

## 5.6 Defective Meters

(a) The Licensee shall have the right to test any meter and related apparatus if there is a reasonable doubt about the accuracy of the meter and the consumer shall provide the Licensee necessary assistance in conduct of test. However, the consumer shall be allowed to be present during the testing.

<sup>3(1)</sup> [ (b) *A consumer may request the Licensee to test the meter installed on his premises if he doubts its accuracy of meter readings not commensurate with his consumption of electricity,*

*stoppage of meter, damage to seal, by applying to the Licensee in prescribed format (Annexure 5.1) along with the requisite testing fee. The Licensee shall test the meter:*

- i. [Within 15 days of the receipt of the application, at consumer's premises, or*
- ii. Within 30 days at licensee's lab, or Independent lab, or*
- iii. By installing a tested check meter in series with the existing meter within 7 days of filing of application.]*

(c) In case of testing of meter at consumer's premises, the testing of meter shall be done for a minimum consumption of 1 kWh. The meter testing team of the licensee shall carry heating load of sufficient capacity to carry out the testing. Optical Scanner may be used for counting the pulses / revolutions or meter shall be tested as per the procedure described in IS / IER 1956 or through aqua-check for LT meters and through RSS for others. The aqua Check and RSS shall be calibrated in laboratory of national repute once in a year.

(i) In case the meter is found O.K., no further action shall be taken.

(ii) In case the meter is found fast / slow by the licensee, and the consumer agrees to the report, the meter shall be replaced by a new meter within 15 days, and bills of previous three months prior to the month in which the dispute has arisen shall be adjusted in the subsequent bill as per the test results. In case meter is found to be slow, at the request of the consumer, these charges may be recovered in installments not exceeding three.

(iii) <sup>3</sup> <sup>(4)</sup> [If the consumer disputes the results of testing, or testing at consumer's premises is difficult, the defective meter shall be replaced by a new tested meter by the Licensee, and, the defective meter after sealing in presence of consumer, shall be tested at licensee's lab / Independent lab / Electrical Inspector, as agreed by consumer. The option once exercised by consumer shall not be changed. *The decision on the basis of reports of the test lab shall be final on the Licensee as well as the consumer.* ]

(d) In cases of testing of a meter in the licensee's / Independent test laboratory,

- i. Consumer shall be informed of the proposed date of testing at least 7 days in advance so that he may be present at the time of testing, personally or through an authorized representative.
- ii. The signature of the consumer or his authorized representative, if any present, shall be obtained on the Test Result Sheet.
- iii. The results of testing, billing, and in case the consumer disputes the results of testing, shall be same as provided in clause 5.6(c) above.

Note: (i) The licensee may submit a proposal, with a list of reputed and approved test labs, along with their test charges to the Commission.

(ii) The provisions of IER1956 shall however be followed until rules are made under Section 53 and 55 of the Act.

(e) In case a check meter is installed, and if after 7-15 days of the period of test, the existing meter is found to be fast or slow beyond the permissible limits, and the test results are not disputed by the consumer, then the same would be removed leaving the check meter in its place for future metering, and bills of previous three months prior to the month in which the dispute has arisen shall be adjusted in the next bill as per the test results. Where the test results are disputed, the procedure as per clause 5.6(c) as above, as the case may be, shall be followed.

## **5.7 Meter (Including MDI) Not Recording**

(a) The consumer is expected to intimate the Licensee, as soon as he notices that meter has stopped / not recording.

(b) If during periodic or other inspection, meter is found to be not recording by the Licensee, or a consumer makes a complaint in this regard, the Licensee shall arrange to test the meter within 15 days.

(c) If the meter is actually found not recording it shall be replaced within 15 days of the test.

<sup>3(4)</sup>[(d) The Consumer shall be billed, for the period between the date of last reading and the date of replacement of the defective meter, on the basis of average consumption and *average* maximum demand of three billing cycles prior to the last reading. The provisional bills, if any issued, shall be accordingly adjusted. ]

(e) In cases where the recorded consumption of past three billing cycles prior to the date meter became defective is either not available or partially available, the consumption pattern as obtained from consumption of the new / repaired meter for three billing cycles shall be taken for estimation of consumption.

<sup>3(1)</sup> (f) *[While calculating the average consumption, due consideration of seasonality of load shall be made and in such cases consumption of previous year for same period shall be taken. Due cognizance to consumption during closure of industry due to shut down /maintenance of plant shall be given by licensee after careful verification of records, or by ascertaining the consumption through check meters during such closure period.]*

## 5.8 Burnt Meters

<sup>3(1)</sup> (a) *[In case a meter is found burnt either on consumer's complaint or upon the inspection of the Licensee:*

*(i) The Licensee shall restore the supply immediately after bypassing the burnt meter.*

*(ii) Necessary preventive action at site shall be taken as early as possible to avoid future damage.*

*(iii) Excess loads found, shall be removed or regularized by asking consumer to deposit charges as per clause 6.9.*

*(iv) A new meter shall be installed by the Licensee within 3 days as per option exercised by consumer given in clause 5.4(a).]*

(b) If possible, the Licensee shall test the burnt meter removed from the consumer premises and the procedure detailed in clause 5.6(d) shall be followed. If it is not possible to test the meter, the consumer shall be billed as per the procedure specified in clauses from 5.7(d) to 5.7(f).

## 5.9 Cost of Replacement of Defective / Burnt Meters

(a) <sup>3(1)</sup> [The cost of replacement of meter shall be borne by the consumer or *by the Licensee subject to following conditions:*]

(b) <sup>3(3)</sup> [Deleted]

(i) If, as a result of testing, it is established that the meter was burnt due to technical reasons viz. voltage fluctuation, transients etc. attributable to the Licensee the cost of the meter shall be borne by the Licensee. However, if it is established that the meter was burnt due to reasons attributable to the consumer viz. defect in consumer's installation, connection of unauthorized load by the consumer etc. the cost shall be borne by the consumer.

(ii) If it is established, as a result of testing, that the meter was rendered defective due to tampering or any other deliberate act by the consumer to interfere with the meter, the cost of the meter shall be borne by the consumer as above. The consumer shall be assessed under Section 126 of the Electricity Act 2003, and shall be punishable under Section 138 of the Electricity Act 2003. In addition, action as permissible under law shall be taken against the consumer for pilferage and tampering.

(c) In case the meter is found burnt and there is reason to believe that an official of the Licensee gave a direct connection, pending replacement of meter, a case of direct theft shall not be booked. Consumer's complaint for replacement of burnt meter or the complaint regarding disruption in supply of energy shall be considered sufficient for this purpose.

(d) In all cases of replacement of a meter, where cost is to be borne by the consumer, he shall have the option to procure the meter and associated equipment himself in accordance with clause 5.2 and 5.4.