National Electric Power Regulatory Authority

PROPOSED AMENDMENTS IN CONSUMER SERVICE MANUAL (CSM)

Clause	Existing	Proposed
2.6(3)	Any building having ground plus three storey will not be considered as multistorey/ high-rise building and as such no grid sharing charges will be applicable in such buildings.	*Any building requiring dedicated transformer above 500 kVA capacity shall be liable for payment of grid sharing charges.*
2.6(6) Industrial	Above 5 MW to 7.5 MW i. Dedicated Transformers) ii. Dedicated 11 kV Feeder(s) iii. Dedicated Grid Station and associated transmission line. The consumers may be allowed extension of load above 5 MW to 7.5 MW or a new connection up to 7.5 MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11 kV existing dedicated feeder. In such a case the consumer will bear 100% grid sharing charges including transmission line charges and 100% cost of land proportionate to load above 5 MW to 7.5 MW.	*The DISCOs may provide multiple industrial connections to new consumers or extension of load to existing industrial consumers (up to three feeders) with maximum consolidated threshold of 15 MW at the same premises having same tariff category (for example B-3), subject to technical feasibility and availability of capacity in the existing grid station. In such a case, consumer shall pay 100% grid sharing charges including transmission line charges i.e. Rs. 8.948 Million per MW and 100% cost of land i.e. Rs. 0.855 Million per MW proportionate to load. The above charges shall be applicable against load exceeding 5 MW. For load above 15 MW, dedicated grid station and associated transmission line shall be required. In case, consumer applies for extension of load above 15 MW and accordingly, connection is provided from dedicated grid station, then the charges already paid by consumer including grid sharing charges, transmission line charges and cost of land etc. shall be refunded to the consumer. The above proposal for industrial connections shall also be adopted for Commercial & Bulk Supply connections.*
2.6(7) Steel Furnace	**Up to 5 MW** i. Dedicated Transformer(s) ii. 11 kV Distribution Feeder	***Up to 1 MW*** *i. Dedicated Transformer(s)* *ii. 11 kV Distribution Feeder* *iii. Rehabilitation charges.* ***Above 1 MW to 2. 5 MW*** *i. Dedicated Transformer(s)* *ii. Dedicated 11 kV feeder* ***OR*** *iii. Rehabilitation charges on actual basis (if any) in case connection is provided from 11 kV Distribution Feeder.* *(However, DISCO shall ensure that technical parameters of 11 kV distribution feeder are not compromised and cost for meeting technical parameters, shall be borne by the consumer)*

		Above 2.5 MW to 5 MW *i. Dedicated Transformer(s)* *ii. Dedicated 11 kV Feeder(s)*
8.3	**8.3.4** After the expiry of the period allowed for disconnection, the minimum/fixed charges will be applicable even if the consumer does not apply for reconnection and does not use electricity. In case the consumer defaults in payment of the future bills, the connection may be disconnected and equipment installed at the premises may be removed after service of notice as per disconnection procedure. Restoration of supply to such a premises shall also be governed as per the Reconnection Policy and payment of minimum/ fixed charges will be admissible for entire period of disconnection. **8.3.7** Any consumer intended to avail two (02) successive temporary disconnections shall pay fixed charges and variable charges (if any) for at least one month before availing another temporary disconnection.	*Prior to expiry of period allowed for temporary disconnection, the consumer shall approach DISCO for reconnection, however, if the consumer does not apply for reconnection, the connection shall be deemed reconnected and charges shall be applicable subsequent to expiry of temporary disconnection period. There shall be no restriction on obtaining multiple number of temporary disconnections, however, for a subsequent temporary disconnection, the consumer is required to pay fixed charges and other applicable charges (if any) for at least one (1) month before applying for next temporary disconnection*
9.2	**9.2.3(c)** Maximum period for charging detection bills shall be: i. Restricted to three billing cycles for general supply consumers i.e. Ai, A-2 & general services consumers i.e. A-3 and extendable up to a maximum of six months, subject to approval of the Chief Executive Officer (CEO) of DISCO . The CEO may delegate its powers and authorize a committee comprising at least three officers of Chief Engineer / Director level to allow charging of detection bill up to six months to these consumers on case to case basis after proper scrutiny so that no injustice is done with the consumer. In such cases action will also be initiated against the concerned officer for not being vigilant enough. ii. Restricted to maximum six billing cycles for other consumer categories.	*DISCOs may charge detection bill for maximum period of twelve (12) months for all registered consumers in the event of usage of Bogus Meter, load profile freezing/ manipulation of billing meter through software, Meter reading reversal through Bluetooth devices and Security Breach of billing meter. In such cases detection bill shall be charged on load basis instead of future/previous consumption basis. However, for domestic consumers, period of detection bill shall be confined to six (06) months. For consumers of other tariff categories, detection bill shall be confined to twelve (12) months keeping in view quantum of theft & availability of evidence.*
16.4	Maximum Margin for Public Electric Vehicle Charging Station.	*Omitted*