



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

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**THURSDAY, THE NINETH DAY OF OCTOBER
TWO THOUSAND AND TWENTY-FIVE**

(09.10.2025)

Present:
Sri P.V.R.Reddy,
Member & Chairman i/c

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

Statement of Reasons/Order

The erstwhile Andhra Pradesh Electricity Regulatory Commission 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 the Electricity Act, 2003, vide A.P. Extraordinary Gazette dated 22.06.2004 (hereinafter referred to as the Principal Regulation). The Principal Regulation was subsequently amended five times, on 19.08.2005, 08.08.2013, 04.06.2021, 17.04.2023, and 28.07.2024.

Following the bifurcation of the State, the present Commission adopted the Principal Regulation and its amendments through the APERC (Adoption) Regulation, 2014 (Regulation No.4 of 2014).

The Government of India, vide notification dated 31.12.2020, issued the Electricity (Rights of Consumers) Rules, 2020, and advised all State Commissions to align their regulations with the said Rules and subsequent amendments.

Considering the above, the Commission published a Public Notice along with a copy of the draft Sixth Amendment to Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) regulation on its website on September 12, 2025, inviting comments/suggestions/objections from all stakeholders and interested parties on the draft regulation. In response, the Commission received suggestions on the draft regulation from APCPDCL. The following paragraph discusses the suggestions received

on the draft regulation, as well as the Commission's analysis and decision on the same.

Comments received from stakeholders, along with the Commission's analysis and decisions.

Draft

"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."

Comments received from Stakeholders

APCPDCL suggested that the proposed timelines for replacing burnt meters be revised from twenty-four hours to forty-eight hours in urban areas, in both cases where the cause is attributable to the Licensee and where it is attributable to the consumer. The revision has been sought considering the practical constraints involved in smart meter installation through third-party vendors and the internal procedural approvals required before replacement at the Licensee's cost.

Commission's analysis and decision

The Commission has examined the suggestion and observes that when a meter is burnt, the consumer remains without an electricity supply until the meter is replaced. Timely replacement is therefore essential to minimise inconvenience and to ensure early restoration of supply. Furthermore, the timelines proposed in the Amendment conform with the provisions of the Electricity (Rights of Consumers) Rules, 2020, which the Government of India notified on December 31, 2020. Considering the infrastructure and logistics available in urban areas, the 24-hour timeline for replacement is practical and necessary to uphold consumer service standards. Accordingly, the Commission decides to retain the clause as per the draft Regulation. The Final Regulation, after examination of the APCPDCL suggestions, is shown in the Annexure.

Sd/-
Sri P.V.R.Reddy,
Member & Chairman i/c

Annexure

ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

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

[Regulation No. 07 of 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. Aligning with timelines in the APERC SoP Regulations and Rules will benefit consumers, so the Commission decides to modify the specified timelines. Considering all the above, the Commission published a Public Notice along with a copy of the draft Sixth Amendment to Andhra Pradesh Electricity Regulatory Commission (Licensees' Standards of Performance) regulation on its website on September 12, 2025, inviting comments/suggestions/objections from all stakeholders and interested parties on the draft regulation. After considering the objections/suggestions and comments, 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 that behalf, the Commission hereby amends 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, 2004 (Regulation No. 7 of 2004).
- 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 the 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: 09.10.2025.

Sd/- 09.10.2025
P.KRISHNA
Commission Secretary i/c