

BROCHURE REGARDING SERVICES FOR ELECTRICITY CONSUMERS



HIMACHAL PRADESH ELECTRICITY REGULATORY COMMISSION

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A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

-----*Mahatma Gandhi*

Electricity is an essential requirement for all facets of our life. It has been recognized as a basic human need. It is a critical infrastructure on which the socio-economic development of the country depends. Supply of electricity at reasonable rate to rural India is essential for its overall development. Equally important is availability of reliable and quality power at competitive rates to the consumers. Availability of quality supply of electricity is very crucial to sustained growth of the country. Having recognized the need for a self contained comprehensive legislation relating to electricity, the Central Government enacted the Electricity Act, 2003 on 10.06.2003. As per Section 82 of the said Act, 2003, every State Government shall constitute, for the purposes of this Act, a Commission for the State to be known as the State Electricity Regulatory Commission. The State Commissions are primarily mandated to balance the interests of consumers and

licensees so as to achieve ultimate objective of providing reliable quality supply of power at an affordable price with improved consumer services.

CONSTITUTION AND FUNCTIONS OF STATE ELECTRICITY REGULATORY COMMISSION:

The Himachal Pradesh Electricity Regulatory Commission (the Commission or HPERC) is a statutory body established on 30.12.2000 under the Electricity Regulatory Commission Act, 1998 (14 of 1998) and subsequently under the Electricity Act, 2003. It started functioning since 6th January, 2001 with its headquarter at Shimla. The functions of HP Electricity Regulatory Commission (HPERC) under the Electricity Act, 2003 include-

Functions related to	Detail of Functions
Tariff Determination [Under Section (U/S) 62 & Section 86 of the Electricity Act, 2003]	Determine the Tariff for- <ul style="list-style-type: none"> a. supply of electricity by a generating company to a distribution licensee; b. transmission of electricity; c. wheeling of electricity; d. retail sale of electricity.
	Regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State.
Transmission & Wheeling of Electricity (U/S 86)	Facilitate intra-State transmission and wheeling of electricity.
Licensing (U/S 14)	Issue licenses for- <ul style="list-style-type: none"> a. transmission of electricity as a transmission licensee;

	<ul style="list-style-type: none"> b. distribution of electricity as a distribution licensee; c. undertaking trading in electricity as an electricity trader.
Promotion of co-generation & Generation of Electricity from Renewable Sources (U/S 86)	<ul style="list-style-type: none"> a. to promote electricity from renewable sources of energy. b. to promote electricity from Co-generation.
Adjudication (U/S 86)	To adjudicate disputes between the licensees and generation companies.
Levy of fees & charges (U/S 86)	Levy fee for purpose of this Act.
Framing of Regulations (U/S 181)	<p>To frame regulations on the various aspects concerning supply of electricity inter-alia including-</p> <ul style="list-style-type: none"> a. terms & conditions for determination of Tariff U/S 61; b. electricity supply code U/S 50; c. the standards with respect to quality, continuity and reliability of service by licensees; d. grid code; e. security deposit; and f. guidelines under sub-section 5 of Section 42.
Advisory functions (U/S86)	<p>To advise the State Government on any of the following matters, namely:-</p> <ul style="list-style-type: none"> a. promotion of competition, efficiency and economy in activities of the electricity industry; b. promotion of investment in electricity industry; c. reorganization and restructuring of electricity industry in the State; and d. matters concerning generation, transmission, distribution and trading of electricity or any other matter referred by the Government.

Distribution Licensee:

Himachal Pradesh State Electricity Board Limited (HPSEBL) with its head office at Vidyut Bhawan, Shimla-171004 (HP) is the sole distribution licensee operating in the State at present. It caters electricity to about 23 Lac consumers across the State. It has a large number of Electrical Sections and Sub-Divisional Offices as well as complaint centres, which have been spread across the State so as to provide easy accessibility to the consumers.

Regulations framed by the Commission:

The Commission has notified various regulations on the subject matters falling under its purview. In particular, the following regulations have been framed with a specific objective to ensure quality and reliability in supply of electricity by the distribution licensee with performance standards to take care of the consumers' interests. Simultaneously, the Commission also fixes different charges to be paid by the consumers to the licensee for various services so that the licensee's business remains commercially viable:-

- Himachal Pradesh Electricity Regulatory commission (Licensee Duty for Supply of Electricity on request) Regulations, 2004;

- HP Electricity Regulatory Commission (Security Deposit) Regulations, 2005;
- HPERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2012;
- HPERC Supply Code, 2009;
- HPERC (Distribution Performance Standards) Regulations, 2010;
- Based on the provisions contained in the above referred to regulations, this brochure has been prepared primarily for the guidance of Low Tension (LT) electricity consumers in the State of Himachal Pradesh.

Eligibility for Power Supply:

Based on the purpose for which supply is required and the quantum of connected load or contract demand required by the applicant, the consumers are covered under different schedules of tariff under the annual tariff orders of the Commission. The Domestic Supply (DS) schedule is primarily applicable to the consumers using electrical energy for lights, fans, heaters, cooking ranges, ovens, refrigerators, air conditioners, stereos, radios, televisions, mixers, grinders, electric iron, sewing/embroidery/knitting machines, domestic pumping sets and other domestic appliances in a single private house/flat or any other residential premises. The other tariff schedules cover various consumer categories such as Non-Domestic Non-

Commercial Supply (NDNCS), Commercial Supply (CS), Small Industrial Power Supply (SIPS), Medium Industrial Power Supply (MIPS), Large Industrial Power Supply (LIPS), Agricultural Supply (AS), Irrigation and Drinking Water Pumping Supply (IDWPS), Bulk Supply (BS), Street Lighting Supply (SLS) and Temporary Metered Supply (TMS).

New Connection:

- The Application and Agreement Form on which application has to be made by the applicant for new electricity connection will be available free of cost at the designated offices of the licensee and on its website.
- The application and agreement form duly filled, alongwith requisite documents, is to be submitted at the local designated office of the licensee. However, the consumer may, if he considers it expedient to do so, make online application to the licensee and deliver by post or by hand delivery the hard copy of the original Application and Agreement Form, alongwith the enlisted documents, to the licensee at its designated office.
- A check list showing the documents attached with the application form shall be provided by the distribution licensee with the application form to the applicant.

- The concerned Sub-Divisional Office of HPSEBL, receiving the application form shall also issue an acknowledgement for the receipt of the Application & Agreement for power supply.
- On receipt of application, the licensee shall issue the Demand Notice within 10 days, indicating there-in the amount to be paid by the applicant on account of Security Deposit, Normative Infrastructure Development Charges and the Estimated Cost of Service line. The Demand Notice shall also depict any other formalities required to be completed by the applicant.
- After compliance of the requirements of the Demand Notice by the applicant, the licensee shall release the connection within the following time limits reckoned from the completion of the codal formalities and the payment of charges and security amount stated in the demand notice:
 - a) where no extension of distribution mains or commissioning of new sub-station is required for effecting such supply, within 20 days;
 - b) in cases where such extension of distribution mains or commissioning of new sub-station is required but there is no requirement of erection and commissioning a new 33/11kV sub-station, within 40 days; and

c) in cases where erection & commissioning of a new 33/11kV sub-station is required, the licensee shall, within 15 days of receipt of the application, submit to the Commission a proposal for erection of 33/11kV sub-station together with time required for commissioning of the sub-station. However, if such sub-station is already covered in the investment plan approved by the Commission, the licensee shall complete the erection of such sub-station within the time period specified in such investment plan.

- In case of any delay in release of connection beyond the specified timelines, the applicant shall be entitled to a minimum compensation @ Rs. 50/- for each day of delay, unless the distribution licensee gets the time limit extended from the Commission.
- In case the applicant wants to withdraw his application after having deposited the security, the amount deposited shall be refunded after deducting 10% of the security deposit and the payment of actual expenditure incurred by the licensee for the release of connection.

Security Deposit for New Connection:

The applicants are required to pay/deposit initial security at the rates applicable from time to time as per Himachal

Pradesh Electricity Regulatory Commission (Security Deposit) Regulations, 2005, as amended from time to time. The rates of initial security deposit currently applicable for the various categories of consumers as per the said regulation are as under:

Sr. No.	Type of Consumer Category	Initial Security Deposit per kW/kVA or fraction thereof of Connected Load/Contract Demand (Amount in Rupees)			
		Four (4) months billing	Three (3) months billing	Two (2) months billing	monthly billing
1	Tribal areas, remote,difficult and hard areas-all categories except Temporary Metered Supply and Street Lighting Supply upto 20 kW.	330	-	-	-
2	Tribal areas, remote,difficult and hard areas-all categories above 20 kW except Industries, Bulk Supply, Temporary Metered Supply and Street Lighting Supply.	-		240	-
3	Rural areas-all categories upto 20 kW, except Industries, Temporary Metered Supply and Street Lighting Supply.	-	360	-	-
4	Rural areas-all categories above 20 kW, except Industries, Temporary Metered Supply and Street Lighting Supply.	-	-	-	120
5	Urban areas upto 20 kW, except Industries, Temporary Metered Supply and Street Lighting Supply: (a) DS (b) CS/NDNCS/WPS	-	-	340 700	- -
6	Urban areas above 20 kW, except Industries Supply,	-	-	-	

	Temporaory Metered Supply and Street Lighting Supply: (a) DS (b) CS/NDNCS/WPS				170 350
7	Small and Medium Industries Power Supply upto 20 kW for all areas except tribal, remote, difficult and hard areas.	-	-	-	500
8	Small and Medium Industries Power Supply (above 20 kw to 100 kW) for all areas.	-	-	-	750
9	Large Industries Power Supply (above 100 kW) for all areas.	-	-	-	1000
10	Bulk Supply (BS) for all areas.	-	-	-	850
11	Temporary Metered Supply for all areas.	-	-	-	850
12	Street Lighting Supply above 20 kW for all areas.	-	-	-	500

Explanation.- For the purpose of this regulation.-

- (a) “remote, difficult and hard areas” mean the areas which are declared as remote, difficult and hard areas by the State Government from time to time.
- (b) “rural areas” mean the areas which are not the urban areas.
- (c) “tribal areas” mean such areas as may by order be declared to be Scheduled Areas under Part-C of the Fifth Schedule to the Constitution of India.
- (d) “urban areas” mean the areas which are declared as the larger urban areas, the smaller urban areas or the

transitional urban areas under the Act concerning the municipalities.

The additional security as may be required to be deposited by the applicant, shall also be payable by way of either cash, cheque or demand draft.

The Below Poverty Line (BPL) beneficiaries in the state are required to pay only 50% of the prescribed security amount for supply of electricity to them for domestic usage.

Supply and Installation of Energy meters:

- The distribution licensee will supply the energy meter and/or metering equipment to the applicant at the time of release of a new connection and the consumer will pay the monthly rent for such equipment at the rates approved by the commission from time to time.
- The consumer may, if he so chooses, obtain his own energy meter and/or metering equipment of the prescribed make(s) and specifications. In such case, after getting the energy meter tested and sealed at the licensee's laboratory, meter shall be installed at the consumer's premises by the licensee. The licensee will

not charge any monthly rental for the energy meter or metering equipment in such cases.

- Energy meter will be installed according to mutual convenience of the licensee and the consumer. The consumer will be responsible for the protection of the meter from theft or damage and shall immediately inform the licensee about any fault, accident or defect etc., noticed by him.
- The licensee shall, on demand from the consumer, carry out testing and checking of energy meter for its correctness within a period of 56 working hours (Urban Areas), 120 working hours (Rural areas) and 160 working hours (Remote areas). The consumer shall be entitled to compensation of Rs.50/- for each day of default beyond these maximum time limits.
- The licensee shall replace the energy meter within 56 working hours from the date of registration of the complaint and in case the replacement is attributable to the consumer's fault, the above said period shall be considered from the receipt of meter/payment. In case of rural and remote areas, the time limit for replacement of meter however extends upto 120 working hours. In case of delay, the consumer is entitled to compensation @

Rs.100/- for each day of default beyond maximum specified limits.

Shifting of Energy meter:

The consumer is entitled to get the energy meter shifted, unless it is rejected for specific reasons, by making payment of estimated cost/charges. The licensee shall carry out inspection within 7 days from the receipt of notice and shall, unless the request is rejected, issue demand notice for payment of estimate cost/charges within 10 days. The energy meter shall be shifted within 7 days after the date of deposit of the said cost/charges.

Payment of Bills:

- Consumers shall receive electricity bills from the licensee, disclosing the billing period (i.e. period for which bill is being raised), date when meter was read, date of issue of bill, due date of payment linked with mode of payment, tariff rates, subsidy etc. and additional amount payable in case payment is delayed. Contact details of Consumers Complaint Centres, Consumers Grievances Reddressal Forum and Ombudsman shall also be indicated in the bill.

- The consumers are required to make payment within due date of payment indicated in the bill. In case of non-payment of the bill within the due date of payment, the consumer is charged surcharge for late payment at rate of 2% per month or part thereof on the outstanding amount. In case of non-payment of bill, the licensee may also disconnect the power supply to the consumer after giving notice of not less than 15 days in writing.
- In case the amount of bill is disputed by the consumer, the power supply shall not be disconnected if the consumer pays the electricity charges for each month on the basis of the average monthly bill for the preceding 6 months or the amount of the bill, whichever is less. The licensee shall decide the billing dispute within 24 hours after the receipt of the complaint from the consumer in the designated office if no additional information is required and within 10 days if additional information is required from the consumer.
- In case the consumer is not satisfied with the decision of the licensee, she/he may approach the Consumers Grievances Redressal Forum (CGRF) situated at S.D.A. Complex, Kasumpti, Shimla 171009, for redressal of the said grievance(s). In case the grievance is not redressed by

the CGRF to the satisfaction of the complainant, she/he can approach the Electricity Ombudsman within 30 days after the passing of orders by the aforesaid Forum.

Advance Payment of Bill:

The consumer can effect advance payment in respect of future bills by giving the details in the prescribed format which shall be available with the licensee's office.

Standards of Performance of Electricity Distribution:

The licensee is required to adhere to the Standards of Performance, duly specified by the Commission. A copy of the prescribed standards shall be available at the website of the Commission www.hperc.org, as well as at the website of the licensee www.hpseb.com. Complaints pertaining to consumer related services such as Fuse-off/Fault Calls, Overhead Line and Cable/Underground Cable Break-downs, Replacement of Damaged Service Line/Wire, Testing and checking for Correctness of Energy meters, Defective/Stopped/Burnt Meters/Metering Equipment Replacement, Shifting of Meters/Service Lines, Voltage Problems etc. are required to be attended to by the licensee within the prescribed time lines, depending upon the nature of complaints and location (Urban, Rural, Remote areas etc.). In case of delay on the part of the

licensee in this regard, the licensee is required to compensate the consumer for such delay at the minimum rates duly prescribed in the relevant regulations. Some of the guaranteed standards of performance incorporated in the HPERC (Distribution Performance Standards) Regulations, 2010 (SOP Regulations) are briefly depicted in **Annexure-1**.

Grievance Handling/Redressal Mechanisms:

(i) **Registration of Complaints:**

Consumers may register their complaints at the Toll Free No. 1800-180-8060, or short code Toll Free No. 1912, apart from the local consumers complaint centres of the distribution licensee. Complaints can also be registered at various designated offices of the distribution licensee, depending on the nature of complaints.

(ii) **Consumers Grievances Redressal Forum (CGRF):**

If the distribution licensee fails to register the grievance(s) or fails to resolve the same to the satisfaction of the consumer(s) and/or in accordance with the Distribution Performance Standards, duly specified by the Commission, she/he has, in respect of the matters falling under the jurisdiction of Consumers

Grievances Redressal Forum (CGRF), the right to approach it directly. The Complete Address and Contact numbers of the Forum is as under:-

<u>Address</u>	<u>Telephone No.</u>
Consumers Grievances Redressal Forum, 8 th Block, Top Floor, SDA Complex, Kasumpti, Shimla-171009.	
(i) Chairman	0177-2626483
(ii) Secretary	0177-2626104

(iii) The distribution licensee shall comply with the order of the CGRF within 21 days or within such shorter period as may be directed by the said Forum. However, in appropriate cases, considering the nature of the case, the CGRF may, upon the request of the licensee, extend the said time limit up to a maximum of 3 months.

(iv) **Electricity Ombudsman:**

If the grievance of the complainant is not redressed within the specified period or if the complainant is not satisfied with the order passed by the CGRF or if the complainant is aggrieved by the non- implementation of CGRF's orders, she/he can approach Electricity Ombudsman for redressal of her/his grievance. The

Address alongwith Telephone No. of the Ombudsman is given as under:-

Address

Telephone No.

Electricity Ombudsman, Sharma Sadan,
Behind Keonthal Commercial Complex,
Khalini, Shimla-171002.

0177-2624525

Disconnection:

The distribution licensee may disconnect power supply to the consumers after due notice in cases of default in payment or detection of any unauthorized use of supply. In cases involving theft of electricity or when any loss or damage to the life and property is apprehended, the supply may be disconnected immediately. The supply of electricity to a consumer will not be disconnected on holidays or on a day when the next day is a holiday in the offices of the licensee except in cases involving theft of electricity or where supply is to be disconnected to prevent loss or damage to life and property.

Reconnection after Temporary Disconnection :

In case the supply of power to the consumer is disconnected for non- payment of dues and if the service line has not been removed, the supply of power shall be

restored within 24 hours after receipt of payments due and the reconnection charges thereof.

Permanent Disconnection:

In case the consumer seeks permanent disconnection of power supply to his premises, the licensee shall give final bill within 5 days from the date of receipt of request and shall refund the security deposit, if any, after making the adjustment of outstanding dues from the consumer to the licensee within one month of the termination of the agreement. In case of delay, the distribution licensee shall pay simple interest at the rate of 12% per annum for the delayed period in addition to the compensation on daily basis for default.

Electricity Saving Tips:

The following saving tips help the consumers in reducing their electricity bills:-

- Make use of sunlight to the extent possible for good lighting of the house during the day time.
- To reduce the effect of heat during summer, trees/shrubs should be planted around the house.
- Replace standard (incandescent) bulbs with Light Emitting Diode bulbs (LEDs). The LEDs are more energy-efficient than incandescent bulbs.
- Use the right bulb. Make sure that you are using the appropriate LED bulb for your light fixture; these

come in various sizes and types for different lighting needs.

- Use ceiling fans for cooling purposes. Ceiling fans consume less energy as compared to other cooling equipments/gadgets. Please remember to switch off the fans when you leave room as these are meant to only cool people, not rooms.
- Close your exterior doors and windows tightly when the air conditioner is on. Clean your AC's air filters at least once a month to keep your system running at peak performance.
- Choose energy-efficient appliances having highest BEE star rating. These don't just save you money, but also good for the environment because these consume less energy.
- Run your washing machines and dry your clothes at full load.
- Fridges and Freezers operate more efficiently when these are full but not overloaded.
- Unplug or switch off unused appliances (TV, Computers etc.) even standby mode consumes electrical energy.
- Unplug battery chargers when the batteries are fully charged or the chargers are not in use. Many chargers draw power continuously even when the device is not plugged into the charger.

Electricity Safety tips:

- It is essential to ensure that any electrical appliance, you purchase is of good quality/ISI marked with highest BEE star rating.
- Unplug unused appliances and put away cords safely out of reach of pets, young children.
- Do not overload electrical circuits.
- Monitors should be given several inches of clearance all around for good air circulation and cooling.
- While using appliances which generate heat, such as televisions, refrigerators and computers, follow appliance instructions carefully and do not attempt amateur repairs or upgrades. Always have a qualified electrician to perform any electrical work.
- Replace damaged or frayed cords.
- Do not plant trees where they will grow into power lines.
- Stay away from the drowned power lines, fallen or sagging electric wires, especially after storms.
- Never fly kites near overhead power lines.
- Keep all electrical appliances away from where water may drip, such as sinks, bathtubs, pools or overhead vents.

- Do not operate any electrical appliance with wet hands or while standing in water.
- Never step into a flooded basement or other rooms as water may be in contact with electrical outlets, appliances or cords.
- Never attempt to turn off power at the circuit breaker box with wet hands or if any part of your body is in contact with stored/flowing water. If you can't reach your breaker box safely, call your electric utility to shut off power at the meter.
- If an electrical appliance has been in contact with water, have a professional check-up before it is used. It may need to be repaired or replaced.
- Always use three pin plugs- the third pin is meant to prevent electric shock through earthing.
- Get your electrical installation and earthing tested by the licensed electrical contractor/supervisor at regular intervals.

Consumers' Responsibilities:

Every consumer needs to carry out some responsibilities at an individual as well as social level. Some of the responsibilities of consumers are as follows:

- Timely payment of the full amount of electricity bills should be made. This can reduce the complaints related to billing and outstanding payments considerably.
- The wiring of the premises must be done only through a licensed electrical contractor. It is also necessary to get it checked every five years. This can prevent accidents that occur due to faulty wiring.
- The Energy meter should be located at a place which is convenient for the Meter reader to take the readings.
- In cases when the consumer intends to remain out of station for a long time and the Energy meter is going to be unavailable for reading, the electricity distribution licensee should be duly informed in advance. This can avoid disconnection of power supply due to inability to read the meter.
- Security of the Energy meter installed at consumer's premises is the consumer's responsibility. The consumer needs to take due care to ensure that the installed meter remains secure.
- It is illegal to manipulate the Energy meter in any manner.

- The consumer needs to ensure that there is proper earthing of the Energy meter as well as the internal wiring.
- The connected load should be within the sanctioned load limit. If additional load is required, it needs to be got sanctioned through application to the distribution licensee.
- Use of the electrical connection should be made only for the stated purpose and not for any other purposes. For example, a domestic supply connection should not be used for commercial purposes as it amounts to unauthorized power usage.
- The electrical connection sanctioned for one location should not be used for providing supply to other locations. For example, illegally extending electric supply to anybody else through your own connection.
- Consuming electricity without a metered connection amounts to power theft. If you observe such connection(s) anywhere, please inform the electricity distribution licensee immediately.

- Use power cautiously and take every measure to conserve electricity.
- Do not damage the property of the electricity distribution licensee and also prevent such destruction, if witnessed anywhere.
- If you are dissatisfied with the service of the distribution licensee, use legitimate modes of protest. Do not use abusive language or resort to violence under any circumstances and do not damage public property.
- Identify the consumers organization in your vicinity to seek advice as well as support and contribute in their work.
- Identify the local consumers complaint centres and local designated offices in your area in addition to the Toll Free Number for registering complaints promptly. The services of Consumers Grievances Redressal Forum may also be availed of whenever needed. Inform others whenever necessary or required.
- Participate in the public hearings of Himachal Pradesh Electricity Regulatory Commission and convey the consumers' opinions to the Commission.

The consumers, however, also need to understand the difficulties faced by the Distribution Company. For example, it sometimes takes more time to get approvals from the local governing bodies to dig roads or arrange right of way for its transmission lines for providing electric connections.

Annexure-1

Some of the Guaranteed Standards of Performance incorporated in the SOP Regulations, 2010, are briefly depicted as under:

Guaranteed Standards of Performance			
Sr. No.	Nature of Service	Maximum Time Limit for Rendering Service	Minimum Compensation Leviable
1	2	3	4
(1)	Call Centres:		
(a)	First response against a Consumer Call	3 Minutes	Rs. 10/ in each case of default
(b)	Registration of Consumer Call and issue of Docket Number	5 Minutes	Rs. 10/ in each case of default
(2)	Consumer Related Services:		
A	Fuse-off Calls:		
(i)	In Urban Areas	6 working hours	Rs. 10/- for each hour of delay beyond the specified maximum time limit.
(ii)	In Rural Areas	12 working hours	
(iii)	In Remote Areas	24 working hours	
(B)	Overhead Line and Cable/Under-Ground Cable breakdowns:		
(I)	Overhead Line and Cable –	(a) Where replacement of pole is not required: 24 working hrs.	Rs. 10/- for each day of default beyond the specified maximum time limit
(i)	Overhead Line /Cable breakdown in Urban areas	(b) Where replacement of pole is required: 36 working hrs	Rs. 10/- for each day of default beyond the specified maximum time limit
(ii)	Overhead Line/ Cable breakdown in Rural Areas and Remote Areas	(a) Where replacement of pole is not required: 24 working hrs. for Rural and within 48 working hrs. for Remote areas	Rs. 10/- for each day of default beyond the specified maximum time limit
		(b) Where replacement of pole is required: 72 working hrs. for Rural and 144 working hrs. for Remote Areas.	Rs. 10/- for each day of default beyond the specified maximum time limit
(II)	Under-ground Cable break down-		Rs. 20/- for each day of default beyond the specified maximum time limit
(i)	in Urban Areas	48 working hrs.	
(ii)	in Rural Areas	70 working hrs	
(iii)	in Remote Areas	90 working hrs	

C	Replacement of failed Distribution Transformer:		
(i)	In Urban Areas	8 working hrs.	Rs. 20/- for each day of default beyond the specified maximum time limit
(ii)	In Rural Areas	32 working hrs.	
(iii)	In Remote Areas	48 working hrs.	
D	Replacement of damaged service line/wire:		
(i)	In Urban Areas- LT HT	8 working hrs. 16 working hrs.	Rs. 10/- for each day of default beyond the specified maximum time limit
(ii)	In Rural and Remote Areas - LT HT	16 working hrs. 32 working hrs.	
E	Complaints about Energy meters/		
	Testing and checking for correctness of Meters:		
(i)	In Urban Areas	56 working hrs. from registration of complaint	Rs. 50/- each day of default beyond the specified maximum time limit
(ii)	In Rural Areas	120 working hrs. from registration of complaint	
(iii)	In Remote Areas	160 working hrs. from registration of complaint	
Note: In case the event affects more than one consumer, the compensation shall be payable to individual consumers at 50% of the rates given in Column 4 (Items A to E).			
F	Consumers Defective/Stopped/Burnt Meter/Metering Equipment Replacement:		
(I)	LT Consumers (for Urban, Rural and Remote Areas):		
(a)	Urban areas:		
(1)	Replacement not attributable to consumer's fault.	56 working hours from the date of registration of the complaint.	Rs. 100/- for each day of default beyond the specified maximum time limit.
(2)	Replacement attributable to consumer's fault such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee –		
	(i) serving a notice to the consumer for recovery of cost of the meter. (ii) replacement of meter.	56 working hrs from the date of registration of complaint. 56 working hrs after receiving the payment from the consumer.	

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

	<p>additional load etc. and the cost of the meter is recoverable from the consumer and meter is to be supplied by the licensee:-</p> <p>(i) serving a notice to the consumer for recovery of cost of the meter.</p> <p>(ii) replacement of meter.</p> <p>(iii) replacement of meter if consumer is providing the meter.</p>	<p>7 days from the date of receipt of complaint/information.</p> <p>7 days after receiving the payment from the consumer provided meter is available with licensee, otherwise within 1 month.</p> <p>7 days from the registration of complaint.</p>	<p>Rs. 400/- for each day of default beyond the specified maximum time limit</p>
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Note:-

(1) In case of supply being affected due to burnt meters then replacement has to be undertaken within 1 day.

(2) Replacement of old electro-mechanical meters may be done by electronic meters. If the consumer is providing the meter then he must be advised to provide electronic meter.

(3) If a consumer submits an affidavit of his no fault when it is suspected that the replacement is attributable to consumer's fault, then pending the checks to search the fact, the meter should be replaced as if the replacement is not attributable to consumer's fault and such time lines shall be followed. However, if it is established later that the replacement is attributable to the consumer then no claim what so ever will be entertained for the lack of service or non-compliance of SOP.

(4) The consumer must be shown the procedure and should be supplied with a copy of the fact finding report whenever the causes of the replacement are established. Any technicality involved should, as far as possible and practicable, be explained in simpler terms as far.

(5) When the replacement is attributable to the consumer for causes like tampering, connecting additional unauthorized load then there is no compensation to be given though time lines for the replacement of the meter are to be followed.

G	Shifting of Energy meters/Service lines/Transformer (for Urban, Rural and Remote Areas):		
(i)	Notice of inspection on receipt of application/ conveying reasons for denial of request.	3 days.	Rs. 50/- for each day of default
(ii)	Inspection after sending notice.	7 days.	
(iii)	Issuance of demand note to the applicant for payment of estimated cost/charges.	10 days.	
	(a) shifting of meter/ service connection	7 days after the deposit of cost.	

	(b) shifting of LT/HT lines	20 days after the deposit of cost.	
	(c) shifting of transformer	30 days after the deposit of cost.	
H	Period of scheduled outages (Other than Load-shedding)	To be notified by the licensee at least 24 hrs. in advance and shall not exceed 12 hrs. a day.	Rs. 50/- for each default
I	Voltage problems (for Urban, Rural and Remote Areas): On receipt of a voltage fluctuation complaint, Licensee shall verify if the voltage fluctuation is exceeding the limits specified and upon confirmation-		
(a)	Voltage Fluctuations (provided no expansion/enhancement of the network is involved):		
1	Local problem - in vicinity of consumer's premises but extending through the service line till the first pole	6 working hours	Rs. 10/- for each hour of default beyond the specified maximum time limit
2	Change of transformer tap	2 days	
3	Restoration of distribution lines/ transformer/capacitors.	30 days	
(b)	Low Voltage:		
(1)	Where expansion/enhancement of the network is not involved	120 days from the registration of the complaint.	
(2)	Where expansion/enhancement of the network is involved	120 days from the registration of the complaint.	
(c)	Where expansion/enhancement of the network is involved:		
(i)	Submission of proposal for Commission's approval	one month from the registration of complaint	
(ii)	Completion of erection/commissioning of sub-station	Within the time lines specified in the capital expenditure plan/or the timelines approved by the Commission	
Note:-The compensation for industrial and agricultural consumers, who are expected to install capacitors at their end, shall not be paid, if capacitors of adequate capacity are not installed at their premises.			
J	Change in Contract Demand (for Urban, Rural and Remote Areas):		
(i)	Request for change in Contract Demand.	30 days after receipt of application	Rs. 50 for each day of default
(ii)	Refund of excess amount, after making adjustments for the	Within one month of the effective date of reduction of	Rs 50 for each day of default

	amounts outstanding from the consumer to the licensee.	contract demand/connected load.	
Note : In case the event affects more than one consumer, the compensation under items shall be payable to individual consumers at the following rates:			
(i) Rs. 20 for each default in respect of Item H.			
(ii) 50% of the rate given in Column 4 for Item I.			
K	Complaints about consumer bills (for Urban, Rural and Remote Areas):		
	On receipt of the consumer billing complaint. Note-In case the complaint is genuine and revision of bill already issued becomes necessary, the due date for payment of bill shall be reckoned from the date of revised bill for the purpose of disconnection of supply or for levy of additional charges for belated payment.	24 hours if no additional information is required. Within ten days, if additional information is required	Rs. 10/- for each day of default beyond the specified maximum time limit.
L	New connections/additional load (for Urban, Rural and Remote Areas):		
	Time lines for release of new connections/additional load*. * Submissions of PAC along with A&A form should not be insisted for new connection/additional load request up to 100 kW.	As per the HPERC (Licensee's Duty for Supply of Electricity on request) Regulations, 2004.	LT: Rs. 50 / day a) HT:11kV Rs. 50/ day b) 22kV: Rs. 50/day c) 33kV: Rs.100/ day EHT: Rs. 400/ day
M	Transfer of Ownership and change of category (for Urban, Rural and Remote Areas):		
1	Transfer of title/ownership	Within 10 days after completion of formalities	Rs. 100 for each day of default
2	Change of Category	Within 10 days after completion of formalities	Rs. 100 for each day of default
3	Conversion between various voltage classes:		
	(a) Informing feasibility	Within 7 days after receipt of application	Rs. 10 for each day of default
	b) Conversion from single phase to Low Tension 3-phase and vice-versa.	Within two months from the date of payment of charges and submission of the tests report.	Rs. 50 for each day of default
	(c) Conversion from Low Tension 3-phase to High Tension 3- phase and vice-versa:		
	(i) if extension of line is not required	Within two months from the date of payment of Charges	Rs. 50 for each day of default

		and submission of tests report.	
	(ii) if extension of line is required	Within 90 days from the date of payment of charges and submission of tests report.	Rs. 50 for each day of default
N	Disconnection/Re-connection of supply (for Urban, Rural and Remote Areas):		
(a)	Consumer requesting permanent disconnection:		
	(i) special reading and preparation of final bill, including all arrears up to the date of such billing.	within five days from receipt of application.	Rs. 50/- for each day of default
	(ii) disconnection of supply	Within 3 days upon payment of dues.	
	(iii) refund of the security deposit, if any, after making adjustments for the amounts outstanding from the consumer to the licensee.	Within one month of the effective date of termination of the agreement.	Rs. 50/- for each day of default beyond the specified maximum time limit in addition to simple interest @12% per annum as specified under the Security Deposit Regulations
(b)	Consumer requesting temporary disconnection:		
	special reading and preparation of final bill, including all arrears up to the date of such billing	Within five days from such request	Rs. 50/- for each day of default beyond specified maximum time limit
	temporary disconnection	within 5 days upon payment of dues (including energy charges, fixed charges like demand charges, meter rent etc. and reconnection charges).	
(c)	Reconnections:		
(i)	after temporary disconnection (if the service line has been removed)	Same as specified for new connection/ additional load request under Item L of this annexure.	Same as specified for new connection/ additional load request under Item L of this annexure.
(ii)	after temporary disconnection (if the service line has not been removed)	Within 24 hours of receipt of request.	Rs. 100/- per day of default

(iii)	where circumstances leading to the disconnection were attributed to the licensee.	within 1 day on receipt of request/ complaint.	Rs. 300/- per day of default
(d)	reconnection of supply disconnected under sub-section(1A) of Section 135 of the Electricity Act, 2003.	Within 48 hours from the date of deposit or payment of assessed amount or electricity charges in accordance with the Electricity Act, 2003.	-
O	Power Availability Certificate (for Urban, Rural and Remote Areas):		
	(provided all the formalities as per clause 3.2 of the Supply Code are met with and there is capacity available with the licensee)	Within forty five days of the receipt of request or such extended period as approved by the Commission.	Rs. 50 for each day of default
P	Temporary supply of Power (for Urban, Rural and Remote Areas):		
(a)	Examination of the technical feasibility of the connection requested for and if found feasible, sanctioning the load and raising a demand note –	Within 3 days of receipt of the application and payment of charges.	Rs. 50/- per day of default
(b)	Release of temporary connection : (i) Where no extension of distribution mains or the commissioning of new sub-station is involved. (ii) Where extension of distribution mains or the commissioning of new sub-station is involved.	Within 7 days from the receipt of application and payment of charges. Within the time lines as specified in the HPERC (Licensee's Duty to Supply of Electricity on request) Regulations, 2004.	LT: Rs. 50/ day HT:11kV-Rs. 50/ day 22kV: Rs. 50/ day 33kV: Rs. 100/ day EHT: Rs. 400 / day
Q	Other Standards (for Urban, Rural and Remote Areas):		
(a)	Making and keeping regular appointments	a) At Sub-Divisional Level - Twice a week b) At Divisional Level - Once a week c) At Circle Level - Once a fortnight d) At Chief Engineer Level - Once a month Note: 1) Days and time of appointments should be	Rs. 20/- per default Rs. 50/- per default Rs. 100/- per default Rs. 200/- per default

		<p>notified by the distribution licensee on uniform basis for all offices throughout the State.</p> <p>2) Days and time of appointments shall be displayed outside the room of the Officer concerned and also printed on the backside of the bills.</p>	
(b)	Making and keeping special appointments	Appointments may be had at the above levels at the specific request of any consumer	Rs. 200 per default

Sd/-

Place: Shimla
Dated: 31.05.2017

(S.K.B.S.Negi),
Chairperson,
HPERC, Shimla-171009.

DISCLAIMER

This Brochure regarding Services for electricity consumers is for general information and shall not, in any manner, override the provisions of the regulations and is also subject to revision as per changes in Regulations from time to time. In case of any conflict, the provisions of the Regulations shall prevail. For complete details and latest updates of various provisions, please refer to the relevant regulations which are also available on the HPERC website: <http://www.hperc.org>.