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ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

Regulation No. 6 - Standards of Performance in connection with Electricity Supply to Consumers.

(Regulation No 6 Dated 19-08-2000)

In exercise of powers conferred on it by Section 9 (2) and Section 54 of the Andhra Pradesh Electricity Reform Act, 1998 (Act 30 of 1998) and all powers enabling it in that behalf, and pursuant to Section 33 (1) of the said Act, the Andhra Pradesh Electricity Regulatory Commission hereby makes the following Regulations, namely:

CHAPTER I

SHORT TITLE COMMENCEMENT AND INTERPRETATION

- (1) These Regulations may be called the Andhra Pradesh Electricity Regulatory Commission (Standards of Performance) Regulations, 2000.
- (2) These Regulations shall be applicable to all Distribution and Retail Supply Licensees (hereinafter in the Regulations to be referred as licensee).
- (3) They shall come into force on the date of their publication in the AP Gazette.
- (4) They extend to whole of the State of Andhra Pradesh.
- (5) The Andhra Pradesh General Clauses Act, 1891 shall apply to the interpretation of these Regulations.

CHAPTER II
DEFINITIONS

2. Unless the context otherwise requires, words or expressions occurring in these regulations shall bear the same meaning as in the Andhra Pradesh Electricity Reform Act, 1998 and the Andhra Pradesh Electricity Regulatory Commission (Business Rules) Regulations, or in absence thereof, the meaning as commonly understood in the electricity supply industry.

CHAPTER III
STANDARDS OF PERFORMANCE

3. The licensee is required to maintain standards of performance for all consumers in the manner prescribed hereafter in these Regulations. The limits prescribed in these standards refer to the maximum time required to be taken to perform different activities of consumer service. It shall be the endeavour of the licensee to provide best possible service well within time limits specified in these regulations. The licensee shall register every complaint of a

consumer regarding failure of power supply, quality of power supply, meters and payment of bills and intimate the complaint number.

4. Restoration of Power Supply

- (1) The licensee shall restore power supply in the case of normal fuse-off calls (replacing HG fuses or LT fuses at the distribution transformer or fuses at the consumer premises) within 4 hours of receiving the complaint in towns and cities with a population of 50,000 and above (urban areas) and within 12 hours in rural areas. Location of Fuse off call centres in towns and cities calls for quicker response in attending to the complaints. For rural areas a higher time limit is fixed taking into account the larger jurisdiction and travel time involved. However Fuse of calls at consumer premises will be attended only between 8 AM to 6 PM except essential services like water supply, Hospitals etc., and other important Government services. Individual complaints of consumers received during night time shall be attended to within 4 working hours in urban areas.
- (2) The licensee shall inform the customer the likely time by which the power supply may be restored in the case of routine line breakdowns within one hour of receiving the complaint. The licensee shall restore the power supply to the consumer within 6 hours of receiving the complaint in towns and cities and within 24 hours of receiving the complaint in rural areas.
- (3) The Licensee shall restore supply in the case of distribution transformer failures by replacement of transformer within 24 hours of receiving the complaint in towns and cities and within 48 hours of receiving the complaint in rural areas.
- (4) The licensee shall rectify line faults and restore supply to street lights within 24 hours. In the case of fused or defective units, the licensee shall rectify / replace the units within 7 days.

5. Quality of Power Supply

- (1) The licensee shall respond within 4 hours to a consumer's complaint regarding variations of voltage and frequency of power supply beyond the tolerance limit as prescribed in Indian Electricity Rules, at the point of commencement of supply.
- (2) The licensee shall, within 10 days of original complaint, either improve the quality of power supply or furnish a written reply to the consumer intimating him the causes of poor quality of power supply, if the same is beyond licensee's control; Provided that complaint regarding low voltages arising due to inadequacy in the distribution system requiring upgradation of distribution lines, transformers or installation of capacitors shall be resolved within 120 days.

6. Period of Scheduled Outages

Period of interruption due to scheduled outage shall be specified in the notice and shall not exceed 12 hours on any day. In each event the licensee shall ensure that supply is normally restored by 6.00 p.m.

7. Complaints on Meter

- (1) The licensee shall inspect and check the correctness of the meter within 7 working days of receiving the complaint. If the meter is not working (stuck up running slow, fast or creeping), the licensee shall replace the meter within 30 days of receiving the original complaint.
- (2) During inspection or at the time of testing, if the meter is found tampered the licensee may take appropriate action as permitted under law.
- (3) The licensee shall replace burnt out meters within 7 days of complaint if the burning of the meter is not due to causes attributable to consumer like tampering, defect in consumer's installation, meter getting wet due to falling of water on same, connecting up unauthorised additional load by consumer etc. Wherever the cost of the meter is required to be recovered from the consumer, the consumer shall be given 7 days notice and the licensee shall replace the meter within 7 days of receiving payment from the consumer and after necessary corrective action was taken to avoid future damages to the meter.

8. Applications for New Connection/Additional Load

- (1) For 230V/400V supplies (other than agricultural supply) The licensee shall deal with consumer's application for new connection as follows:
 - a) Within 2 days of receipt of application complete in all respects, the licensee shall send three clear days' notice to the applicant for the purpose of inspection of premises and fixation of point of entry of supply mains and the position of mains, cutouts or circuit breakers and meters.
 - b) Estimate charges for providing connection and security deposit required shall be intimated after the point of entry of supply mains and the position of mains, cutouts or circuit breakers and meter has been settled within 10 days if the connection is proposed to be given from existing network and within 30 days if extension is required or if additional / enhancement of distribution transformer is needed.
 - c) Within 3 days of receipt of completion report and the test report of the licensed wiring contractor, the licensee will give 3 clear days notice to the applicant of the time and the date when his representative proposes to inspect and test the installation. The licensee shall complete the inspection of the installation within a period of 10 days from the date of receipt of test report of the licenced contractor. The licensee shall notify the applicant in writing of any defect noticed within 7 days of inspection. If no intimation is received by the applicant within 7 days of inspection, the installation will be deemed to have been approved.
 - d) After completion of all other formalities prescribed in the Licensee's Code on Conditions of Supply and Procedures the licensee shall commence supply of power to the applicant, within 15 days of approval of applicant's installation if the connection is from existing network and within 30 days if line extension is involved or if additional / enhancement of distribution transformer is needed. The licensee shall not commence supply, without the approval in writing of the Electrical Inspector wherever it is required under the

provisions of IE Act, 1910 and IE Rules 1956. For LT agricultural services: The application for agricultural supply shall be processed on the same lines as in the case of other LT applications except that the Communication of estimated charges shall be limited to only those applications which can be covered in the target fixed for the year. In the case of remaining applications a communication shall be sent within 30 days of receipt of application giving reasons for not providing supply immediately and indicating the probable time when the application can be processed for giving a new connection.

(2) For H.T. and EHT supply

The licensee shall deal with the application for new connection as follows:

- a) If supply is requested to be given at H.T., the licensee shall respond whether connection is feasible or not within 15 working days of receipt of application. If the connection is feasible, licensee shall intimate voltage at which supply will be given and point of commencement of supply. The licensee shall intimate the applicant seeking the new connection, estimated charges and time required for providing the new connection within 30 working days of notifying feasibility of supply.
- b) If supply is requested to be given at EHT, the licensee shall obtain the final reply regarding feasibility from the Transmission and Bulk Supply licensee and communicate the same to the applicant within 60 working days of receipt of original application. The licensee shall intimate the applicant seeking the new connection, estimated charges and time required for providing the new connection within 30 working days of notifying feasibility of supply.
- c) Under normal circumstances the time required for providing a new connection shall not exceed 120 days for HT and 180 days for EHT from the date of payment of estimated charges.
- d) Connection shall be provided within the estimated time, as intimated, after deposit of estimated charges, submission of Test Report by consumers, inspection by Supplier's Engineer/Electrical Inspector and Agreement, if required. The licensee shall, however, not be held responsible for delay, if any, for providing connection, if the same is on account of statutory clearances, rights of way, acquisition of land over which licensee has no reasonable control.

(3) Transfer and conversion of services Application for transfer of ownership, change of category and conversion of the existing services shall be effected by the licensee within the time limits specified hereunder.

- (a) Title transfer of ownership - within 30 days
- (b) Change of category - within 30 days
- (c) Conversion from LT single } phase to LT 3 phase } - within 30 days
- (d) Conversion from LT to HT } And viceversa } - within 90 days

9. Complaint on Consumer's Bills

- (1) The licensee shall acknowledge the consumer's complaint immediately if received in person and within 7 working days if the complaint is received by post.
- (2) The licensee shall resolve consumer's complaint regarding Electricity Bills due to him or served to him, immediately if no additional information is required to be collected. In case any additional information is required to be collected, it shall be resolved.
 - (a) within 7 days if the complaint is made within 7 days of receipt of bill by the consumer and
 - (b) within 15 days in other cases. In case the complaint of the consumer is genuine and revision of bill already issued became necessary the due date for payment of bill should be reckoned from the date of revised bill for purpose of calculating additional charges for belated payment or for disconnection of supply.
- (3) A meter reading card / pass book shall be maintained by the licensee at consumers' premises in appropriate form and all periodical readings taken for billing purposes, all check readings and meter changes should be recorded on the meter card / pass book duly attested by a person authorised to do so by the licensee.

10. Exemption :These standards of performance shall remain suspended during Force Majeure condition such as war, mutiny, civil commotion, riot, flood, cyclone, lightning, earthquake or other force or cause beyond the control of the licensee and strike, lockout, fire affecting the licensee's installations and activities.

11. Issue of orders and practice directions: Subject to the provisions of the Andhra Pradesh Electricity Reform Act, 1998 and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the Regulations and procedure to be followed and various matters which the Commission has been empowered by these Regulations to specify or direct.

12. Power to remove difficulties: If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the licensees to do anything not being inconsistent with the provisions of the Andhra Pradesh Electricity Reform Act, 1998 which appears to it to be necessary or expedient for the purpose of removing the difficulties.

13. Savings: Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986.

BY ORDER OF THE COMMISSION

Hyderabad

Dt: 19-08-2000