

**THE BRIHAN MUMBAI ELECTRIC SUPPLY AND TRANSPORT UNDERTAKING CONDITIONS
AND MISCELLANEOUS CHARGES FOR THE SUPPLY OF ELECTRICAL ENERGY
TERMS AND CONDITIONS OF SUPPLY**

1. DEFINITIONS:

- 1.1. “**Act**” means the Electricity Act, 2003 (36 of 2003).
- 1.2. “**Applicant**” means a person who makes an application for supply of electricity, increase or reduction in contract demand / sanctioned load, change of name, 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 and regulations of the Commission.
- 1.3. “**Authorized Representative**” refers to all officers, staff or representatives of the Undertaking, discharging functions under the general or specific authority of the government or Undertaking as the case may be.
- 1.4. “**Average Power Factor**” means - (i) the ratio of kilowatt hours consumed in the month to root of sum of squares of kilowatt hours consumed in the month & reactive kilo-volt ampere hours consumed in the month; or (ii) the ratio of kilowatt hours consumed in the month to kilo-volt ampere hours consumed in the month; as may be recorded by the consumer’s meter and rounded off to two decimal places.
- 1.5 “**Consumer**” means any person who is supplied with electricity for his own use by the Undertaking or the Government or by any other person engaged in the business of supplying electricity to the public under the Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the purposes of receiving electricity with the works of the Undertaking, the Government or such other person, as the case may be:
- 1.6 “**Commission**” means the Maharashtra Electricity Regulatory Commission.
- 1.7 “**Contract Demand**” means demand in kilowatt (kW) / kilovolt ampere (kVA), mutually agreed between Undertaking and the consumer as entered into in the agreement or agreed through other written communication.
- 1.8 “**Dedicated distribution facilities**” means such facilities, not including a service line, forming part of the distribution system of the Undertaking which are clearly and

solely dedicated to the supply of electricity to a single consumer or a group of consumers on the same premises or contiguous premises.

- 1.9** “**Distribution License**” means BEST, constituted by the Bombay Electric License 1905 granted under the Indian electricity Act, 1903.
- 1.10** “**Harmonics**” means a component of a periodic wave having frequency that is an integral multiple of the fundamental power line frequency of 50 Hz causing distortion to pure sinusoidal waveform of voltage or current, and as governed by IEEE STD 519-1992, namely “IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems” and corresponding standard as may be specified in accordance with clause (c) of subsection (2) of section 185 of the Act.
- 1.11** “**Hertz**” means frequency of one cycle per second.
- 1.12 “**High Tension**” or “**HT**” means all voltages defined as “high” or “extra high” voltage under clause (av) of sub-rule (1) of Rule 2 of the Indian Electricity Rules, 1956 and corresponding voltage classifications as may be specified in accordance with clause (c) of sub-section (2) of Section 185 of the Act.
- 1.13 “**HT Consumer**” means a consumer who obtains supply at HT.
- 1.14** “**Installation**” means the whole of the electric wires, fittings, motors and apparatus erected and wired by or on behalf of the consumer on one and the same set of premises.
- 1.15 “**Licensed Electrical Contractor**” means an electrical contractor licensed by the State Government for the purpose of carrying out electrical works;
- 1.16 “**Low Tension**” or “**LT**” means all voltages other than those defined as “high” or “extra high” voltage under clause (av) of sub-rule (1) of Rule 2 of the Indian Electricity Rules, 1956 and corresponding voltage classifications as may be specified in accordance with clause (c) of sub-section (2) of Section 185 of the Act.
- 1.17 “**LT Consumer**” means a consumer who obtains supply at Low and Medium voltage.
- 1.18 “**Maximum Demand**” in kilowatts or kilo-volt-amperes, in relation to any period shall, unless otherwise provided in any general or special order of the Commission, mean twice the largest number of kilowatt-hours or kilo-volt-ampere-hours supplied and taken during any consecutive thirty minute blocks in that period.
- 1.19** “**MERC**” means Maharashtra Electricity Regulatory Commission

1.20 **“Meter”** means a set of integrating instruments used to measure, and / or record and store the amount of electrical energy supplied or the quantity of electrical energy contained in the supply, in a given time, which include whole current meter and metering equipment, such as current transformer, capacitor voltage transformer or potential or voltage transformer with necessary wiring and accessories and also includes pre-payment meters.

1.21 **“Month”**, in relation to billing of charges, means the English Calendar month or any period of thirty days.

1.22 **“Occupier”** means the person in occupation of the premises where energy is used or is proposed to be used.

1.23 **“Point of Supply”** means the point at the outgoing terminals of the Undertaking’s cut outs fixed in the premises of the consumer:

Provided that, in case of H.T. consumers, the point of supply means the point at the outgoing terminals of the Undertaking’s metering cubicle placed before such H.T. Consumer’s apparatus:

Provided further that, in the absence of any metering cubicle or, where the metering is on the LT side of the HT installation, the point of supply shall be the incoming terminals of such HT Consumer’s main switchgear.

1.24“Regulations” mean the regulations made under the Electricity Act 2003 or any other applicable statute.

1.25**“Sanctioned load”** means load in kilowatt (kW) / Horse power (HP) mutually agreed between the Undertaking and the consumer.

1.26**“Temporary Supply”** means supply of electricity for a temporary period, not exceeding two (2) years, as may be agreed between the Undertaking and the applicant.

1.27“The Undertaking” means Brihan-Mumbai Electric Supply and Transport Undertaking of the Municipal Corporation of Greater Mumbai constituted under the MMC Act, 1888 (as amended).

N. B. - Other expressions not defined herein shall have the same meanings as assigned to them under the MERC (Electricity Supply Code and Other Conditions Of Supply) Regulations, 2005, MERC (Standards of Performance of Distribution Licensee, Period for Giving Supply and Determination of Compensation) Regulations, 2005, the Electricity Act , 2003 and IE Rules,1956.

2. APPLICATION FOR SUPPLY:

- 2.1. An application for supply, addition or reduction in supply of electrical energy, shifting of service, extension of service, change of name or restoration of supply shall be made to the Undertaking in the form attached thereto (Annexure-A), copies of which are obtainable from the relevant ward offices or relevant consumer center of the Undertaking as well as downloadable from the website of the Undertaking.
- 2.2. The application duly filled in and signed by the owner or occupier of the premises in respect of which the supply or additional supply is required shall be accepted after preliminary scrutiny at the relevant Ward Office of the Undertaking on payment of processing fee in accordance with Annexure 1 of Schedule of Charges approved by the Commission.
- 2.3. The Authorized Representative of the Undertaking on receipt of the application, with prior intimation, shall inspect the premises to confirm its eligibility and study the technical requirements of giving supply to the consumer. Subsequently the Undertaking shall intimate the applicant of the details of any works that are required to be undertaken, the charges to be borne by the applicant thereon in accordance with Annexure 2 of Schedule of Charges approved by the Commission.
- 2.4. The application for supply / addition / reduction in supply shall be processed by the undertaking within the timeframes stipulated in the Regulations.
- 2.5. In hutment areas electric supply would normally be given according to the "SIMHA-97" scheme of the Undertaking. Under this scheme, minimum five applicants in the same vicinity and having their hutments structurally & legally qualified should apply for electric supply. Option to give electric supply under any other method will depend on assessment of the feasibility at the particular locations, by the undertaking.
- 2.6. Any assistance or information required in filling up the form will be given to the applicant at the respective Ward Office of the Undertaking.
- 2.7. If the supply is required for motors, the applicant shall state the purpose for which the motors are required and shall also specify the Horse Power / KW, Power Factor, voltage, starting & normal current in amperes at full load which may be required for each motor.
- 2.8. In case of development / redevelopment of any land / building, it is necessary for consumer to get an N.O.C, from Undertaking before obtaining commencement certificate from

Executive Engineer (Bldg. Proposals) of MCGM or any other competent authority that may be specified in view of necessity of establishing the distribution substation as per Regulation 26 of the D. C. regulations of 1991.

- 2.9 The undertaking shall neither be responsible nor liable to ascertain the legality or adequacy of any No objection Certificates / Way leave permissions / Permission or Consents of Statutory Authorities which might have been submitted by the Applicant / consumer along with his application and shall believe that such certificates / permissions to be sufficient and valid, unless proved to be contrary. In such cases, if documents are found to be fraudulent at later stage, consequences shall be borne by the consumer.

3. AGREEMENT FOR SUPPLY OF ELECTRICAL ENERGY

3.1. The Undertaking may require the applicant to execute an agreement for obtaining a new connection, for change of name and for enhancement of sanctioned load. However, for sanctioned load of less than 50 kilowatts, the agreement shall not be required and the application form submitted and accepted shall constitute the agreement.

3.2. The model agreement, attached as annexure **, is available at the relevant Ward Office. Also the electronic media version of the model agreement is available on the website of the Undertaking.

4. SERVICE LINES

Accommodation for service lines:

4.1. Low or Medium Voltage (L.V. / M.V.):

4.1.1. Service lines will be laid into well ventilated locations enclosed with reinforced cement concrete, masonry, not easily accessible to unauthorized persons but accessible at all time to the Undertaking's authorized representatives. The enclosure shall afford ample protection to the Undertaking apparatus from vermin and weather.

4.1.2. If any alterations are made to the accommodation provided; without the written consent of the Undertaking, the Undertaking reserves the right to remove the service and meters after giving all the consumers on the service a week's common notice to restore the original conditions under which the service was laid, at the cost of the consumer.

4.1.3. In buildings where a large number of meters are to be accommodated, the Undertaking may require well-ventilated room of appropriate size on the ground floor. For multistoried buildings, the Undertaking may agree to install meters on a few upper floors provided suitable similar accommodation is made available on these floors with space for isolating device at the ground floor and suitable size of duct is provided to carry rising mains to these upper floors.

4.2. High Voltage (H. V.):

The consumer requiring supply at high voltage shall provide and maintain a locked weather-proof, water proof and fire-proof enclosure of a design to be approved by the Undertaking for the purpose of housing the Undertaking's H.V. switchgear, metering equipment, etc. The Undertaking shall at all times, have access, for the purpose of housing and maintaining its H. V. apparatus and metering equipment, or where the provision of separate building or enclosure is impracticable, the consumer shall segregate the aforesaid apparatus of the Undertaking from any other part of his own apparatus.

4.3. Use of consumer premise to setup substation - Premises requiring a sanctioned load of 75 KW and above and requiring supply at medium voltage shall, if required by the Undertaking provide a suitable built-up accommodation or an open plot of dimensions specified by Regulation 26 of DC Regulations for Greater Mumbai, 1991 for the installation of a substation on the premises. The lessor shall enter into a lease agreement for the said accommodation or open plot as per provisions of the Regulations for housing the Undertaking's transformers, switchgears, cables and other apparatus. The Undertaking shall have the right to utilize the substation in the consumer's premises for the supply of electrical energy to other consumers. An authorized representative of the Undertaking shall have access to the afore-mentioned enclosure/substation at any reasonable time and on informing the occupier of his intention under section 163 of the Act.

4.4. Charges for service lines to be paid by the consumers

Where the provision of supply to an applicant entails works of laying of service line from the distributing main to the applicant's premises, the Undertaking will be authorized to recover all expenses reasonably incurred on such works from the applicant, as per Annexure 2 of the schedule of charges approved by the commission.

NOTE

1. Replacements necessitated on account of any willful act or default on the part of the consumer, will be carried out by the Undertaking at the cost of the consumer.
2. If a consumer desires to change the position of an existing service line, the Undertaking will carry out the work provided the new position is suitable, and will charge the consumer the whole cost incurred as per the approved schedule of charges.
3. The service line once laid shall not be transferred or shifted from one location to another except in genuine cases where the entire cost of shifting will be borne by the consumer as per schedule of charges approved by the commission from time to time. However, in cases where the shifting of a service line is necessitated by the demolition of buildings or widening of roads both due to setback by or under the orders of Municipality, such shifting will be carried out by the Undertaking, at its own cost.
4. The Undertaking is entitled to use any service line laid for any consumer as referred in clause 4.4 above for extending power supply to other consumers in the same building or in the vicinity or for any other purpose, notwithstanding that all expenses reasonably incurred have been recovered, except if such supply is detrimental to the supply to the consumer already connected therewith.
5. The main branch cutout in each phase conductor shall be inserted and sealed by the Undertaking free of cost to the consumer.
6. H.V. consumers may consult the Undertaking, in their own interest before ordering H.V. switchgear or apparatus and deciding on the layout thereof for general guidance.
7. H.V. consumers shall provide suitable circuit breakers fitted with automatic overload protection devices and of adequate rupturing capacity to protect his installation under short circuit conditions. The consumer's protective devices should be so graded to operate that the consumer's circuit breaker would trip off before the protective devices in the Undertaking's control switchgear operates.

5. EXTENSIONS AND ALTERATIONS:

5.1 Should the consumer, at any time after the supply of energy has been commenced, desire to increase/ decrease the number or size of lights, fans, heaters, motors etc. on his premises resulting in addition/reduction in sanctioned load an application for the same shall be submitted in the form (Annexure A). The Undertaking shall investigate the requirements of the consumer

and advise him of the charges to be paid if such addition/reduction in sanctioned load entails any additional works. On receipt of the charges, the Undertaking shall inspect and test the installation and permit the existing installation and/or additional/reduced load, to its system.

5.2 For the duration of the period in which alterations or repairs are being executed, supply to the circuit which is being altered or repaired, must be entirely disconnected and it shall remain disconnected until the alterations or repairs are tested and approved by the Undertaking.

6. FIXING THE POSITION OF SERVICE:

6.1 Upon receipt of an application, the Undertaking's authorized representative will inspect the premises with prior intimation to the applicant and fix the position of mains, cut-outs or circuit breakers and meters and sanction the load for the premises in consultation with the consumer and/or his Licensed Electrical Contractor.

6.2 The position of the service line termination, main cutouts or circuit breakers and the meters shall be so fixed as to permit easy access to the representatives of the Undertaking at any time. The cutouts and meter boards shall be fixed in a locked room or enclosure the keys of which shall be easily available on the premises. Meter shall be fixed at a height so as to enable convenient reading of meter and to protect meter from adverse weather conditions.

6.3 Consumers supplied with low and medium voltage electrical energy shall provide and maintain an enclosure with a dry masonry wall not less than 250 millimeters thick or such other structure as may be approved by the Undertaking on which the Undertaking's meter boards and service cutouts shall be supported and shall provide and maintain adequate protection for the meter board from ingress of water, tampering and mechanical damage.

6.4 Where provision of land or room is required under the development control regulations for Greater Mumbai or by any appropriate authority of the State Government, terms and conditions for use of such land or room by the Undertaking shall be as determined under the said rules of the said authority. The lease rent payable in such cases shall be mutually agreed between the Licensee and the applicant having regard to prevailing market rate..

7. LAYING OF PIPES:

Wherever pipes are required to be laid in private property, the same shall be provided by the applicant as per the requirements of the Undertaking at his cost.

8. MAINTAINING THE PROPERTY OF THE UNDERTAKING:

8.1 No person other than an Authorised Representative or any other person authorised under the Act and the Electricity supply code Regulations made there under shall be authorised to operate, handle or remove any electrical plant, electric lines or meter or break, remove, erase or otherwise interfere with the seals, name plates and distinguishing numbers or marks affixed on such property of the Undertaking placed in the consumer's premises:

8.1.1. Provided that such Authorised Representative shall not perform any of the acts under the MERC Electricity Supply Code Regulation- 7 except in the presence of the consumer or his representative:

8.1.2. Provided further that the undertaking shall provide prior intimation to the consumer of the visit of the Authorised Representative to the consumer's premises, except where the undertaking has reason to believe that any person is indulging in unauthorized use of electricity and / or is committing an offence of the nature provided for in Part XII or Part XIV of the Act on such premises.

8.2. If the undertaking's seal placed to protect its apparatus are found broken, provisions under section 138 of the Act shall apply.

9. WIRING ON CONSUMER'S PREMISES:

9.1. For the protection of the consumer and the public in general, it is necessary that the wiring on the consumer's premises must conform to the Indian Electricity Rules, 1956 until the introduction of any rules or regulation for the same under the provisions of the Act, Codes of Practice recommended by Bureau of Indian Standard and the Rules of the Fire Insurance Companies, until the introduction of any rules or regulations for the same under the provisions of the Act in terms of which the building is insured and be carried out by a Licensed Electrical Contractor.

9.2 The consumer's main switch and cutout; shall be fixed in a dry place in the same room or enclosure within one meter of the Undertaking's meter board or point of supply or in such other position as may be approved by the Undertaking. The Undertaking accepts no responsibility for the maintenance of wiring or apparatus on the consumer's side of the point of supply.

9.3 As soon as the consumer's installation is completed in all respects and tested by the consumer's contractor, the consumer must submit to the Undertaking a wiring contractor's work

completion and test report. A form for this purpose shall be supplied by the undertaking. It is important that the test report form is complete and accurate. Also compliances therein are fulfilled at site, as otherwise there will be delay in connecting supply.

9.4 As required by Rule 45 of the Indian Electricity Rules, 1956, no electrical installation work (including additions, alterations, repairs and adjustment to existing installation) except such replacements of lamps, fans, fuses, switches and other component parts of the installation, as in no way alters the capacity and character of the installation, shall be carried out upon the premises on behalf of any consumer or owner for the purposes of supply of energy to such consumer or owner, except by an Electrical Contractor Licensed by Government in this behalf and under the direct supervision of a person holding a certificate of competency, issued by Government. Any person committing breach of rule 45 shall render himself liable to punishment under Rule 139 of the said rules.

10 INSPECTION AND TESTING

10.1 Low and Medium voltage consumers

10.1.1 Upon receipt of the test report, the Authorized representative of the Undertaking, with prior intimation, shall inspect the equipments / apparatus / wiring to confirm compliance as per the test report given. Upon successful verification of the test report the undertaking shall proceed with the fixing of meters and coupling them with the consumer's installation preparatory to the inspection and testing of the installation and connection of supply. The consumer's wiring contractor should ensure that each installation is properly identified by a tag or otherwise, at the point of supply.

10.1.2 After the meters have been coupled to the installation the undertaking will notify the consumer's Licensed Electrical Contractor the time and the day when the Undertaking's representative proposes to inspect and test the installation. It will then be the duty of the Licensed Electrical Contractor to arrange for his supervisor to be present, at the inspection to give the Undertaking or its representative any information or assistance required concerning the installation.

10.1.3 In the case of installations already on supply, but requiring a separate or higher capacity meter, namely, a sub-division or extension of an installation, meters will be installed or replaced after inspection and testing.

10.1.4 Before taking the insulation test of the Installation the wiring must be complete in every respect. All fittings such as lamps, fans, coolers, motors, etc., must be connected up,

fuses Inserted and all switches in the "ON" position before the tests are carried out. Temporary wires or fittings or dead-ends should not be included in the installation and no part of the work should be left incomplete. The Insulation resistance of the entire installation to earth shall be tested from the Installation side of the Undertaking. This test shall be carried out for each phase separately and the I.R. value should not be less than 2 M Ohms for each phase.

10.1.5 A pressure of 500 volts D.C. will be applied by means of an Insulation Tester between the whole installation and earth and the insulation resistance to earth after one minute's electrification shall be such as will not cause a leakage from the installation exceeding one-five-thousandth, part of maximum current demanded.

10.1.6 In the case of reconnection of supply within a period of six months the consumer need not submit a test report of the Licensed Electrical Contractor before the supply is reconnected provided no alteration / addition is made in the wiring / load.

10.1.7 In case of new supply connections, on inspection of the compliance by the undertaking if it is found that the compliances are incomplete, the applicant shall be given one more chance to rectify the defects / complete the compliances. Upon re inspection if it is found that the defects are still not rectified the application shall be cancelled and all amounts excluding deposits shall be forfeited.

10.2 High Voltage consumers:

10.2.1 All low & medium voltage wiring and equipment shall be tested in accordance with the foregoing conditions.

10.2.2 Before any H.V. electrical equipment is connected to the system, the same shall be subject to the inspection and approval of the Undertaking and the Electrical Inspector.

10.2.3 The consumer shall produce, the Electrical Inspector and manufacturer's test certificates in respect of all H.V. apparatus.

10.2.4 In addition, the consumer's H.V. installation may be tested by the Undertaking at the voltage stipulated in Rule 65 of the Indian Electricity Rules, 1956, or the direct current equivalent thereof.

11 ACCESS TO PREMISES AND APPARATUS:

11.1 Subject to the provisions contained in Part XII, Part XIV and section 163 of the Act and the regulations, the Undertaking shall not seek entry to the consumer's premises beyond the point

of supply. Also, no inspection of any domestic premises shall be carried out between sunset and sunrise except in the presence of an adult male member occupying such premises, or an adult male representative.

11.2 While seeking entry into the consumers' premises, the Authorized Representative shall visibly display his name-tag and produce for scrutiny, proof of identity or authorization of the Undertaking and shall inform the consumer of his reason for entry into the premises. The Authorized Representative shall also carry the job sheet or work order setting out the work required to be done at the premises and show the same to the consumer before entering the premises.

12 SUSPICION OF OFFENCE IN THE CONSUMER PREMISES:

12.1 Where there is a reason to suspect that an offence of the nature provided for in Part XII or Part XIV of the Act is being committed on a consumer's premises, the Undertaking may cause inspection by the officer designated by the State Government under Section 126 of the Act or of the officer authorized by the State Government under Section 135(2) of the Act, as the case may be along with two independent witnesses. List of designated officers is enclosed.

12.2 Thereafter, an inspection report prepared by such officer, of the findings of the visit to the consumer's premises, shall be signed along with his remarks, if any, by the consumer and / or his representative and by such witnesses. In case of refusal by the consumer or his representative to sign on the inspection report, the same shall be recorded in the report and a copy provided to the consumer upon request.

12.3 Whoever indulges in any of the acts of the nature provided in clauses (a), (b) or (c) of sub-section (1) of Section 135 of the Act with the intention of dishonestly abstracting, consuming, or using electricity shall be liable to the consequences provided in the said Section.

12.4 An assessment under Section 126 or 135 of the Act shall accordingly be made for the entire period for which the dishonest abstraction, consumption or use of electricity under that Section can be clearly established by the officer authorized by the State Government in this regard, up to a maximum period of assessment of two years prior to the date of detection of such dishonest abstraction, consumption or use of electricity.

12.5 The assessment shall be made at a rate as provided in the act for the category of services so assessed and as per the regulations and amendments made by the Commission from time to time.

12.6 Where the period of dishonest abstraction, consumption or use of electricity can not be clearly established, it shall be presumed to be six months prior to the date of detection. (Section 135 of the Act and Regulation 8.6 of Supply Code)

13 CHANGE OF NAME:

13.1 A connection may be transferred in the name of another person upon death of the consumer or, in case of transfer of ownership or occupancy of the premises, upon application for change of name by the new owner or occupier. However, such change of name shall not entitle the applicant to require shifting of the connection to new premises.

13.2 The application for change of name shall be accompanied by charges as per the approved schedule of charges of the Undertaking. Such application shall also be accompanied by:

13.2.1 Consent letter of the transferor for transfer of connection in the name of transferee;

13.2.2 In the absence of a consent letter, any one of the following documents in respect of the premises: (a) proof of ownership of premises; (b) in case of partition, the partition deed; (c) registered deed; or (d) succession certificate;

13.2.3 Photocopy of license / permission with respect to the purpose for which electricity is being supplied to the premises, if required by statute;

13.2.4 Processing fee or receipt thereof.

13.2.5 All the documents submitted has to be authenticated by the applicant.

13.3 On receipt of the above required information the Undertaking shall communicate the decision on change of name to the consumer within the second billing cycle from the date of application . If it disallows or refuses to the change of name, the consumer concerned shall be given a reasonable opportunity of being heard in the matter. Also the Undertaking shall communicate the reasons of refusal in writing to the consumer.

13.4 Any charge for electricity or any sum other than a charge for electricity due to the Undertaking which remains unpaid by a deceased consumer or the erstwhile owner / occupier of any premises, as a case may be, shall be a charge on the premises transmitted to the legal representatives / successors-in-law or transferred to the new owner / occupier of the premises, as the case may be, and the same shall be recoverable by the Undertaking as due from such

legal representatives or successors-in-law or new owner / occupier of the premises, as the case may be, as per the regulations.

13.5 Provided that, except in the case of transfer of connection to a legal heir, the liabilities transferred under the Regulation 10.5 shall be restricted to a maximum period of six months of the unpaid charges for electricity supplied to such premises.

13.6 In case the undertaking finds that false / altered / forged documents are given for getting the change of name, the meter will be re transferred to the original name and charges paid will be forfeited.

14 SERVICES OF NOTICES, ORDERS OR DOCUMENTS:

14.1 Any notice by the Undertaking to a consumer shall be deemed to be duly served if it is addressed to consumer and served on him under section 171 of the Act by delivering the same after obtaining signed acknowledgement receipt thereof or by registered post or such means of delivery as may be prescribed.

14.1.1 where the Appropriate Government is the addressee, at the office of such officer as the Appropriate Government may prescribe in this behalf;

14.1.2 where the Commission is the addressee, at the office of the Commission;

14.1.3 where a company is the addressee, at the registered office of the company or, in the event of the registered office of the company not being in India, at the head office of the company in India;

14.1.4 where any other person is the addressee, at the usual or last known place of abode or business of the person.

14.2 Every notice addressed to the consumer shall be deemed to be properly addressed if addressed by the description of the owner or occupier of the premises (naming the premises), and may be served by delivering it, or a true copy thereof, to some person on the premises, or if there is no person on the premises to whom the same can with reasonable diligence be delivered, by affixing it on some conspicuous part of the premises.

15 SECURITY DEPOSITS

15.1 The Undertaking may require the consumer to deposit a security in accordance with the provisions of Regulation 11 of Supply Code and Section 47 of the Act.

15.2 In case of new connections, the security deposit shall be calculated based on the tariff category and contract demand/sanctioned load, load factor, diversity factor & number of working shifts of the consumer. Subsequently, in accordance with the regulations, the Undertaking would calculate the actual amount of Security based on the actual billing of the consumer and the same would be required to be maintained by the consumer. The Undertaking would revise the amount of security on an annual basis and demand/refund the difference from the consumer in a single payment. However, in cases wherein amount of refund does not exceed the higher of 10 per cent of the amount of security deposit required to be kept by the consumer or Rupees Three Hundred, refunds shall not be made.

15.3 The amount of the security referred above shall be an equivalent of the average of three months of billing or one billing cycle period, whichever is lesser. For the purpose of determining the average billing under this, the average of the billing to the consumer for the last twelve months, or in cases where supply has been provided for a shorter period, the average of the billing of such shorter period, shall be considered. In the case of seasonal consumers, the billing for the season for which supply is provided shall be used to calculate the average billing for the purpose of security deposit. This should be exactly in accordance with 11.2 of the Supply Code.

15.4 The Undertaking will pay interest on the amount of security deposit at a rate equivalent to the bank rate of the Reserve Bank of India. However interest shall be paid only on deposits in excess of Rs. 50.

15.5 A consumer with a consumption of electricity of not less than one lac (1,00,000) kilo-watt hours per month and with no undisputed sums payable to the Undertaking may, at the option of such consumer, deposit security, by way of cash (including cheque and demand draft), irrevocable letter of credit or unconditional bank guarantee issued by a scheduled commercial bank.

15.6 In case a consumer who has deposited security subsequently opts to receive supply through a prepaid meter, the amount of such security deposit shall, after deduction of all monies owing from such consumer, be either refunded to such consumer or treated as a part of the value of the prepaid credit to the account of such consumer, from which the value of his future consumption is to be deducted.

15.7 The Undertaking shall apply any security so deposited, towards satisfaction of any amount which is due or owing from the consumer.

15.8 In case of termination of supply, the Undertaking shall adjust all monies owed by the consumer to the security deposit. Any excess security deposit amount will be refunded to the consumer upon receiving a written request to that effect subject to the consumer returning the original security deposit receipts issued to him by the undertaking duly discharged. In case the consumer has lost the security deposit receipt, an Indemnity Bond in a prescribed format is to be given by the consumer on a two hundred rupees stamp paper.

16 NOTICE OF REMOVAL

(a) Consumers about to vacate or sublet their premises should give to the Licensee a seven clear day's notice in writing, together with an opportunity for disconnecting supply to the premises, otherwise the Licensee cannot guarantee that the meter readings will be taken on the required date to enable the final accounts to be submitted to the consumer. Failing such notice, the consumer will be held responsible for energy consumed on the premises in respect of which the licensee holds agreement for the supply of energy until the expiration of seven days from the day on which the notice of removal in writing has been received at his office. Disconnection of supply shall not absolve the consumer from his liability to pay fixed charges during the period the consumer has undertaken to take supply.

(b) Consumers leaving the station for a period exceeding two months and closing their premises while away, or whose premises remain closed and unoccupied owing to non-tenancy for the same period are requested to inform the Licensee before-hand so that the meters installed at the premises may be read, installations disconnected and the Licensee's property removed if agreed to between the Licensee and the consumer, or otherwise to notify the Licensee where the key can be obtained to enable the Licensee's engineer to remove the fuses whenever it is desired to test the distribution mains in the consumer's district.

17 POWER FACTOR/HARMONICS:

17.1 It shall be obligatory for the consumer to maintain the average power factor of his load at levels prescribed by the Indian Electricity Rules, 1956 with such variations, if any, adopted by the Undertaking in accordance with Rule 27 of the Indian Electricity Rules, 1956 and in accordance with the relevant orders of the Commission. However, it shall be obligatory for the HT consumer and the LT consumer (Industrial and Commercial only) to control harmonics of

his load at levels prescribed by the IEEE STD 519-1992, and in accordance with the relevant Orders of the Commission.

17.2 The Undertaking may require the consumer, within a reasonable time period, which shall not be less than three months, to take such effective measures so as to raise the average power factor or control harmonics of his installation to a value not less than such norm as mentioned above.

17.3 Undertaking shall charge penalty or provide incentives for low / high power factor and for harmonics, in accordance with relevant Orders of the Commission.

18 METERS & METER READING : (Regulation 14 of Electricity Supply Code)

18.1 Meters

18.1.1 The undertaking shall install a meter, pre-tested for correctness, for a consumer / premise according to the provisions of the MERC (Electric Supply Code) Regulations, 2005.

18.1.2 Except where the consumer elects to purchase a meter, the Undertaking may require the consumer to provide security for the price of the meter in accordance with the schedule of charges approved by the Commission, not exceeding the price of the meter. The Undertaking shall pay to the consumer interest at a rate, equivalent to the bank rate of the Reserve Bank of India, on the amount of security deposit maintained by the consumer under this clause 18.1.2.

18.1.3 The meters shall be in accordance with specifications laid down by the Central Electricity Authority (Installation & Operation of meters) Regulations, 2006 made under Section 55 of the Act.

18.1.4 If a consumer elects to purchase a meter from the Undertaking, the price of meter supplied by the undertaking shall be as per Annexure 3 of the schedule of charges approved by the Commission.

18.1.5 In the case of high voltage consumers the Undertaking shall normally provide the H.V. metering equipment for registering the demand as well as the energy consumed. If due to any reasons the Undertaking installs metering equipment on the LT / MV side, H.V. reading for billing purposes will be computed by adding 2.0 per cent to the M.V. demand reading to determine the KW or KVA Billing Demand and "X" units to the M.V. KWH reading to determine the total energy consumption, to compensate the transformation losses, where "X" is calculated as follows:

“X” = $\{(730 \times \text{kVA rating of transformer}) / 500\}$ units per month to compensate for iron losses plus one percent of units registered on LT side for copper losses.

18.2 Installation of meter:

18.2.1 All meters, indicators and special apparatus required for metering the supply shall be installed, sealed and maintained by the Undertaking on the premises of the consumer. Meters will ordinarily be installed at the point of supply to the building. Generally, meters would be installed in such a position that it is easily accessible and safe from adverse weather conditions.

18.3 Reading of meters:

18.3.1 Readings of meters will be taken by the employees / authorized representatives of the Undertaking once every billing cycle (at least once in every two months) and such meter readers shall have access to the consumer's premises at all reasonable times for the purpose, of such reading.

18.3.2 The consumer shall provide all facilities to the meter reader for taking the readings by ensuring that the meter cabin keys are readily available, meter cabins are kept neat and clean and no obstruction is caused for reading of any meter.

18.3.3 If the meter remains inaccessible after two consecutive efforts to effect a meter reading, then in addition to any remedy available to the Undertaking under section 163 of the Act, the consumer shall be served not less than seven clear working days notice to keep open the premises for taking the meter reading by the Authorized Representative on the days/time stated in the notice.

18.3.4 Where the consumer fails to keep the meter accessible on the days and at the times stated in the notice, the same shall be deemed to be a refusal of entry under the provisions of the Act and the consequences there under shall apply.

18.3.5 However, if the consumer provides prior intimation to the Undertaking, with cogent reasons, of any temporary inaccessibility to the meter and has sought a facility for advance payment, the inaccessibility to the meter will not be deemed as a refusal of entry.

18.4 Lost/Burnt Meters (Regulation 14.2 of ESC)

18.4.1 Any complaint to the Undertaking, regarding a lost meter shall be accompanied by a copy of the First Information Report (FIR) lodged with the appropriate police station.

18.4.2 Supply in these cases, if cut-off, shall be restored, after installation of a new meter and payment by the consumer of the price of the meter, the cost of other apparatus, and any other applicable deposits and charges as per approved schedule of charges by the Commission.

18.4.3 Where, upon a complaint by the consumer or inspection by the Authorized Representative, the meter is found to be burnt, it shall be replaced and supply shall be restored to the consumer provided that the Undertaking may recover the price of the new meter from the consumer as per approved schedule of charges by the Commission.

19 INSPECTION AND TESTING OF METERS:

19.1 Undertaking shall be responsible for the periodic testing and maintenance of all consumer meters.

19.2 However the consumer may at any time requests to test of accuracy of the meter. The Undertaking would thereafter conduct the necessary test upon payment of testing charges as per the schedule of charges approved by the commission.

19.3 Undertaking shall provide a copy of the meter test report to the consumer within a period of two months from the date of request for testing of meter by the consumer.

19.4 In the event of the meter being tested and found to be beyond the limits of accuracy prescribed in the Regulation 8 of CEA Regulations, 2006 under Section 55 of the Act, the Undertaking shall refund the testing charges paid by the consumer and adjust the amount of the bill in accordance with the results of the test.

20 CHARGES FOR SUPPLY

20.1 Method of charging

20.1.1 The charges applicable would be as per the tariff order and the schedule of charges approved by the Commission from time to time.

20.1.2 The charges for electricity supplied shall include fixed charges and variable charges. Besides, the consumer has to pay taxes, duties and other statutory charges in accordance with the provisions of the Act & MERC Regulations.

20.2 Resale of energy:

20.2.1 The consumer shall not sell energy purchased from the Undertaking to a third party unless authorised under MoP Electricity (Removal of difficulties) (Eighth) Order, 2005.

20.3 Assignment or transfer of Agreement: The consumer shall not without previous consent in writing of the Undertaking, assign, transfer or part with the benefit of his agreement with the Undertaking nor shall the consumer in any manner part with or create or separate interest there under.

21 BILLING:

21.1 Except where the consumer receives supply through a prepaid meter, the Undertaking shall issue bills to the consumer at intervals of at least once in every two months unless otherwise specifically approved by the Commission for any consumer or class of consumers.

21.2 The Undertaking shall, upon request by the consumer, explain the detailed basis of computation of the consumer's bill.

21.3 In case the meter is not accessible, and hence is not read during any billing period, the Undertaking shall send an estimated bill to the consumer. However, the amount so paid will be adjusted after the readings are taken during the subsequent billing period(s). In case of such inaccessible meters, the estimated bill shall be computed based on the recorded consumption of the last billing cycle for which the meter has been read by the Undertaking.

21.4 Subject to the provisions of the Act, in case of a defective meter, the amount of the consumer's bill shall be adjusted for a maximum period of three months prior to the month in which the dispute has arisen. The adjustment would be in accordance with the results of the test taken, subject to furnishing the test report of the meter along with the assessed bill. In case of broken or damaged meter seal, the meter shall be tested for defectiveness or tampering. In case of tampering the assessment would be carried out as per Section 126

or Section 135 of the Act, depending on the circumstances of each case and the Supply Code Regulations.

21.5 In case the meter has stopped recording, the consumer will be billed for the period for which the meter has stopped recording, up to a maximum period of three months, based on the average metered consumption for twelve months immediately preceding the three months prior to the month in which the billing is contemplated.

22 DELIVERY OF BILLS :

22.1 Bills will normally be delivered by hand by the undertakings personnel or its authorized representative.

22.2 In case the consumer request the bill to be delivered at a place other than where the power supply is provided and the undertaking accepts the request, the bills will be sent by post. In such cases, the Undertaking takes no responsibility for loss in transit.

22.3 In the event of non-receipt of bills the consumers shall notify the ward office of the Undertaking. Otherwise it will be deemed that the bills have reached the consumer in due time.

22.4 Only in case of temporary supply the consumer shall collect the bills from the respective ward offices.

23 PAYMENT OF BILLS :

23.1 Bills shall be paid by the consumer on or before the due date mentioned on the bills at Bill Collection Centers or at authorized Banks or the Mobile Vans stationed in different localities or at designated post offices or by any other method approved by the undertaking, authorized to receive such payments on behalf of the Undertaking.

23.2 The due date for the payment of a bill shall be not less than twenty-one days from the bill date in the case of residential and not less than fifteen days in the case of other consumers.

23.3 Where any person neglects to pay any charge for electricity or any sum other than a charge for electricity due from him to the undertaking in respect of supply of electricity to him, the undertaking may, after giving not less than fifteen clear days notice in writing, to such person and without prejudice to his rights to recover such charge or other sum by

suit, cut off the supply of electricity and for that purpose cut or disconnect any electric supply line or other works being the property of undertaking through which electricity may have been supplied and may discontinue the supply until such charge or other sum, together with any expenses incurred by him in cutting off and reconnecting the supply, are paid.

23.4 In the event of disconnection, the supply will be reconnected only after the payment of all dues and the reconnection fees. In case of payment of dues after six months, the request for reconnection shall be construed as a new application in accordance with the regulations.

23.5 Any complaint with regard to the accuracy of the bills shall be made in writing to the Undertaking and the amounts of such bills shall be paid under protest. The amount to be deposited would be either equal to the sum claimed from him or the electricity charges due from him for each month calculated on the basis of average charge of electricity paid by him during the preceding six months, which ever is less till the disposal of the dispute between him and the undertaking. The amounts of the bills paid under protest will be regarded as advances to the credit of the consumer's account until such time as the bills in dispute have been fully settled.

23.6 A consumer must present his bill at the time of payment without which the payment will not be accepted.

23.7 However if the consumer has not received the bill or, having received the bill, has lost the bill, the consumer shall, before the receipt of the next bill, report the non-receipt or loss of bill at the ward office. However, where the consumer reports the non-receipt or loss of bill over the telephone or in person the designated officer may also communicate the amount of the bill, after completion of suitable identity verification procedure.

23.8 Non-receipt of bill or loss of bill does not excuse the consumer from discharging his obligation to make payment within the due date for payment of electricity charges.

23.9 Cheques for current consumption bills are received from consumers in good faith and receipts issued, subject to realization in the bank. But if the bank returns the cheque for any reasons whatsoever, the Undertaking will charge the consumer the administrative charges that might be imposed by the Bank for belated payment. Further, if the cheques issued by a consumer in favour of the Undertaking happen to be returned by the bank unrealized, more than twice, the Undertaking will not accept any further cheques from such

a consumer and it reserves the right to disconnect supply after giving a fifteen (15) clear working days notice.

23.10 The Undertaking may, at its discretion, allow consumers the facility of payment of arrears by way of installments. However the facility of payment of arrears by way of installments shall not affect the liability of the consumers to pay interest and additional charges for delayed payment as per the relevant orders of the Commission from time to time, until all arrears have been cleared. (Regulation 15.7)

23.11 The undertaking will provide the facility of making advance payment to the consumer. However, the undertaking shall pay interest to the consumer at a rate equivalent to the RBI bank rate on the amount deposited.

24 QUALITY OF SUPPLY: (Regulation 5 of SOP)

24.1 Except with the written consent of the consumer or with the previous sanction of the Commission, the Undertaking shall not permit the voltage at the point of supply to vary from the declared voltage as under:

24.1.1 In the case of low or medium voltage, by more than 6 per cent, or;

24.1.2 In the case of high voltage, by more than 6 per cent on the higher side or by more than 9 per cent on the lower side;

24.1.3 In case of extra-high voltage, by more than 10 per cent on the higher side or by more than 12.5 per cent on the lower side.

25 SYSTEM OF SUPPLY: (Regulation5.2 of SOP)

25.1 Except where otherwise previously approved by the CEA, the Undertaking shall give supply of energy on the following AC systems, namely-

25.1.1 Low voltage –alternating current, single phase, 50 cycles.

25.1.2 Medium voltage –alternating current, three phase, 50 cycles;

25.1.3 High voltage – Alternating current, three phase, 50 cycles.

26 CLASSIFICATION OF INSTALLATIONS : (Regulation 5.3 of SOP)

26.1 Except where otherwise previously approved by the CEA, the systems shall be classified as follows, namely A.C. system:

26.1.1 Two wire, single phase, 240 volts-General supply not exceeding 40 amperes

26.1.2 Four wire, three phase, 240 volts between phase wires and neutral general supply, exceeding 40 amperes and sanctioned load not exceeding 150 kW/187kVA (201 HP).

26.1.3 Three phase, 50 cycles, 11 Kv/22kV – all installations with contract demand above 150 kW/187Kva (201 HP) & upto 1500kVA.

26.1.4 Three phase, 50 cycle, 22 KV – all installations with contract demand above 1,500 kVA and up to 3,000 kVA.

26.1.5 Three phase, 50 cycle, 33 KV – all installations with contract demand above 1,500 kVA and up to 5,000 kVA

26.1.6 Three phase, 50 cycle, extra high voltage – all installations with contract demand above 5,000 kVA.

27 GENERAL WIRING CONDITIONS:

27.1 Mains: The consumer's mains shall in all cases, be brought to the Undertaking's point of supply. As per provisions of clause 61 (A) of IE. Rules 1956, where sanctioned load is 5 KW or more, the consumer should provide earth leakage protective device of suitable capacity, manufactured by authorized company. The ELCB manufacturer's certificate should be submitted along with the test report.

27.2 Switches, Fuses and ELCB: The consumer shall provide proper linked quick break main switches of requisite capacity to carry and break current in each conductor near the commencement of supply. All the consumer's switches should be on the live wire and the letter '0' should be painted on the wooden board directly underneath the neutral conductor where it leaves the consumer's main switch for connecting up to the meter. No single pole switch or cutout should remain inserted in any neutral conductor.

27.3 Balance of Installation: If the connected load of any Installation exceeds 40 amperes at 240 volts, the lamps, fans or any other apparatus of which the installation consists shall be so grouped that under normal working conditions the currents will be balanced and no current would flow in the neutral wire.

27.4 Low and Medium Pressure Supply: The Undertaking's meters, service-cutouts and other equipment shall preferably be enclosed in a strong masonry fire-proof enclosure, with locking arrangement. A separate enclosure with Independent access completely segregating the Undertaking's equipment shall be provided by the consumer for housing his main switch and other equipment. All wires between which a difference of potential of 250 volts or over exists shall be made inaccessible to unauthorized persons or enclosed in an earthed metallic casing or heavy gauge conduit (refer IS: 1653 1972) or P.V.C. armoured cable. A "CAUTION" board printed In 'Hindi', 'Marathi', and 'English' shall be affixed thereto.

27.5 Earthing: Gas or water pipes shall on no account be used for earthing purposes. All wiring shall be kept, as far as possible, away from gas and water pipes. The consumer's earthing system shall be properly bonded, at all points and connected to the Undertaking's earthed terminal provided near the point of commencement of supply In accordance with Rule 33 of the Indian Electricity Rules, 1956. Provided that in the case of medium, high or extra high voltage installation the consumer shall in addition to the aforementioned earthing arrangement, provide his own earthing system with an independent electrode and maintain the same.

27.6 Motive Power Installations: AC motor shall be provided with a control gear so as to prevent, satisfactorily, the maximum current demand from the consumer's installation exceeding the limit given in the following schedule at any time under normal operating conditions. Repeated Failure to comply with these regulations will render the consumer liable to disconnection from the supply on account of the Interference with the supply to other consumers.

Nature of Supply	Size of Installation		Unit of maximum current demand
Single-phase	Upto & Including 1 B.H.P.		6-Times the full load current
Three-phase	(I)	Above 1 B.H.P. & upto & including 10 B.H.P	6-Times the full load current.
	(II)	Above 10 B.H.P. & upto & including 15 B.H.P.	Twice full load current.
	(III)	Above 15 B.H.P	1.5 Times full load current

NOTE:

1. A.C. motors of 1 B.H.P. and over shall be wound for 3-Phase 415 volts between phases.
2. AC three phase motors shall be controlled by a triple pole switch and triple pole fuses (or overload releases) near the motor and those above 5B.H.P. shall be protected In addition by no-volt releases. The overload releases must be maintained in thorough working order. Wiring for 3 phase motors shall be armoured, multicolour cables or run with all the wires bunched In a strong metallic conduit (refer IS: 1653-1972), which must be efficiently earthed throughout and connected to the frame of the motor, from which two distinct and separate earth wires of adequate size shall be run. The minimum size of the earth wire permitted is 6 sq. mm. in copper or equivalent size in galvanized iron or steel (refer IS: 3043-1987). Installation of all motors shall comply in every respect with the Indian Electricity Rules, 1956.

27.7 Electrical Appliances: Wherever premises qualify for more than one tariff, the wiring circuit for each of them should be carried out distinctly throughout upto the point of supply. Wall plugs used on this circuit shall be of the three-pin type, the third pin being an earth connection. Two pin plugs, multiway adaptors and lamp holders will not be allowed. All appliances used must be effectively earthed. No earth Wire shall have a cross-sectional area less than 3 sq. mm. If of copper and 6 sq. mm. If of galvanized iron or steel (refer IS: 3043-1987 code of practice for earthing). Use of bare aluminium wire for earthing is not recommended. Twisted Joints in the earth conductor will not be permitted.

27.8 Plugs: All plug sockets shall be of the three-pin type and third pin shall be permanently and efficiently earthed In accordance with Rule 61, Sub-rule (3) of the Indian Electricity Rules, 1956. All plugs shall have switches on the phase wire and not on the neutral.

27.9 Wiring:

27.9.1 Single leads shall not be allowed to be run separately in iron conduit. The individual consumer's mains from the Undertaking's point of supply shall be drawn separately in a heavy gauge conduit (refer IS: 1653-1972) or in a P.V.C. armoured cable.

27.9.2 . It is recommended that where wiring is likely to be exposed to weather, P. V.C. armoured cable may be use of for safety and longer life.

27.10 General: The consumers should get their wiring done through Electrical Contractors licensed in this behalf by the Government of Maharashtra. The wiring work shall be carried out in accordance with the Indian Electricity Rules, 1956.

28 FAILURE OF SUPPLY: (Regulation 17)

28.1 Should at any time the Undertaking's main service fuse or branch fuses blow, attention should be drawn, of the concerned "Zonal Fuse Control" center of the Undertaking and a complaint lodged there either in person or through telephone on the designated center/Call center mentioned in the electricity bill.

28.2 Only authorized employees wearing uniforms, badges and possessing identity cards from the Undertaking are permitted to replace these fuses in the Undertaking's cutouts. Consumers are not permitted to replace these fuses and they will render themselves liable to penal action as per the provisions of the Act if the seals on the Undertaking's apparatus are broken. The Undertaking does not allow its employees to carry out any repairs to the consumer's Installation. If the failure of supply is due to any cause other than a fault in the Undertaking's apparatus, the consumer will be charged, for the attendance of the fuserman in accordance with the Schedule of Charges as approved by the Commission.

28.3 Should the Undertaking's main fuse blow, more than twice in 24 hours, the supply shall not be restored until the consumer's installation has been tested in accordance with the procedure as laid down in clause-10.

28.3.1 The consumer should ensure that his own main fuse and circuit fuses are of lower current carrying capacity than that fixed by the Undertaking.

28.3.2 The Undertaking shall take all reasonable measures to ensure continuity, quality and reliability of supply of power to the consumer, except where he is prevented from doing so by cyclone, floods, storms or other occurrences beyond his control.

28.3.3 The Undertaking shall be entitled, for reasons of testing or maintenance or any other sufficient cause for its efficient working, to temporarily discontinue the supply for such periods, as may be necessary, subject to providing advance public notice in this behalf. The period of such scheduled outage shall not normally exceed twelve hours on any day.

28.3.4 The Undertaking shall not be liable for any claims attributable to indirect, consequential, incidental, punitive, or exemplary damages, loss of profits or opportunity, whether arising in contract, tort, warranty, strict liability or any legal principle which may become available, as a result of any curtailment of supply under the circumstances or conditions mentioned in this Clause.

NOTE:

Before lodging a complaint the consumer shall check the main fuses and circuit fuses of his own installation.

29 SAVING OF RIGHTS OF UNDERTAKING AND CONSUMERS:

29.1 Nothing in these conditions shall abridge, or prejudice the rights or remedies of the Undertaking and the consumer under the license, the Electricity Act, 2003, Regulations and orders of the Commission there under and IE Rules, 1956.

29.2 Further the Undertaking reserves the right, at any time, to end, cancel or add to any of these conditions and schedules or service and miscellaneous charges as per the approval of the Commission from time to time.

30 Exemption:

If the consumer's electrical wires, fittings, works and apparatus are not in good order and condition and are consequently likely to affect for any reason whatsoever injuriously the use of energy by the licensee or by other persons, in such cases, the undertaking shall be entitled to discontinue the supply of energy to the consumers premises in accordance with the provisions of IE Rule, 1956.

The Designation of officers authorized to exercise the powers conferred by **sub-section 6 of Section 126 of the Electricity Act, 2003** (36 of 2003) as assessing officers vide Notification No.IEA/1003/CR/1376/NRG-4 dated 27th April, 2004 is given below:-

- 1) Divisional Engineer Commercial (South),
- 2) Divisional Engineer Commercial (North),
- 3) Superintendent Consumers (South),
- 4) Superintendent Consumers (North),
- 5) Divisional Engineer (Vigilance).

The Designation of officers authorized to exercise the powers conferred by **sub-section (2) of Section 135 of the Electricity Act, 2003** vide notification No.IEA,2006/CR 477(3)/NRG-3 dated 26th September, 2006 is given below:-

Deputy General Manager (Electric Supply)
Asstt. General Manager (Electric Supply)
All Chief Engineers (Electric Supply)
All Dy. Chief Engineers (Electric Supply)
Divisional Engineer (Energy Audit),
Divisional Engineer (Vigilance)
Superintendent Consumers (South)
Superintendent Consumers (North)
Divisional Engineer (Commercial South),

Divisional Engineer (Commercial North),
And All Other Divisional Engineers

BEST UNDERTAKING**Schedule of Rates as per MERC Order [Case No. 90 of 2012] w.e.f. 01.01.2013****Annexure I**

Sr. No	Particulars	Approved by the Commission (Rs.)
Application Registration & Processing Charges		
1) New connections / Reduction or addition of Load / Shifting of service /Extension of service / Change of Tariff Category/Temporary connection		
	a) Single phase	50
	b) Three phase	75
	c) HT supply	200
2) Change of name		
	a) Single phase	50
	b) Three phase	50
	c) HT supply	100

Note: 1. All the charges are excluding taxes, if any

BEST UNDERTAKING

<u>Schedule of Rates as per MERC Order [Case No. 90 of 2012] w.e.f. 01.01.2013</u>		
Annexure II		
Sr. No	Particulars	Approved by the Commission (Rs.)
Service Connection Charges for New Connection and Extension of Load.		
1	L.T. Supply	
	Single Phase	
	For loads upto 5 KW	2000
	For Loads above 5kw and upto 10 KW	3000
	Three Phase	
	Motive power upto 27 HP or other loads upto 20 KW	9000
	Motive power > 27 HP but <= 67 HP or other loads >20 KW but <= 50 KW.	19500
	Motive power > 67 HP but <= 134 HP or other loads > 50 KW but <= 100 KW.	40000
	Motive power > 134 HP but <= 201 HP or other loads > 100 KW but <= 150 KW.	60000
	* loads above 150 KW	250000
2	H.T. Supply	
	Provision of distribution facility for power supply from BEST distribution network	
	For loads upto 500 KVA	350000
	For Loads above 500 KVA	400000
	Provision of dedicated distribution facility for power supply to HT consumer	At actual
3	Charges for non-regular service such as Fire fighting or Temporary Connection	At actual
4	Extension of Load: the charges will be applicable on the total load (existing as well as additional load demanded)	As per Sr.No.1, 2, & 3 above

NOTE:-

1. All the charges are excluding taxes, if any.
2. * For loads above 150 kW – As and when the amendment to MERC SoP Regulations are notified to include ‘loads above 150kW upto certain specified limit’ under L.T. Supply; else these will be covered under approved H.T. rates.

BEST UNDERTAKING**Schedule of Rates as per MERC Order
[Case No. 90 of 2012 and Case No.22 of 2013] w.e.f. 01.01.2013****Annexure III**

Sr. No	Particulars	Approved by the Commission (Rs.)
Miscellaneous and General Charges		
1	Reconnection Charges	
	a) Re-installation of fuse cutout	100
	b) Re-installation of meter	300
	c) HT Supply	500
	d) Re-connection of Service Cable	750
2	Shifting of Meter, if carried out only on consumer's request	
	Single Phase	100
	Three Phase	200
3	Meter Testing at site on Consumer's request	
	Single Phase	100
	Three Phase	350
4	Meter Testing at BEST's laboratory on consumer's request	
	a) Single Phase meter	200
	b) Three Phase whole current meter	500
	c) Three Phase CT meter	1000
	d) H.T. Meter	1000
	e) Single Phase Prepaid meter	200
	f) Three Phase Prepaid meter	500
5	Meter testing at Government approved laboratory	At actual
6	Cost of meter (applicable in case consumer opts to purchase the meter from BEST Undertaking & in case of Lost and Burnt meter)	
	Single phase meter	1000
	Three Phase whole current meter	3000
	Three Phase CT operated meter	4000
	H.T. Meter	4500
	Single Phase Prepaid meter	3300
	Three Phase Prepaid meter	6000
7	Visit Charges (Only for new connection or additional supply request)(only in case of subsequent visit for Inspection and test of Installation and not for the first visit)	100
8	Charges for dishonored cheque	250
9	Photocopying of Regulatory Order etc, (Rs./Page)	1
10	Duplicate copy of each monthly bill (Rs./Bill)	2
11	Statement of Accounts (Rs./Page)	2
12	Shifting of Service, if carried out on consumer's request	At actual
13	Service Disconnection , if carried out on consumer's request	At actual

NOTE: – All the charges are excluding taxes, if any.

BEST UNDERTAKING

<u>Schedule of Rates as per MERC Order</u> <u>Case No.26 of 2013 dated 28.08.2013 w.e.f. 01.09.2013</u>		
Annexure IV		
Sr.No.	Particulars (Security Deposit)	Amount approved by the Commission (in Rs.)
1.1	Permanent Supply	
a	Residential Consumers (new connection / additional sanctioned load)	Rs.200/- per KW or part thereof.
b	Other consumers (new connection / additional sanctioned load)	Rs.500/- per KW or part thereof.
1.2	Temporary Supply	
a	Religious Supply	Rs.20/- per KW or part thereof per day.
b	Other consumers (new connection / additional sanctioned load)	Rs.500/- per KW or part thereof.

DCECC(S)