

SECTION – IV METERING & METER SERVICE CHARGES

INSTRUCTION NO. 4.1

Providing an Energy Meter :

A correct energy meter of suitable capacity is installed at each point of commencement of supply of premises of the consumer for measuring the energy supplied to him.

2. The metering arrangement shall be as under:-

(a) L.T. Supply

- | | | |
|-------|-----------------------------|--|
| (i) | Load upto 10 kW | Whole Current Electronic Meter |
| (ii) | Load between 10 kW to 35 kW | Whole Current Electronic Meter with MDI facility and recording of temper features. |
| (iii) | Load above 35 kW | Electronic CT/PT meters |
- Provided that on Ice Factories/Ice Candies, the electronic CT/PT meters are to be installed irrespective of connected load.

(b) H.T. Supply

HT Electronic Trivector meters

3. In the event of the consumer desiring to install his own meter, he can do so provided the meter is procured from the authorized source and as per terms and conditions of the Nigam. The consumer may also purchase the meter from Nigam by depositing the cost of meter fixed by the Nigam.

4. Where the cost of meter is not recovered from the consumer, the Meter service charges as well as Meter Security shall be recoverable from the consumer. Where cost of meter is recovered from the consumer, no Meter service charges /Meter Security shall be recoverable from the consumer.

INSTRUCTION NO. 4.2

Site for Installation of Meter

The Nigam reserves to itself the right to fix position of the meter.

2. The energy meter should be installed at the commencement of supply, as far as possible just near the common main entrance of the premises, so that it is easily accessible to the Nigam's employees for reading and testing etc.

3. It should be installed at a dry place. If any doubt exists that the location selected for the meter might not be dry under all conditions of weather, it should be installed in a water proof case. Where meters are

installed in very dusty places such as in Rice Mills, Flour Mills, Saw Mills or Surkhi or Lime Mills, it must be installed in dust tight boxes/separate room and inspected and cleaned at intervals not exceeding 3 months.

4. The site of the meter should be selected with due regard to consideration of economy as well as convenience of the Nigam's employees in discharge of their duties. As far as possible the meter should be installed at a place where entry into purdah or religious places is not involved for its reading, checking or testing etc.

5. The cost of repairs/ replacement of defective/damaged meter is chargeable to the consumer, in case the defect/ damage is caused by the conditions attributable to the consumer. Since the meter equipment is installed by the Nigam, it is the responsibility of Nigam to protect the meter and to ensure that it is in healthy working condition for which the concerned JE/ staff should ensure that the meter is installed properly and at the location which has due protection against weather conditions. In case it is found later on that the consumer has failed to provide enough protection to the meter or has removed the already provided protection or has not provided isolating devices so as to prevent traveling of installation fault to the meter, a one week notice be served upon the consumer to provide to take corrective action, which should be properly indicated in the notice.

6. Group housing schemes, with a load above 50 kW and power supply on HT, shall install energy meters for each flat on the ground floor. However these instruction regarding installation of energy meter on ground floor of group housing complex will not apply to those projects who have obtained completion certificate on or before 31.12.99. The applicants who have not obtained the completion certificate upto 31.12.99 should make necessary arrangements to install the energy meters on ground floor or may apply for single point connection.

INSTRUCTION NO. 4.3

Meter Sealing :

After the meter has been tested in the M&T Laboratory and found to be working within the limits of accuracy, the cover of the meter, which encloses the vital mechanism for the measurement and the recording of the energy consumed, lest it should be tampered with by any unauthorized person, will be sealed by the M&T Organization. The meter cover seals originally affixed by M&T laboratory should not be tampered with by other employees of the Nigam.

Provided that in case the Nigam has authorized the meter manufacturing firm to supply the meters with their own seals and

accuracy test certificates, no checking/ sealing by M&P is required.

The norms for sealing of meters of various capacities, checking of meters, checking of power factor and checking of connected loads are fixed are under :-

1. Fixing of seals of meters

Remarks

(i)	H.T. supply and Bulk Supply above 70 K.W.		
	(a) Seals of meters terminals and secondary equipments.	By S.D.O. (M&T)	
	(b) MCB, MDI & optical port	By SDO (OP)	
(ii)	L.T. Supply (35-70 K.W.) (C.T. Operated meters) A. MDI B. MCB & Optical Port a) 35-50 kW b) 50-70 kW	By SDO (OP) By JE (F) By SDO (OP)	In sub offices the seals may be provided by I/c Sub offices at the time of giving connection but the same should be got replaced by SDO later on. In case of Sub Division the JE may provided the seals at the time of giving connection but the same should be got replaced by SDO later on.
(iii)	L.T. supply below 35 kW. & Agricultural Pumping Supply		
	Meter terminals, Optical Port, MCB & MDI	By JE I/c	
(iv)	Domestic & Non-Domestic Supply		
	Meter terminal and M.C.B.	By JE I/c	No seals are required to be provided on the MCB of push on type single phase Electronic meter.
(v)	Street Lighting	By JE I/c	
(vi)	Temporary Connection	By respective officials/ officers for different Categories stated above.	

In case the seals of S.D.O. M&P are required to be broken by operation staff for attending the fault, the prior permission from the XEN (M&P) must be taken and after attending the fault, the S.D.O.

Operation should replace the seals by his own seals and then inform the SDO M&P for getting his seals fixed in immediate future. Similarly in case the seals of S.D.O (OP) are required to be broken by his staff, then the J.E. should seal the meter immediately and have it replaced from his S.D.O. S.D.O. (OP) while taking the monthly reading of H.T. Supply consumers shall check the accuracy of meter by a rough method and if he comes to the conclusion that meter is running slow, he shall immediately get the meter checked from the M&P Organization.

The covers of the meters of all categories after being tested in the Laboratory will continue to be sealed by M&P organization as heretofore.

2. Site checking of meters By (OP) staff:

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
(a) HT and Bulk Supply above 70KW with MDI	-	Once in a month	Once in six months	5% in a year
(b) L.T. supply (30 kW and above)	Once in a month	Once in six months	Once in a year	1% in a year
(c) L.T. supply (Below 30 kW)	Once in 3 months	Once in a year	Once in 2 years	-
(d) Agricultural Pumping Supply	30 number connections per month	5% per month	2% per month	Surprise checking of 5 connections in each visit (1% in a year)
(e) Street Light	-	Once in a year	-	-
(f) Domestic & Non Domestic Supply	Surprise checking of few meters on every visit.			

3. Checking of Connected Loads:

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
(a) HT and Bulk Supply above 70KV with MDI	-	Once a year	Once in two years	-

(b) L.T. supply ((30 kW and above)	-	Once a year	Once in two years	-
(c) L.T. supply (Below 30 kW)	-	Once a year	Once in 3 years	-
(d) Agricultural Pumping Supply	Once a year	Once in 3 years	Once in 5 years	-

4. Checking of multiplying factor:

Category of consumers	J.E.	SDO "OP"	Xen "OP"	S.E."OP"
CT/PT connected meters	-	Once in six months	Once in a year	-

5. Site checking of meters By M&P staff.

- (1) The site checking of HT and LT CT connections by M&P wing will be carried out once in a year. The checking report will be prepared by the concerned SDO/M&P in the prescribed format at the time of checking.
- (2) Seasonal Industries such as Ice Factories, Ice Candies, Cold Storage units, Cotton Ginning Mills and Rice Shellers shall be checked twice during the season i.e. at least once every three months.
- (3) Theft prone Industries such as Oil Expellers, Plastic Units, Rubber Units and Steel Furnace shall be checked once every 3 months.
- (4) The connections of HT and LT CT consumers, who were involved in theft of energy during the last 3 years, will be checked every 6 months.
- (5) The meter readings of HT and LT CT consumers will be taken only through MRI/CMRI by 'OP' staff. The officer/official taking reading will also physically inspect the metering installation with regard to any visible irregularity. He will also download the tamper information data and the load survey data from CT meter. To detect the slowness of the meter the officer/official will check all the voltages and currents in each phase of the meter and ensure that the status "P" does not persist in the meter. In case he observes that any of the voltages/current is missing in the meter and also status "P" is displayed in the meter then he should immediately inform the concerned M&P Division for suitable action. The SDO/OP Incharge of S/Divn shall be personally responsible to ensure that the above data is obtained every month in respect of all HT and LT CT meters.
- (6) The SDO 'OP' will send tamper information data, load survey data and the consumption data of all HT/LT CT consumers to the concerned Xen/M&P by the 10th of the month succeeding

the month in which the meter readings have been taken. In case, the above schedule is not adhered to, Xen/M&P will immediately report the same to the SE/OP of the Circle and to SE/M&P for appropriate action against the SDO/OP.

- (7) The M&P wing shall analyses such tamper information data, load survey data and consumption data. The analysis will be specific to identify cases where revenue loss may have taken place as well as to identify possibility of theft of energy. In case of revenue loss involved, Xen/M&P shall inform the Xen/OP with details of possible malpractice carried out and resultant loss to the Nigam in the consumption recorded by the meter. In cases, where suspicion of theft of energy exists, Xen/M&P shall immediately inform Xen/Enforcement and Xen/OP concerned for conducting raid on the premises to check the connection.
- (8) The responsibility for making proper and accurate analysis shall rest with the SDO/M&P in respect of connections upto 500 kW and with Xen/M&P in respect of connections above 500 kW. In case, theft of energy is detected later at any premises having HT or LT CT connection and it can be shown that such theft could have been detected through analysis of data down loaded from the meter, the Xen/M&P or SDO/M&P, as the case may be, shall be held accountable for failure to analyze the same from the data available. Release of new connection and effecting of PDCO will be done after checking by M&P staff.
- (9) The requirement of presence of M&P staff at the time of reconnection after TDCO and resetting of MDI has been done away with. However, the presence of M&P staff at the time of removal of fault will be continued.

INSTRUCTION No. 4.4

Resealing of Energy Meters

Meter Terminal Cover and Meter Cup Board Seals-

A. **C.T. operated meter:** It should be ensured that seals affixed by the Nigam on the metering equipments always remain intact. Whenever breakage of seal/seals comes to notice, the same should be replaced by the authority who had originally affixed without any undue delay. In such cases where it is established that the seals were not broken by the Nigam's employee, the matter shall be investigated thoroughly and in case it is established that no theft/un-authorized use of electricity was possible, the necessary charges for the resealing as provided in the schedule of General and Misc. charges should be recovered. Before resealing the meter terminal cover it should be ensured that the terminal connections are in order.

Where due to such breakage of seals, the meter becomes

accessible and the tamper information/consumption data or any other information indicates suspicion of some foul play the case should be treated as a case of un-authorized use of supply and dealt accordingly.

In case, due to such breakage of seals, the meter becomes accessible and it is proved from the temper information or other relevant data that the consumer has tampered with the seals/meter, it should be treated as a case of theft of energy and dealt accordingly.

B. Whole Current Meter:

- (i) **Electro mechanical meter:-** In case seals affixed by the Nigam is found broken and on investigation, the case is not found a case of theft/unauthorized use of supply, shall be replaced by electronic meter. In future consumer shall be watched and in case of variation, the account of the consumer may be adjusted for a period not exceeding six months.
- (ii) **Electronic Meter with Push Fit MCB:-** The tampering with seals/MCB shall constitute theft of energy and shall be dealt accordingly. The meter shall be replaced immediately.

2. Meter cover (M&T) Seals: Breaking/ tempering with the M&T seals constitutes un-authorized use/ theft of energy and such cases are required to be dealt accordingly. No re-sealing is to be allowed in case the M&T seals, seals provided by the manufacturing firm or M&P organization are found tampered /broken. In such cases, the meter is to be replaced immediately and further action is to be taken as per instruction laid down to deal with the cases of un-authorized use of supply/ theft of electricity as the case may be.

INSTRUCTION NO. 4.5

Security to be deposited if Meter is supplied by the Nigam:

If the prospective consumer desires the Nigam to supply and install the meter on monthly meter service charges basis, he will have to deposit the amount of security as prescribed under schedule of general and miscellaneous charges, while applying for connection in addition to the Advance Consumption Deposit against energy consumption.

INSTRUCTION NO. 4.6

Meter Service Charges if the Meter is supplied by the Nigam:

In addition to paying the meter security deposit a consumer will have to pay the monthly meter service charges in accordance with schedule of service charges, if the Nigam supplies the meter.

INSTRUCTION NO. 4.7

Responsibility of the Consumer in respect of loss or damage to the meter:

The consumer would be solely responsible for any loss or damage to the meter whether caused maliciously or through culpable negligence or default on the part of the consumer or any of his employees, and shall be responsible for paying the cost of the meter in case meter belongs to Nigam. Should the Nigam decide/ launch a programme to change all the existing meters with another improved type of meter, the meters shall be replaced only after checking of existing meter and

- i) Where the old meter is removed as a healthy meter, the cost for the new Meter will not be charged. The monthly meter service charges shall, however continue to be leviable.
- ii) Where the meter has been removed as defective meter.
 - a) The cost of the new electronic meter will be charged and no meter service charges shall be charged.
 - b) The meter security already deposited will be adjusted against the cost of old meter.

INSTRUCTION NO. 4.8

Procedure to be followed when a meter is Reported to be Damaged or burnt

In order to avoid consumer's complaint and to safeguard the interests of the Nigam as well as that of the consumer, it is necessary that a thorough and detailed enquiry be made whenever a meter on the consumer's premises is reported dead stop, damaged or burnt. Before the meter is replaced the site should be inspected by the S.D.O./JE as the case may be. However, ordinary cases of general meters reported dead stop by Meter Reader may be inspected by the J.E. The J.E. should carry out investigation and record his report on the following lines to determine as to what extent the damage to meter is due to the fault/negligence on the part of consumer:

- (i) Whether the seal of M.C.B, meter terminal cover/meter cover (and P.T. and C.T. fuses if installed) are intact.
 - (ii) Whether there are any unauthorized extensions.
 - (iii) Any outward and physical signs of damage.
 - (iv) Any leakage of rainwater into the equipment or meter.
 - (v) Any lightning effect.
 - (vi) Any sign of spark at the terminals.
 - (vii) Any other causes.
2. The cost of damaged/burnt meter shall be recovered from the

consumer.

3. The cost of replacement or repair of the Nigam's meter on hire with the consumers, which might get damaged due to floods, which is an act of God, need not be recovered.

INSTRUCTION NO. 4.9

Charges of Inaccurate or Inoperative Meters

Where a consumer hires a meter for installation on his premises, the Nigam shall keep the meter correct.

2. A correct meter shall be installed, sealed and maintained by the Nigam at each point of supply on premises of the consumer. If, however, a meter becomes inoperative or inaccurate, no Meter Service charges should be recovered from the consumer for the period the meter remains inoperative or inaccurate.

INSTRUCTION NO. 4.10

Checking the Accuracy of Energy Meters:

Following steps should be taken for routine checking of the energy meters :-

- (1) In order to ascertain whether the meter is working or not, Meter Readers should be instructed to switch on one or two lights for a few seconds before taking monthly meter readings and watch that the disc of the meter revolves in the correct direction. In case of electronic meter, he should check that the indicator provided for countergear blinks.
- (2) Whenever a meter is found to be inoperative or inaccurate by any employee of the Nigam the matter should be brought to the notice of S.D.O in writing so that immediate steps could be taken to replace it. In this regard, the following guidelines are prescribed :-
 - (i) The Meter Readers after recording meter reading will supply the list of dead stop/defective meters on the next working day to the Consumer Clerk of the Sub Division before proceeding for taking meter readings on the subsequent date. The consumer clerk will give a dated acknowledgement in token of having received the said list of defective/dead stop meters to the Meter Reader concerned.
 - (ii) The format on which the Meter Readers are to furnish the list of defective meters may be delivered to the Meter Readers in the shape of a book-let with numbered pages and duplicate copies of each page, so that he can have proper acknowledgement from the Consumer Clerk of the sub division and retain one

copy with him. In case of non availability of printed book-lets, cyclostyled proformas may be given to the Meter Readers for the purpose.

- (iii) On receipt of the list of defective/dead stop meters from the Meter Readers the consumer clerk will put up the said list to the SDO(OP) Incharge for marking the same to JE/AFM incharge, for verification of the facts at site. This verification must be conducted by the JE/AFM within a week on the basis of which the Consumer Clerk will issue the MCOs after obtaining orders from SDO (OP).
- (iv) Thereafter a copy of the list of checking by JE will be handed over to the Commercial Assistant for overhauling the accounts of the consumers as per prevailing instruction. Further, it is added that no action will be taken by the Commercial Assistant/Revenue staff on any other intimation given to them by the Meter Readers directly to avoid harassment to the consumers.
- (v) However, where the meter is found inaccurate(not dead-stop or burnt/ in-operative) the meter should only be replace after following the procedure as laid down in SMI-4.13 meticulously to determine the extent of inaccuracy in the energy meter and to overhaul the accounts of the consumer accordingly.
- (3) The action as elucidated in sub-para(iii),(iv) & (v) above, may also be taken in respect of exceptional lists supplied by the billing agency.

INSTRUCTION NO. 4.11

Accuracy of Energy Meter

Any meter or maximum demand indicator or other apparatus placed upon a consumer's premises shall be of appropriate capacity and shall be deemed to be correct if its limits of error do not exceed 3 percent above or below absolute accuracy at all loads in excess of 1/10 of full load and upto full load.

- 2. No meter shall register at no load.

INSTRUCTION NO. 4.12

Procedure to be followed when a Meter is challenged

When ever a complaint regarding the faulty behaviour of an energy meter is received, the JE should be asked to visit the premises and test the meter at the installation point by verifying the meter

constants through a phantom load, or conducting a dial test or comparing the accuracy of the meter with a reference sub-standard meter or by any recognized practical method for site testing of accuracy of energy meter backed by sound principals of electrical engineering and technology. The report of the checking would be given to the consumer before removing the meter from the consumer premises.

2. In case the complaint of the consumer is not corroborated by the test carried by the J.E. the consumer should be informed accordingly. If the consumer does not feel satisfied, he may be advised to formally challenge the accuracy of the meter and deposit requisite fee towards meter challenge fee.

3. After the consumer has paid the meter challenge fee, a check meter should be installed in series with the challenged meter. Exact reading (upto the last place of decimal) of both the meters should be taken at the time of installation. Then, after about a week the readings of both the meters should again be taken up to the last place of decimal. The consumption of the two meters should be compared and consumer's acceptance obtained in writing. If the variation in consumption within the permissible limits i.e. 3 percent the old meter should be allowed to continue at site and challenge fee forfeited. If the variation is beyond the permissible limits, the challenged meter should be removed and consumer's account should be adjusted with retrospective effect for a period not exceeding 6 months immediately preceding the date of such test or the date of removal of such a meter for purposes of test as the case may be and the challenge fee deposited by the consumer shall be refunded/adjusted.

4. In case of HT Industrial consumers whenever an occasion arises to install a check meter or another check meter, the matter may immediately, be referred to CE (OP) seeking further instruction. In no case a check meter will be installed on the premises of HT Industrial consumer without seeking prior instruction from CE (OP) in individual cases.

5. Ordinarily a meter installed at consumer premises shall not be removed for calibration/ checking purpose to a laboratory except when it is not practically feasible to verify the functioning of meter at site through any of the above-mentioned means. Whenever so required or in case consumer does not accept the results of check meter or insists in the very beginning to send the challenged meter to M&T laboratory, the meter will be removed and sealed in the presence of the consumer who would duly authenticate the seal by appending his/her signatures. The meter would then be sent for testing to the laboratory and the testing would be carried out within one week and in presence of consumer if so desired by him.

6. The recovery/ refund will be worked out based on the power consumption during last six months, adjusting for the error indicated during verification/ checking and the recovery / refund will be adjusted in next billing cycle. If, however, the circumstantial evidence or the variation in consumption or any type of tamper features recorded by the meter warrants the adjustment for a period less than six months, the recovery / refund may be worked out for that period only.

7. The procedure mentioned as above shall be applicable irrespective of the fact whether the meter is owned by the consumer or by the Nigam.

INSTRUCTION NO. 4.13

Adjustment of Accounts of Challenged Meters

The account of a consumer who has challenged a meter and whose meter is got tested from M&T Laboratory should be adjusted as under:

On receipt of the Test results from XEN M&P it should be verified whether the meter is correct or not. In case the inaccuracy of the meter exceeds ± 3 per cent at any load even though the average inaccuracy may be less than ± 3 percent the necessary adjustment should be carried out in consumer account after striking out the average of percentage errors at different loads. The following example will illustrate the procedure to be adopted :-

Supposing the errors determined by tests are:

At	10% Full Load	-2.5%
	25% Full Load	-0.5%
	50% Full Load	+1.5%
	75% Full Load	+3.0%
	100% Full Load	+3.5%
	Average error $\frac{-2.5-0.5+1.5+3+3.5}{5} =$	+1%

2. If the recorded monthly consumption as shown by the meter. is (say) 400 units , the chargeable consumption would be

$$\frac{100}{101} \times \frac{400}{1} = 396.04$$

3. Necessary refund should be given to the consumer for 3.96 units (400-396.04), for that month by finding out the difference between the bills for 400 units and 396.04 units. Similar calculation should be made for each month of the period for which the adjustment is required to be made.

INSTRUCTION NO. 4.14**Adjustment of Consumer's Account if Meter is found in accurate or inoperative by a Nigam's Employee:**

Following procedure should be adopted whenever an energy meter on the premises of a consumer is found to be defective by Nigam's Employee.

(a) **Dead Stop/Inoperative or Burnt Meter:** On receipt of a report regarding a meter becoming dead stop or burnt, it should be immediately replaced and necessary enquiry conducted. Provisional average charges shall be levied as per the rates given in SMI-6.7 till the meter is replaced. The account of the consumer shall be overhauled on the basis of average consumption of the same months of the preceding year failing which of the average of last six months failing which of the average of last 3 months. In case a reasonable basis is not available then average of the succeeding 3 months after the installation of the correct meter may be taken as the basis. It may be worthwhile if the field staff ensures through personal enquiries from the neighbours etc. that there was no special occasion like marriage, etc for the consumer to exceed the normal consumption during the period. In such an eventuality the consumer should also be billed for such probable consumption as determined by the field staff.

(b) (i) **Inaccurate Meter:** In the case of single phase meters where the accuracy of the meter is doubtful or the meter is found creeping forward, no adjustment in accounts may be carried out but the meter should be replaced.

(ii) In such cases where the inaccuracy of the single-phase meter is pronounced or in case of three phase meters, which may be suspected/found to be incorrect the procedure as laid down under SMI-4.11 be followed.

(c)(i) In all the cases whether dead stop, burnt meters or in-accurate meters found at the premises of the consumers, the adjustment of consumer's account shall be carried out for a period not exceeding six months immediately preceding the date of testing of the meter or the date of removal of such a meter for purpose of test.

In view of the above, it becomes mandatory on the part of the filed officers to conduct regular checking of the meters and all the dead stop/burnt and in-accurate meters found must be replaced within a period of six months from the date these are found defective failing which the responsibility for loss of revenue of the Nigam for a period beyond six months will rest with the concerned field officers/officials.

(ii) In the cases of defective/dead stop or burnt meters, immediate steps should be taken to replace the same. If the meters are not immediately available in stores, the consumer shall be given the option

and requested to arrange the meter at his level from authorized source for replacement. The scale of "Provisional Charges" as provided in SMI-6.7 shall be taken as a guideline. In case where the replacement of meter is likely to take a longer period and the previous average consumption is found realistic, the billing be done on the basis of such average consumption instead of provisional charges.

(d) For billing of temporary supply consumer where the meter get defective, dead stop or inoperative, the Executive Engineer shall assess the consumption in such case on the basis of available data at site.

INSTRUCTION NO. 4.15

Differences or Dispute over the Accuracy:

Where any difference or dispute arises as to whether any meter is not correct, the matter should be decided, by the XEN M&P of the Nigam and if in his opinion the meter is not correct, the appropriate authority shall estimate the amount of adjustment to be carried out in the consumer's account for a period of not exceeding 6 months preceding the date of test.

INSTRUCTION NO. 4.16

Changing the Position of a Meter:

Where the Nigam/ consumer require the meter to be removed or its position changed the Nigam/ Consumer shall give notice to this effect in writing to the consumer/ Nigam/ and the Nigam /consumer shall comply with such notice, subject to the consumer paying the charges prescribed in the schedule of General Charges in advance in case consumer has given the notice for change. Where the existing meter has been installed in a push-fit type MCB, the cost of the meter shall also be recovered from the consumer.

2. On receiving a request from consumer for the change of site of the meter, JE should visit the site and assess the expenditure involved in such a change. If no material is involved in the job, the requisite fee as laid down, in Schedule of General and Misc. Charges may be recovered. But if some material is required, a deposit estimate may be framed and the estimated cost together with 10 percent department charges should be got deposited before under taking the job.

3. If however, the change in the position of the meter is necessitated due to floods and any natural calamity, which is an act of God, no charges for changing may be recovered.

4. No meter changing fee would be recoverable if a consumer

wants to get his own meter re installed after it has been got tested from the Nigam's laboratory as a result of periodical checking or on being found defective.

INSTRUCTION NO. 4.17

Installation and Maintenance of Meter supplied by the consumer:

The consumer has the option to install his own meter. Whenever any consumer desires to exercise this option, the following facts should be brought to his notice:

- i. The expense and onus of keeping the meter correct falls upon the consumer.
- ii. In case a meter owned by the consumer is found defective, the consumer would be asked to provide another meter at his own cost within 2 days and the same shall be got calibrated and replaced within another three days. In case the consumer fails to provide his own meter within 2 days the Nigam will replace the meter at its cost and levy the meter service charges and meter security to the consumer as applicable. In the event of consumer declining to accept the replacement of his defective meter with Nigam's meter, supply will be disconnected without any further notice. The defective meter of the consumer would, however be returned to him in any case.

2. Normally the meter owned and installed by the consumer shall not be replaced unless the same is found defective. However, in cases where meter owned by the consumer is sought to be removed by the Nigam for any purpose, such as checking, the Nigam shall reimburse the cost of such meter removed, at the prevalent market rate/ Nigam's issue rate whichever is more and no meter service charges/ meter security will be charged from the consumer.

3. Should the Nigam decide/ launch a programme to change all the existing meter of one type with the meter of another improved type of meter the meter would be replaced only after checking of the existing meter and the cost of the meter shall be regulated as under: -

- i) Where the old meter is removed as a healthy meter, neither security of new meter shall be charged. Further Nigam shall not levy any meter service charges/ meter security from the consumer, so as to avoid double investment by the consumer.
- ii) Where the meter is removed as a defective meter, the cost of new meter shall be charged and no meter service charges shall be charged.

Under both circumstances the removed meter shall be returned

to the consumer (if claimed by him/her) after breaking the seals provided by the Nigam, if any.

INSTRUCTION NO. 4.18

Testing charges if the meter is got tested from Nigam's Laboratories

Testing charges inclusive of departmental charges shall be recovered from the consumer as prescribed under the schedule of general and miscellaneous charges.

INSTRUCTION No. 4.19

Taking reading of M.D.I.

1. There have been frequent cases in which the M.D.I. installed at the consumer's premises have been found defective on the reading date of the month. In that case, load survey as well as temper information be downloaded for analysis and ascertaining the maximum demand.

2. In case any defect is noticed by the Nigam's official at the time of checking/taking readings, the fact should be brought to the notice of Xen (M&P) on the telephone by the SDO concerned after personal verification by him and immediate action will be taken by that officer.

INSTRUCTION NO. 4.20

Removal of meter and other equipment from the consumer premises on permanent disconnection:

It is incumbent upon the consumers to allow access to persons duly authorised by the Nigam to enter their premises and to remove fittings or other apparatus of the Nigam, after service of due notice in this respect.

The cases where the consumer do not provide such access to their premises and as such meter is not removed and PDCO could not be effected, consumer account should be finalised by debiting the consumers the following charges:-

1. Energy Charges.

- a) Where final reading of the meter taken at the time of effecting TDCO is available, the energy charges on account of the same should be billed.
- b) Where final reading of the meter at the time of effecting TDCO is not available i.e. the consumer did not provide access to the premises and the TDCO was effected by disconnecting the

connection from outside his premises, the energy charges should be assessed as per SMI-4.13.

2. Cost of Meter and in accessible service.

The cost of the meter and the service line, which cannot be removed from the consumer's premises, should be debited to his account.

The portion of the services line outside the consumer's premises should thereafter be dismantled as per existing rules.