



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

Vidyut Niyamtrana Bhavan, Adjacent to 220/132/33 kV AP Carbides SS,
Dinnedevarapadu Road, Kurnool - 518 002, Andhra Pradesh.
Phones: 08518 - 294823,24,25,26

Draft Regulation

Draft Sixth Amendment to Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2004. (Regulation No. 7 of 2004)

Regulationof 2025

Introduction:

The erstwhile APERC (Andhra Pradesh Electricity Regulatory Commission) of the undivided Andhra Pradesh State notified the Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation, 2004 (Regulation No. 7 of 2004) under section 181(2) (za) and (zb) read with sections 57 and 59 of Electricity Act 2003 in the A.P. Extraordinary Gazette dated 22-06-2004 (hereinafter referred to as 'the Principal Regulation').

Whereas the First Amendment to the Principal Regulation was notified by the erstwhile APERC in the AP Extraordinary Gazette on 19.08.2005. The erstwhile APERC in the AP Extraordinary Gazette notified the Second Amendment to the Principal Regulation on 08.08.2013 (Regulation No. 9 of 2013).

Whereas the APERC, constituted after the State's bifurcation, adopted the above Regulation (along with the two amendments) among others by way of the APERC (Adoption) Regulation, 2014 (Regulation No.4 of 2014). Subsequently, the APERC notified the third amendment to the principal Regulation in the AP Extraordinary Gazette on 04.06.2021 (Regulation No. 3 of 2021).

Whereas the fourth amendment to the Principal Regulation was notified by the APERC in the AP Extraordinary Gazette on 17.04.2023. (Regulation No. 3 of 2023).

Whereas the fifth amendment to the Principal Regulation was notified by the APERC in the AP Extraordinary Gazette on 28.07.2024. (Regulation No. 6 of 2024).

Whereas the Government of India (GoI) notified the Electricity (Rights of Consumers) Rules, 2020, on 31st December 2020. In these rules, the GoI specified

the timelines for the distribution licensee to replace defective, burnt, or stolen meters for consumers. The Government of India advised the SERCs to align their regulations with the Electricity (Rights of Consumers) Rules, 2020 & its amendments. As aligning with timelines in APERC SoP Regulations with Rules will benefit the consumers, the Commission decides to modify the timelines specified earlier. Accordingly, in exercise of the powers conferred under Section 181(2)(za) and (zb), read with Sections 57 and 59 of the Electricity Act, 2003 (Central Act 36 of 2003), and all other powers enabling it in this behalf, the Commission hereby proposes the draft amendment to the Principal Regulation as follows:

1. Short title, Extent and Commencement:

- 1.1. This Regulation shall be called the Sixth Amendment to Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) Regulation 2025.
- 1.2. This Regulation extends to the whole State of Andhra Pradesh.
- 1.3. This Regulation shall come into force with effect from the date of its publication in the official Gazette of Andhra Pradesh.

2. Subparagraph 3.2 of Paragraph III under Schedule I of the Principal Regulation shall be substituted as follows:

3.2 The Licensee shall replace, at its own cost, the burnt-out meters within a time period of twenty-four hours in urban areas and seventy-two hours in rural areas from the receipt of the complaint, if the burning of the meter is due to causes attributable to the Licensee, like high voltage, loose contacts, ageing of the meter, etc. If the meter is burnt due to causes attributable to the consumer such as tampering, defect in consumer's installation, meter getting wet, connecting unauthorized additional load by the consumer, etc., the Licensee shall replace the meter within twenty-four hours in urban areas and seventy-two hours in rural areas from the receipt of payment of meter cost from the consumer and after necessary corrective action is taken to avoid future damage to the meter.

3. No VII (ii) & (iii) of Schedule II of the Principal Regulation shall be substituted as follows.

Sl.No	Service Area	Time Standard	Compensation payable in case of violation of the standard	
			Compensation payable to an individual consumer if the event affects a single consumer	Compensation payable to an individual consumer if the event affects more than one consumer
VII Meter complaints				
ii	Replace burnt meters If the cause is attributable to Licensee	Within twenty-four hours in urban areas and seventy-two hours in rural areas at the licensee's cost	Rs . 100 for each day of default	Not applicable
iii	Replace burnt meters If the cause is attributable to the consumer	Within twenty-four hours in urban areas and seventy-two hours in rural areas of receiving payment of the meter cost from the consumer		

(BY ORDER OF THE COMMISSION)

**Place: Kurnool
Date: 12.09.2025.**

**Sd/- 12.09.2025
P.KRISHNA
Commission Secretary i/c**