

Press Release

Uttar Pradesh
Electricity Supply Code
2005

(Effective from 18th February 2005)

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Highlights of Electricity Supply Code 2005

The Electricity Supply Code 2005 has been made with the intention to improve the accountability and transparency of licensees and consumers vis-à-vis each other with special emphasis on their rights and obligations.

Highlights of some important provisions in the Electricity Supply Code 2005 are:

- Effective from 18th February 2005.

New Connections:

- Application form available free of charge from licensee or can be downloaded from their website. Photocopy of application form can be used. Form to serve as agreement upto 25 KW.
- Release of New Connections:
 - For **LT connections**, where pole exists-within 7 days, If new poles are required: within 30 days.
 - For **HT cases** where works required: (a) 45 days for loads at 400 Volts, 60 days at 11 KV, 120 days (earlier 150 days) at 33 KV, and 300 days for loads to be connected at 132 KV
 - For **un-electrified areas**:
 - (a) Where augmentation from newly existing work is possible – 180 days;
 - (b) Where new work or grid needs to be laid - 1 year;
 - (c) In case of Isolated Consumer - 180 days
 - Release of new connection / enhancement /reduction of load where arrears disputed are stayed by Court/other forums, is now possible by furnishing Bank Guarantee (Clause 4.49).
 - Connection with Single point supply to the Multistorey Buildings / Multiplex/ Marriage Halls/Colonies developed by Development Authorities and /or Private Builders/Promoters/Colonizer.(clause 4.9)
 - Load for Arc / Induction furnaces, Rolling Mills, Re-rolling Mills and Mini steel plants, for loads of 1000 KVA and above, shall be released only through an independent feeder and cost shall be paid by the consumer.

Security Deposit (clause 4.20)

- Refund on termination of agreement, and 9% interest on delay.
- No security deposit if supply through prepaid meters (when available)

Transfer of Connection/ vacancy of premises (cl 6.3)

- PTW connections can be shifted on failure of boring (cl. 4.45 (B)).
- Domestic consumers can request for Special reading before the due date in case of change of occupancy/vacancy of premises.

Reduction/enhancement of load (clause 4.41 to 4.43)

- Procedure simplified for reduction/enhancement of load.
- Within 7 days if metering not to be changed, else within three weeks.

Metering

The new provisions in the Supply code provide that:

- No new connection without meter
- In urban areas for load above 1 KW electronic meters shall be installed.
- Consumer can get meter tested within 30 days of the request at licensee's/independent lab/Electrical Inspector, or by check meter within 7 days.

Billing

The licensees have been directed:

- No disconnections are to be made without proper serving of notice to consumer.
- May accept
 - ❑ Advance payment from consumers for a year (clause 6.4),
 - ❑ Payments by self-assessment in case of non-receipt of bills by consumers (clause 6.6).
- To resolve complaints regarding accuracy of bill within 7 days.
- To arrange and adopt Consumer friendly newer modes of payments of bills through bank, credit/debit card. Electronic clearing system, and also arrange for Drop Boxes at notified locations.

Complaint handling

- Licensee shall notify all scheduled outages exceeding 180 minutes.
- Licensees have been directed to set up Central Call Centers in cities above population of 10 lakhs where information regarding outages will be available.
- Consumer Grievance Redressal Forums covering all circles in Districts.

Standards of Performance

The time limits other than new connections under standards of performance have been laid by Commission as below:

√ Supply related matters

- Fuse calls: Urban: 4 hrs, Rural: 8 hrs.
- Overhead line breakdown: Urban: 8 hrs, Rural 48 hrs.
- Distribution transformer failure: Urban: 24 hrs, Rural 72 hrs

√ Metering

- Replacement of defective meter after test report: 15 days
- Replacement of Burnt meter: 3 days

√ Billing

Reduction/Enhancement of Load	30 days
Transfer of Ownership	30 days
Reconnection after removal of cause	24 hrs

Termination of agreement	30 days
Carry forward of fictitious arrear	One cycle

Compensation to Consumers

After the date from which the Code became effective, the licensee shall pay compensation to the affected consumer within 90 days of the claims made by consumer, in respect of reduction /enhancement of load/Carry forward of fictitious arrear, for their failure to adhere to the above standards of performance.

Responsibility of Consumers

- Consumers made responsible for regular and timely payments.
- Consumers to cooperate and permit the licensee access to premises for meter readings/Inspections.
- Consumers not to interfere with the metering/apparatus of licensee installed at his premises.

The earlier Supply Code 2002 has been repealed with effect from 18.2.2005.

(Sangeeta Verma)
Secretary, UPERC