuses or circuit breakers for the purpose of isolating a consumer's HT/EHT apparatus in the event of an emergency, provided such operation by the consumer does not effect continuity of supply to other consumers. Any unauthorized tampering with or operation of the Board's equipment may constitute an offence under Section 138 of the Act.
- iv) The Board will not be liable to compensate for any loss resulting from the negligence of a consumer.
- v) The Board will have the right to use the mains and apparatus installed at the premises of a consumer for effecting supply to other premises in the neighborhood.
- vi) Any electrical plant, electric line or meter owned by or leased to a consumer by the Board or having sufficient marking indicating the Board 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 the landlord's 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.

16. CONSUMER'S APPARATUS AND INSTALLATIONS

16.1 Consumer's Apparatus

i) LT Supply:

A LT consumer, will provide a linked quick break main switch/miniature circuit breaker and a main fuse on each phase other than the earthed neutral at an accessible or such other location in the premises approved by the Board. A consumer with a load exceeding 5 KW will also provide an earth leakage circuit breaker.

ii) HT/EHT Supply:

HT supply upto a Contract Demand of 1000 KVA: A consumer will provide on the supply side a gang operated triple pole isolation switch with high tension fuses of fast blowing characteristic which should be graded to operate before the overload protective devices in the Board's terminal.

HT/EHT supply above a Contract Demand of 1000 KVA: The consumer will, instead of providing HT Fuses, install suitable circuit breakers fitted with automatic overload protective devices of sufficient rupturing capacity to protect the installation under short circuit conditions. A consumer will provide suitable automatic circuit breakers of a make approved by the Board on the low-tension side of the transformer on each circuit. This apparatus will be maintained by the consumer and kept in good working order.

16.2 Consumer's Installation

- i) An overhead line with voltage exceeding 11 KV will be laid by a consumer in a premises only after approval of the State Government under Section 68 of the Act.
- ii) Switches for all sockets will be installed only on the live wires.
- iii) The wiring of a consumer's premises should conform to the Rules. Any subsequent change in the installation will be intimated to the Board through an Electrical Contractor's report.

16.3 Installation of AC motors

Electric motors will be provided with control gear so as to limit the maximum allowable current in amperes as specified below. The installation of each motor will conform in every respect to the Rules.

<u>Nature of supply</u>	<u>Size of installation</u>	<u>Maximum allowable current</u>
i)Single Phase	Up to and including 1 BHP	full load current x 6
ii)Three Phase	Upto and including 3 BHP	full load current x 3
	Above 3 BHP and up to and including 10 BHP	full load current x 2
	Above 10 BHP and up to and including 50 BHP	full load current x 1.5
	Above 50 BHP	full load currentx1.25

16.4 A.P. consumers

- (i) AP consumers are required to comply with the following standards:-
 - (a) Delivery pipe should not be more than two feet above the ground level water channel except for the consumers having an underground irrigation system ;
 - (b) Bend used in the delivery pipe should not be sharp but of suitable curvature ;
 - (c) Pump set should be installed on a levelled cemented foundation.
Consumers not complying with these standards are liable to pay surcharge as per General Conditions of Tariff.
- (ii) These standards may be amended by the Board with the prior approval of the Commission.

17. AVAILING OF SANCTIONED LOAD/CONTRACT DEMAND IN PHASES –BILLING THEREOF.

An applicant of DS/NRS with connected load upto 100 KW and SP/MS categories may avail the sanctioned load in phases, within a period not exceeding six months. The billing of such a consumer, in the interim

period, will be on the basis of load actually availed of. The Board will, through a notice inform the applicant to build up the sanctioned load or surrender the unavailed load before the expiry of six months from the date of release of the first phase. If the load is not built up as required, the sanctioned load of the consumer will be reduced to the load actually availed of and billed under the relevant category.

In the case of LS, BS and DS/NRS consumers with load exceeding 100 KW, building up of the Contract Demand in phases will be allowed by the load sanctioning authority of the Board and the consumer billed accordingly.

18. TEMPORARY SUPPLY

- i) Temporary supply will be permitted to an applicant under Regulation 6.5 of the Supply Code for a period not exceeding two years in the first instance. However, the Board may, on an application of the consumer, further extend such supply.
- ii) Meter readings for temporary supply will be taken at the end of each fortnight or at the end of each specified period, but not less than once in a month. Where supply is provided for the purpose of motive power, and in all other cases where there is a reason to anticipate heavy consumption, meter readings may be taken once a week.
- iii) A consumer will pay for the cost for providing a temporary connection as per Regulation 9.1.3 of the Supply Code.

Note: Consumers temporarily requiring additional load for construction purposes will be allowed to use load from the existing connection provided the total connected load in case of SP, MS or DS/NRS consumers with load upto 100 KW will not exceed sanctioned load. In case of LS, BS and DS/NRS consumers having load in excess of 100 KW, the sanctioned Contract Demand will not be exceeded.

19. USE, ETC. OF METERS

Matters pertaining to the supply and installation of meters/metering equipment for release of a new connection, installation of a remote metering device in a consumer premises, shifting of meters,

replacement of defective/dead stop meters, testing of meters, overhauling of consumer accounts and all connected issues will be dealt with in accordance with the provisions of Reg. 21 of the Supply Code.

However, in case of a consumer where metering equipment(ME) seals or meter terminal cover seals or meter glass are found to be broken, the meter of such a consumer will be treated as defective and the consumer's accounts will be liable to be overhauled as per Regulation 21.4 (g) of the Supply Code, only if corroborated with abnormal variation in electricity consumption.

20. METER READING

20.1 The reading of a meter installed in a consumer premises will be in accordance with the provisions of Reg. 30 of the Supply Code.

20.2 Locked premises

(a) DS/NRS consumers

In case the premises of a DS/NRS consumer is found locked on two consecutive scheduled meter reading dates, such a consumer will be served with a notice to get the reading recorded by a representative of the Board within 15 days failing which the premises will be disconnected temporarily. In the case of such a consumer, an official not below the rank of a Junior Engineer (JE) will personally verify the facts at site before effecting temporary disconnection of supply to any premises. In the event of anticipated long absence, a consumer may deposit in advance an amount equivalent to MMC alongwith Electricity Duty, meters rentals or any other applicable charges for the period of absence.

(b) Industrial/AP/Bulk supply consumers

In case the premises of an Industrial/AP/Bulk Supply consumer is found locked on two consecutive scheduled meter reading dates, such a consumer will be served with a notice to get the reading recorded by a representative of the Board within 15 days failing which the premises will be disconnected temporarily. An officer not below the rank of an Assistant Engineer (AE) will personally verify the facts at site before effecting temporary disconnection of supply. In case of continued non

compliance for one month after temporary disconnection, permanent disconnection will be effected without any further notice. Temporary disconnection of an essential service consumer may after due notice and prior approval of the Superintending Engineer/Distribution System (SE/DS) be effected if the premises are found locked on three consecutive scheduled meter reading dates.

- (c) During the period a premises remained locked, the consumer will be billed on the basis of average consumption of the last six months or the monthly minimum charges whichever is higher. When the meter is ultimately read, the bill will be corrected on the basis of actual consumption. Delayed payment surcharge will be leviable in such a case as specified in the General Conditions of Tariff.

21. BILLING AND PAYMENT

21.1 The Board will, issue bills for the electricity supplied to a consumer and the periodicity for issue of electricity bills, dispatch/delivery of bills, issue of duplicate bills, spot billing, levy of fixed charges, minimum charges, collection/payment of electricity bills , availability of grace period for payment of bills, mode of payment, advance payment of future bills, levy of late payment surcharge, manner of adjustment of arrears and the Board's right to refuse release of supply to a consumer at a new premises who defaults in making payment of the electricity dues pertaining to a premises earlier occupied by that consumer etc, will be in accordance with the provisions of Regulations 29, 30, 31, 32, 33 and 34 of the Supply Code.

21.2 In the case of supply of electricity to any category of consumers being fully or partially subsidized by the State Government, payment of electricity charges for such consumers will be effected by the State Government in the manner specified by the Commission.

22. DISPUTED ELECTRICITY BILLS

The procedure for dealing with cases of non-payment of the billed amount, disputed electricity bills, time limits for deciding disputed bills, availability of opportunity to a consumer to seek redressal of his

grievance in accordance with the 'Consumer Complaint Handling Procedure' will be as specified in Reg. 35 of the Supply Code.

23. LIABILITY FOR PAYMENT OF MINIMUM CHARGES

- i) Minimum Charges are required to be paid by a consumer as specified in the General Conditions of Tariff.
- ii) The minimum charges will be payable by a consumer even if no electricity is actually consumed or the bill on actual consumption is less than the minimum charges. Minimum charges will also be payable even if electricity is not consumed because supply has been disconnected by the Board owing to non-payment of electricity charges, or any other dues of the Board or any violation of the Conditions of Supply/Supply Code or Regulations framed under the Act. However, after termination of the agreement / permanent disconnection, the liability for payment of minimum charges will cease.

24. RECOVERY OF ELECTRICITY CHARGES FROM CONSUMERS

The Board may recover any charges or additional charges due from a consumer for supply of electricity or providing a meter, electric line/ electrical plant, as per tariff determined or at the rates approved by the Commission and also the amount chargeable on account of taxes, duties, octroi, cess or the like, as may be levied by the State Government or any other competent authority, in accordance with the provisions of Reg. 29 of the Supply Code.

25. REDUCTION/EXTENSION IN CONTRACT DEMAND/CONNECTED LOAD

- i) A request for reduction in Contract Demand will be submitted by a consumer in A & A form no. CS-1(HT/EHT) prescribed by the Board, which will be allowed within a period of 15 days from the date of its submission.
- ii) The request for reduction in connected load by a consumer (other than an AP consumer), will be submitted in A & A form no. CS-1 or CS-1 A and will be accompanied by an Electrical Contractor's

report. The request will be granted by the Board within a maximum period of 30 days from the date of its submission.

- iii) The request for extension in contract demand/connected load will be processed as per Reg. 6 of the Supply Code.

26. REDUCTION/EXTENSION IN LOAD BY AP CONSUMERS

- i) An applicant under AP category seeking reduction in load before release of connection will retain seniority as at the time of submitting the initial application.
- ii) The request for reduction in connected load by an AP consumer will be submitted in A & A form no. CS-1 alongwith the Electrical Contractor's report. Such a request will be granted within a period not exceeding thirty days.
- iii) The request for extension in load by an AP consumer will be processed in a separate queue and the additional load released as per time schedule specified in Regulation 6.2 & 6.3 of the Supply Code.

27. POWER FACTOR

27.1 Medium, Large Industrial Power Supply and Railway Traction (MS/LS/RT) consumers

The monthly average power factor of the plant and apparatus owned by a consumer will be rounded upto two decimal points. It will be incumbent upon MS/LS/RT consumers to maintain a monthly average power factor not less than 0.90 in respect of their installations. Any consumer, failing to do so will be liable to pay surcharge owing to low power factor or obtain an incentive for higher power factor achieved as provided in the General Conditions of Tariff.

27.2 Small Industrial Supply(SP) consumers

- i) All new SP connections will be released by the Board after installing metering equipment capable of measuring the monthly average power factor and will maintain a monthly average power factor of not less than 0.88.
- ii) (a) Existing consumers may opt to continue under the present provisions specified in the General Conditions of Tariff or opt for installation of meter/metering equipment to measure the

monthly average power factor where after the incentive/surcharge as in the General Conditions of Tariff would become applicable. The Board will after receipt of option from the consumer ensure installation of metering equipment capable of measuring the monthly average power factor within a period of 18 months.

(b) Till meters to measure power factor are installed :

- x) Every consumer using induction motors of 3 BHP and above will install LT shunt capacitors of the rating given below:-

Rating of Motor [HP]	KVAR rating of LT capacitors		
	750 RPM	1000 RPM	1500 RPM
3	1	1	1
5	3	2	2
7.5	4	3	2
10	5	4	3
15	7	5	4
20	9	7	5
25	10	9	7

- y) A SP consumer having welding sets will install capacitors of the following ratings.

Sr.No.	Name plate rating in KVA of individual welding transformer	Capacity of the Capacitor in KVAR
1	1	1
2	2	2
3	3	3
4	4	3
5	5	4
6	6	5
7	7	6
8	8	7
9	9	7
10	10	8
11	11	9
12	12	10
13	13	11

14	14	11
15	15	12
16	16	13
17	17	14
18	18	15
19	19	15
20	20	16
21	21	17
22	22	18
23	23	19
24	24	19

- iii) Power factor/capacitor surcharge will be levied as per General Conditions of Tariff where a consumer having metering equipment to measure power factor fails to maintain a monthly average power factor of 0.88, or when a consumer not having such a meter is found to have not installed capacitors of requisite capacity.
- iv) A consumer will continue to pay rentals as before where capacitors had been installed by the Board at its cost and rental is being charged.

27.3 Agriculture Pumping Supply (AP)

- i) Shunt capacitors of the ratings specified below which are ISI marked or of a make approved by the Board will be installed when a new connection is released or extension in load permitted/regularized.

Rating of Motor [HP]	KVAR rating of LT capacitors		
	750 RPM	1000 RPM	1500 RPM
3	1	1	1
5	3	2	2
7.5	4	3	2
10	5	4	3
15	7	5	4
20	9	7	5
25	10	9	7

The Board may introduce a scheme to incentivise/penalize a consumer who maintains/fails to maintain capacitors of the requisite capacity in working order.

- ii) An existing or a new AP consumer who proposes to install a submersible motor, will provide ISI marked shunt capacitors or of the make approved by the Board of KVAR ratings as indicated below:

Rating of submersible Pump set(HP)	KVAR rating of LT shunt Capacitor
3	2
5	3
7.5	3
10	4
12.5	6
15	6
20	8

- iii) A consumer will continue to pay rentals as before where capacitors had been installed by the Board at its cost and rental is being charged.

27.4 BS consumers

With effect from 1st April, 2010, all BS consumers will maintain a monthly average power factor not less than 0.90. A consumer, who fails to do so will pay surcharge owing to low power factor or obtain an incentive for higher power factor achieved as provided in the General Conditions of Tariff.

27.5 DS & NRS consumers with load exceeding 100 KW

With effect from 1st April, 2010, all DS/NRS consumers with load exceeding 100 KW and provided supply at 11 KV or higher voltage will maintain a monthly average power factor of not less than 0.90. A consumer, who fails to do so will pay surcharge owing to low power factor or obtain incentive for higher power factor achieved as provided in the relevant Schedules of Tariff contained in the General Conditions of Tariff.

28. CLUBBING OF LOADS

28.1 When a consumer is found to have more than one connection in a premises in the same or different names, the Board will:

- (i) after serving a notice for clubbing of connections, effect supply at one point in case the consumers located in the premises are entitled to one connection only;
- (ii) on request, effect supply at one point if two or more consumers in the same premises have a distinct identity but are under the control of the same person(s);
- (iii) within 3 months of the service of notice on the consumer/receipt of request from the consumer, switch over to HT supply if

connected load of all such entities in the premises exceeds 100 KW;

- (iv) within 6 months of the service of notice on the consumer, convert supply to 33 KV/66 KV at the consumer's cost if the total contract demand exceeds 2500 KVA.

All such consumers will from the date of service of notice be billed under the tariff category applicable to the total connected load/contract demand.

Note : Voltage surcharge will be levied in the event of supply not being converted to voltage levels specified in (iii) and (iv) above.

28.2 A consumer will be treated as a distinct entity and deemed to be an independent establishment, if :

- i) there is a distinct establishment and a separate unit on premises owned or taken on lease/rent, or
- ii) it is registered as a separate entity/firm under the relevant law
- iii) it holds a separate Sales Tax/VAT number and is independently assessed to Income Tax.

29. LEVY OF LOAD SURCHARGE

29.1 A consumer will in the event of unauthorized extension in load/Contract Demand be liable to pay load surcharge/Contract Demand surcharge as per the relevant Schedule of Tariff. The consumer will also be liable to pay expenses, if any, determined by the Board in case of any damage caused to its equipment owing to such an unauthorized extension.

29.2 Except in the case of a LS, BS or DS/NRS consumer with load exceeding 100 KW, no extension in connected load will be carried out by a consumer except in accordance with Condition 7 above. A new agreement on the prescribed form will be executed for the revised load.

29.3 A LS,BS or DS/NRS consumer with load exceeding 100 KW may install additional load but will ensure that his maximum demand does not exceed the sanctioned Contract Demand. A consumer of this category may use a part of the load for construction work pertaining to the consumer's premises, without any extra charge. However, demand surcharge as per relevant Schedule of Tariff will be leviable,in

case the maximum demand of a consumer of these categories exceeds the sanctioned Contract Demand.

29.4 The following officers/officials will be competent to inspect the electrical installations at the consumer's premises for the purpose of checking the connected load :-

Sr. No.	Category of Connection	Checking Officer
A)	All AP /SP /MS/DS & NRS (upto 100 KW)	Any officer of the Distribution Wing not below the rank of an AE.
B)	All categories of consumers (upto 100 KW)	Any officer of the Enforcement Wing not below the rank of an Assistant Executive Engineer.

30. CHANGE IN LOCATION OF SERVICE LINE/METER

The request of a consumer for shifting of the existing service line, meter and/or service connection to a new location in the same premises/new premises will be processed in accordance with the procedure prescribed in Reg. 11 of the Supply Code.

31. DISCONNECTION OF SUPPLY FOR NONPAYMENT OF DUES

31.1 The procedure for disconnection of supply of electricity to a consumer in the event of non-payment of electricity dues, termination of agreement, removal of electric lines or works of a Licensee will be as per Reg. 39 of the Supply Code (Annexure-12).

31.2 In the case of non-payment of bills, the supply to essential services will be disconnected only with prior approval of Superintending Engineer/Deputy Chief Engineer (DS) concerned.

32. RESTORATION OF SUPPLY

The supply of electricity disconnected to any premises in consequence of a default on the part of the consumer will be restored by the Board within the time limits and as per procedure specified in Reg. 40 of the Supply Code(Annexure-13).

33. AGREEMENT AND TERMINATION THEREOF

33.1 Before commencing the work for release of a connection to every Large Supply/Bulk Supply or HT/EHT applicant/consumer, the Board will enter into an agreement on A&A form CS1(HT/EHT). A consumer

of any other category will before release of a connection enter into an agreement on the A&A form as indicated in Condition 7. The consumer will bear the cost of stamp duty, if applicable, on the agreement.

- 33.2 A consumer may request the Board for disconnection of supply and termination of agreement from a future date. On receipt of such a request, the supply will be disconnected by the Board on the requested date and consumer served a bill for the intervening period upto date of termination.
- 33.3 On termination of the agreement mentioned above, the consumer will pay to the Board all sums due under the old agreement as on the date of its termination.
- 33.4 Where any consumer whose supply is disconnected for non-payment of any amount due to the Board fails to pay such dues within six months from the date of disconnection, the agreement will be deemed to have been terminated without prejudice to the rights and obligations incurred prior to such termination.

34. UNAUTHORIZED USE OF ELECTRICITY

Any case relating to unauthorized use of electricity by a consumer from the initial stage of inspection of a premises/area by the Assessing Officer (List at Annexure-14), detection of unauthorized use, service of a provisional assessment order, passing of the final assessment order and the consumer's right to approach the Appellate Authority will be dealt with by the Board in accordance with the provisions of Reg. 36 of the Supply Code (Annexure- 15) . Such an appeal will be filed in the specified 'Form of Appeal' (Annexure- 16).

35. THEFT OF ELECTRICITY

The inspection of a premises by an Authorized Officer (List at Annexure-17) of the Board and further action to be taken upon detection of theft of electricity by a consumer/person including disconnection of supply, lodging of a police complaint and acceptance of compounding fee will be in accordance with the provisions of Regulation 37 of the Supply Code (Annexure-18).

For the purpose of assessing electricity consumption in the manner specified in Annexure-8 of the Supply Code, the load shall be the

higher of the sanctioned load or load actually found connected during the course of inspection. Load will be computed in the manner prescribed in Condition 9.1.

For the purpose of assessing electricity consumption in case of consumers governed by Contract Demand, load will be that which is actually found connected during the course of inspection or sanctioned Contract Demand converted into KW (applying a power factor of 0.90) whichever is higher.

36. TAMPERING, DISTRESS OR DAMAGE TO ELECTRICAL PLANT, LINES OR METER

The incidence of tampering, distress or damage caused to any electric line or electrical plant belonging to the Board by any person intentionally or by negligence or by abetment and recovery of the expenditure to be incurred on repairs/replacement of such plant/line will be dealt with in accordance with the provisions contained in Reg. 38 of the Supply Code.

37. ENTRY TO CONSUMER'S PREMISES AND ACCESS TO APPARATUS

In matters concerning entry of a person authorized by the Board in a consumer's premises or land, the procedure specified in Regulation 41 of the Supply Code (Annexure- 19) will be followed.

38. CONSUMER COMPLAINT HANDLING PROCEDURE—CONSTITUTION OF DISPUTE SETTLEMENT COMMITTEES

Consumer complaints pertaining to delay in the release of service connections/issue of first bill, billing, metering, interruption/ failure of power supply, voltage variations, load shedding/scheduled outages, disconnection/ reconnection and all other matters concerning supply of electricity involving pecuniary disputes except those arising in matters pertaining to Open Access granted and Sections 126, 127, 135 to 140, 142, 143, 146, 152 and 161 of the Act will in the first instance be disposed of by the Dispute Settlement Committees constituted by the Board as per the mechanism & procedure specified in the 'Consumer

Complaint Handling Procedure' of the Board approved by the Commission.

39. FORUM FOR REDRESSAL OF GRIEVANCES OF THE CONSUMERS

A complainant aggrieved by the order of a Dispute Settlement Committee or non-redressal of a complaint within the prescribed period will have the right to approach the Forum.

40. REDRESSAL OF GRIEVANCES BY OMBUDSMAN

40.1 A complainant aggrieved by an order of the Forum or non-redressal of grievance by the Forum within the prescribed period will have the right to submit a representation to the Ombudsman.

40.2 A consumer may submit a representation to the Ombudsman if any order passed by a Dispute Settlement Committee, Forum or Ombudsman is not implemented within 30 days of the receipt of such an order by the Board.

41. CHANGE OF TITLE OR TRANSFER OF AGREEMENT

41.1 A consumer will not, without the consent in writing of the Board, assign, transfer or part with the benefit of the agreement for obtaining a connection. The consumer will also not in any manner part with or create any partial or separate interest except in the event of :-

- a) Change in partnership,
(after supplying a certified copy of the new partnership deed and execution of a new agreement).
- b) Change in the name of a company,
(after supplying a certified copy of the new Memorandum of Association/Articles of Association alongwith supporting documents and execution of a new agreement).

41.2 A consumer may at any time seek the consent of the Board to transfer the connection and its liabilities to any other person. After obtaining such consent the transferee will execute a new agreement and will deposit the Security (Consumption) and Security (Meter) at the prevalent rates after accounting for the Security (Consumption) and Security (Meter) already deposited by the previous consumer. The Security (Consumption) of an existing consumer may with his/her

consent be transferred in the name of the new consumer, who will make good the shortfall, if any, at the prevalent rates. The new consumer will also undertake to pay/bear the current and past outstanding liabilities of the old consumer or those detected in the future.

41.3 In the event of death of a consumer, the heirs may apply for the connection to be transferred in the name of one of the heirs. The application will be accompanied by the following documents:

- (a) Death certificate
- (b) Succession certificate
- (c) No objection from other heirs to the connection being transferred in the name of one of the heirs.

In the absence of documents at (a) and (b) above, all the heirs may submit an affidavit duly attested by a Magistrate confirming the death of the consumer, identification of the legal heirs and their consent to the connection being transferred in the name of a particular heir.

The Board will, on the submission of the above documents, transfer the connection subject to the condition that it is not required to be shifted to another premises and that charges payable as per the Schedule of General Charges have been deposited with the Board by the transferee.

In case the transfer of the connection is not obtained within 6 months of the death of a consumer, the Board will issue notice requiring that any of the heirs submit an application for transfer of the connection within 15 days of the service of notice. The connection is liable to be disconnected in case no application is submitted to the Board within the period indicated in the notice.

41.4 In the event of transfer of a property, the transferee will submit an application on A&A form alongwith the following documents:-

- a) Letter of consent of the previous owner for transfer of connection;
- b) In the absence of a letter of consent, the transferee will provide proof of ownership of premises. In case of partition, details thereof/a family partition deed if any, may be submitted;

- c) In case the consent of the previous owner for transfer of the Security (Consumption) cannot be produced, the applicant will deposit Security (Consumption) and Security (Meter) at prevalent rates. He will also be liable to pay the outstanding dues, if any of the previous consumer.
- 41.5 In the case of land having an AP connection being jointly owned by more than one person and a part of the land along with the AP connection thereon being sold, the connection may be transferred in the name of the vendee if all the co-sharers consent to such transfer and submit an affidavit duly attested by a Magistrate to that effect.
- 41.6 The connection will in all cases be transferred within the period stipulated in Regulation 11.3 of the Supply Code.
- 41.7 In the event where benefit of agreement for a connection is assigned to another person without the approval of the Board, a notice will be served upon the consumer requiring that transfer of the connection be sought as per the procedure prescribed above within 30 days of the service of notice. The connection will be liable to be disconnected in case no application is submitted to the Board within the period indicated in the notice.
- 42. FAILURE OF SUPPLY**
- 42.1 The Board will take all reasonable measures to ensure continuity of supply of power to the consumer(s) but will not be responsible for any loss or damage to the plant and equipment of a consumer on account of interruptions in supply of power caused by damage to the Board's plant, equipment and supply system for reasons including but not limited to war, mutiny, riot, earthquake, cyclone, tempest, strike, civil commotion, lock out, lightning, fire, flood, accident or break down of plant and machinery or other causes beyond the control of the Board. The Board will as early as possible inform the consumer(s) of the probable duration of such interruptions in supply of power.
- 42.2 The Board reserves the right to curtail, stagger or temporarily discontinue the supply of electricity if any emergency warrants such a course of action. The Board will notify such restriction as early as possible.

42.3 The Board will be entitled, for reasons of testing, maintenance, repair or augmentation of the supply system, to temporarily discontinue the supply for such periods as may be necessary subject to prior notice being given in this regard.

43. SERVICE OF NOTICE

43.1 Any order/notice to a person/consumer by the Board including a notice under Section 56 of the Act, will be deemed to be duly served if it is:-

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

43.2 Any notice by the consumer to the Board will be deemed to be duly served, if given in writing, and delivered by hand or sent by registered post or through courier to the Officer Incharge of the concerned Sub Division of the Board.

44. RIGHT OF WAY

A consumer will provide to the Board right of way in, through or over any land under his/her control and jurisdiction as may be required by the Board in connection with provision or maintenance of a service line to the premises of the consumer, and subject to the provisions of Section 67 of the Act to the premises of any other consumer in accordance with Rules framed by the State Govt.

45. INSTALLATION OF CAPTIVE POWER PLANTS (CPP) AND NRSE PLANTS

A consumer/person may install a captive power plant and or a New and Renewable Sources of Energy (NRSE) plant to generate electricity either for own use or for the use of the members of a co-operative society or association or for sale of surplus electricity. In either case a prospective generator will furnish the following information to the Board;

- (a) Name and address of the generator alongwith consumer account no. and load/demand (if any) sanctioned by the Board.
- (b) Name of Sub-Division/Division/Circle in whose jurisdiction the plant is proposed to be installed.
- (c) Nature of Industry/Business.
- (d) Particulars of DG/TG Set (s)
- (e) Category of power plant and type of fuel to be used.

45.1 Co-Generation Projects

Only co-generation projects under topping cycle mode, where the sum of useful power output and one half of useful thermal output is greater than 45% of the energy consumption, will be eligible for incentives for co-generation under NRSE Policy, 2006 of the State Govt.

45.2 Captive Power Plants (CPP)

A CPP may be

- (i) on a stand alone basis
- (ii) a consumer of the Board running its plant in parallel with the Board's system.
- (iii) not a consumer of the Board but may operate the CPP in parallel with the Board's system.

45.3 General Conditions for NRSE/CPP plants

- (a) All NRSE/CPP plants will pay one time processing & permission fee in case the plant is to be run in parallel with the State Grid. The fee payable will be as specified in the Schedule of General Charges and will be non refundable.
- (b) In the case of a CPP/NRSE plant selling power to the Board, the permission fee will be determined by excluding the capacity contracted for sale of power to the Board from the total capacity of the CPP/NRSE plant.
- (c) In a case a CPP/NRSE plant is found to be running in parallel with the Board's system without permission, it will be liable to pay double the permission fee alongwith compensation to the Board for damage, if any, caused to the Board's system.
- (d) (i) A Captive power plant owner who is not a consumer of the Board may, on request, be permitted to run the CPP

in parallel with the Board's system subject to compliance of conditions at (a) & (b) above.

- (ii) Such CPP will be entitled to avail of stand by and start up supply upto 15% of the rated plant capacity at the rates and terms & conditions specified in Regulation 4 of the PSERC (Harnessing of Captive Power Generation) Regulations, 2009.
- (e) The Board will permit parallel operation of a CPP/NRSE plant if it meets with the criteria specified in the PSERC (Harnessing of Captive Power Generation) Regulations, 2009.
- (f) The minimum voltage level (depending upon nearest grid sub station) for interfacing with State Grid will be :-
- | Sr.. No | Quantum of power injected into/drawn from the grid | Voltage |
|---------|--|---------------|
| (i) | Upto 2500 KVA | 11 KV |
| (ii) | More than 2500 KVA and upto 20 MVA | 33 KV/66 KV |
| (iii) | More than 20 MVA | 132 KV/220 KV |
- (g) A CPP/NRSE plant will obtain the clearance of the Punjab Pollution Control Board and the Chief Electrical Inspector to set up/operate the plant.
- (h) Wheeling of energy through the Board's transmission and distribution system will be allowed subject to payment of transmission/wheeling and other charges as per Open Access Regulations notified by the Commission.
- (i) A CPP/NRSE plant may sell power to the Board on terms and conditions as mutually agreed upon by both the parties .
- (j) A CPP which is a consumer of the Board or a consumer purchasing electricity from a CPP will be allowed to reduce its load/Contract Demand in accordance with Condition 25.

46. OPEN ACCESS

The Board will in accordance with section 42 (3) of the Act provide Open Access to a CPP/NRSE plant for wheeling electricity to the point of its own use or for third party sale subject to availability of transmission capacity and payment of transmission/wheeling and other

charges as per the PSERC (Open Access) Regulations, 2005 at rates determined by the Commission in the current Tariff Order. Open Access will, subject to availability of transmission/distribution capacity, also be provided by the Board to any person/consumer of the Board for obtaining supply from any other source in accordance with the Open Access Regulations notified by the Commission.

47. PROVISION OF 11KV INDEPENDENT FEEDER FOR CONSUMERS.

Consumers running Essential Services and/or continuous process industries or other Industrial consumers with a Contract Demand exceeding 500 KVA may apply for an independent 11 KV feeder to avail of the benefit of uninterrupted supply of electricity provided they agree to pay the cost of the independent feeder, Oil Circuit Breaker (OCB)/Vacuum Circuit Breaker (VCB) and establishment charges.

When a consumer obtaining supply from an existing common feeder is allowed an independent feeder, the cost incurred in converting the existing feeder into an independent feeder including the cost of shifting the supply system of other consumers connected to the existing feeder will be payable by that consumer. A consumer requiring supply from an independent feeder who has initially paid only prorata cost of switchgear as per Reg. 9 of the Supply Code will be further liable to pay remaining cost of OCB/VCB after adjusting the prorata cost already paid.

The independent feeder provided at the cost of a consumer will not be tapped/extended to provide supply to any other consumer. However, if such tapping has to be resorted to on account of technical constraints, then it will be effected only with prior concurrence of the consumer who had borne the cost.

48. RESTRICTION ON USE OF ELECTRICITY

In the event of shortage of electricity, the Board may with the approval of the Commission impose regulatory measures such as weekly off days, power cuts and peak load hour restrictions.

49. PEAK LOAD HOUR RESTRICTIONS

49.1 MS and LS consumers except essential services may be required to observe peak load hours restrictions. The Board may, with the prior

approval of the Commission, also impose such restrictions on other categories of consumers.

49.2 (i) The duration of peak load restrictions will not be for more than 3 hours in the evening between 6 p.m. and 10 p.m. The Board will not increase the duration of peak load hours restrictions without prior approval of the Commission. Any change of timing or duration of the peak load hours restrictions will be intimated to the consumers well in advance through a public notice.

(ii) The entitlement of a consumer to run a part of connected load/Contract Demand (converted into load in KW) called restricted load without payment of additional charges will be worked out as under:-

- a) MS consumers with connected load of 50 KW or above : 10% of the connected load.
- b) LS consumers (other than Arc/Induction Furnaces) : 10% of sanctioned Contract Demand or 50 KW, whichever is less.
- c) Induction furnace consumers : 5% of sanctioned Contract Demand or 50 KW per furnace, whichever is less.
- d) Arc furnace consumers : 5% of sanctioned Contract Demand.

(iii) However, a consumer will be entitled to seek permission from the Board to use higher load during peak load hours on payment of additional charges as approved by the Commission.

49.3 Peak load hours exemption allowed to any consumer will not be curtailed or withdrawn by the Board. However, the Board may, in extraordinary circumstances curtail or withdraw peak load hours exemption granted to a group of consumers and submit a report to the Commission within 48 hours of such withdrawal indicating the circumstances that warranted such action.

49.4 A consumer availing exemption of peak load hours restrictions will pay Peak Load Exemption Charges (PLEC) at rates specified in the Tariff

Order over and above the normal tariff payable. Peak Load Exemption Charges presently applicable are at Annexure-20:

- 49.5 Penalty leviable for violation of peak load hour restrictions or use of excess load than the permissible limit will be as per rates specified in the Tariff Order. Present rates of penalty are indicated in Annexure- 20.

50. ELECTRICITY SUPPLY INSTRUCTIONS MANUAL

Within 6 months of the coming into force of these Conditions of Supply, the Board will prescribe procedure/guidelines consistent therewith and the Supply Code in its Electricity Supply Instructions Manual. Existing commercial instructions/Electricity Supply Regulations that are not inconsistent with the Conditions of Supply will continue to be in force in the intervening period. A copy of the revised Electricity Supply Instructions Manual will also be forwarded to the Commission. In the event of inconsistency in the existing commercial instructions/Electricity Supply Regulations with Conditions of Supply and/or Supply Code, the provisions of Supply Code and Conditions of Supply will prevail.

51. DISPUTE

Any difference or dispute arising between the Board and a consumer in respect of any matter connected with the supply of electricity which can not be resolved, or any difference or dispute arising as to the interpretation of the Conditions of Supply or the terms of agreement between the Board and a consumer will be referred to the Commission.

52. RESERVATION OF THE RIGHTS

The Board may alter or add to any of these Conditions of Supply, Schedule of General Charges and General Conditions of Tariff with the prior approval of the Commission. All existing and new consumers will be governed by the Conditions of Supply, Supply Code, Schedule of General Charges, General Conditions of Tariff and Schedules of Tariff.

53. INTERPRETATION

These conditions will be read and construed as being subject, in all respects, to the provisions of the Electricity Act, 2003, Supply Code or any modification thereof and to the Rules and Regulations framed thereunder and nothing contained in these conditions will abridge or prejudice the rights of the Board and the consumer under any other Central or State Act or Rules made thereunder.

Annexure- 7

Documents to be submitted by a partnership firm or company, trust or society alongwith A & A form

(See Condition No. 7.2)

- (i) An attested copy of the partnership deed signed by all the partners or by a partner authorized to sign by other partners through a Special Power of Attorney duly notarized.
- (ii) A private or a public limited company, will while submitting an application furnish certified copies (by the Chartered Accountant of the Company) of its Memorandum of Association / Articles of Association, incorporation certificate and the resolution of the Board of Directors in favour of the person authorized to sign the A&A form and other documents. The signatures of the authorized signatory will also bear the common seal of the company. The names of members of the Board of Directors and their residential addresses will also be furnished. The consumer will intimate to the Board every change in the Board of Directors within one month.
- (iii) An application by a Trust or a Society, will be accompanied by a certified copy of its constitution, its bye laws alongwith resolution in favour of the authorized signatory for signing the A&A form and other documents. The names of the managing body of the Trust or Society and their residential addresses will also be furnished.

Rates of Peak Load Exemption Charges and penalty for violation of Peak Load Hours Restrictions

(See Condition No. 49.4 & 49.5)

1. Peak Load Exemption Charges presently applicable are:
 - (a) In case of M.S consumers charges will be leviable @ Rs.100/- per KW or part thereof per month of sanctioned load in addition to the normal energy bill.
 - (b) In case of LS Consumers, charges will be leviable @ 120/- per KW of permitted load less restricted load per month if the permitted load during peak hours is up to 100 KW. If the permitted load exceeds 100 KW charges will be calculated on the load permitted less restricted load for peak hours @ Rs.1.80 per KW per hour up to 65% of Contract Demand and Rs. 2.70 per KW per hour for exemption allowed beyond 65% of Contract Demand. PLEC charges will be calculated for a minimum of 3 hours per day. These charges will be over and above the normal energy bill.
2. Penalty for violation of peak load hour restrictions or use of excess load than the permissible limit will be levied at the rates specified in the Tariff Order. Present rates of penalty are:
 - (a) Rs. 50/- per KW of the maximum load used in excess of the Peak Load Exemption Limit per day of first default in a block of 2 months and Rs. 100/- per KW in the 2nd block of 2 months immediately after the first default block.
 - (b) If the default occurs either during the first 'half hour' or the last 'half hour' of Peak Load Hours Restrictions period on any day, the penalty will be levied at half the rate. If, however, the default occurs both during first 'half hour' as well as last 'half hour' of Peak Load Hours Restrictions period, the penalty shall be levied at full rate.

- (c) If there is no default in any time block of two months, the next time block in which a default occurs will be treated as the 'First Time Block' and penalty levied accordingly.

Note : While working out violation of Peak Load Hours Restriction any difference in the meter clock and Indian Standard Time (IST) will be taken into account and adjusted before levy of penalty.

- | | | |
|------|--|------------|
| ii) | Arc Furnaces upto 20 MVA and other consumers with Contract Demand exceeding 2500 KVA and upto 20 MVA | 33/66 KV |
| iii) | Arc furnaces and other consumers with Contract Demand exceeding 20 MVA and upto 35 MVA | 66/132 KV |
| iv) | Arc furnaces and other consumers with Contract Demand exceeding 35 MVA | 132/220 KV |

b) DS/NRS/BS Loads:

Consumers under DS/NRS/BS categories will be supplied electricity at following voltages:

- | Contract Demand | | |
|------------------------|------------------------------------|-----------|
| i) | upto 4000 KVA | 11 KV |
| ii) | Exceeding 4000 KVA and upto 20 MVA | 33/66 KV |
| iii) | Exceeding 20 MVA and upto 35 MVA | 66/132 KV |
| iv) | Exceeding 35 MVA | 132/220KV |

c) Railway Traction supply will be at 132/220 KV.

Notes :

- (i) Supply to an applicant/consumer will invariably be released at the voltage linked to Contract Demand as indicated above.
- (ii) In case there is any constraint in releasing a connection at the specified voltage, the Board may cater the supply at a lower voltage on payment of surcharge as specified in the General Conditions of Tariff.
- (iii)
 - (a) All existing LS consumers availing supply at a voltage less than that specified above, may convert their system so as to receive the supply at the specified voltage. Till conversion to the specified supply voltage, or in case there is any constraint in such conversion, a consumer will continue to be levied surcharge(s) related to supply voltage as specified in the General Conditions of Tariff.
 - (b) Existing LS consumers availing supply at 66 KV but required to convert their system so as to receive supply at 132/220 KV will not be levied any surcharge related to supply voltage, till such consumers request for enhancement of their Contract Demand.
 - (c) Existing DS, NRS & BS consumers may get their Contract Demand sanctioned upto their existing sanctioned

connected load converted into KVA (by assuming 0.90 power factor). However they may continue to get supply at the existing voltage even if the same is lower than specified above without their liability to pay surcharge.

(d) The Board may effect supply at a lower voltage on payment of surcharge as specified/may be specified in the General Conditions of Tariff if specified voltage for supply to an existing consumer for release of additional load/demand(total load/demand) is HT/EHT but there is a constraint in effecting supply at these voltages.

5.3 Facility of Cluster Sub-Stations

- a) A group of new/existing 11KV consumers each with a Contract Demand above 2500 KVA, may jointly install a 33 KV or higher voltage Cluster Sub-Station to be owned and maintained by them for which supply of electricity will be provided by the Board at 33 KV or higher voltage at one point in the premises of the leader of the group.
- b) The supply on the basis of consumption recorded at 33 KV or higher voltage will be billed for electricity charges alongwith electricity duty, octroi and fuel surcharge. Electricity and other charges will be apportioned to the individual consumers in proportion to the readings of meters installed on the 11 KV feeders of each consumer. Power factor surcharge/incentive, if any, will also be levied/allowed on the basis of readings recorded on the 11 KV feeders of each consumer.
- c) The Board will sanction the contract demand of both the Cluster Sub-Station and individual consumers located in the cluster. Supply will be effected to the cluster at 33 KV provided the consumers located in the cluster agree to limit the total contract demand of the sub-station to 20 MVA. In case of a 66 KV Cluster Sub-Station the limit of the contract demand will be 35 MVA and there would be no such ceiling in case of 132 KV or 220 KV Cluster Sub Stations.