

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED
TIRUPATI

On this the 25th day of July 2013

In C.G.No: 68/ 2013-14/ Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Sateesh Kumar

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Smt. N.V.Lakshmi Worth Aqua Pvt. Ltd.
Vetapalem Village & Post,
Vetapalem Mandal
Prakasam-Dist

Complainant

And

1. Assistant Engineer/ Operation/ Town/ Vetapalem
2. Assistant Divisional Engineer/ Operation/ Vetapalem
3. Assistant Divisional Engineer/CT.Meters/Ongole
4. Divisional Engineer/M&P/Ongole

Respondents

Smt. N.V.Lakshmi Worth Aqua Pvt. Ltd, Vetapalem Village & Post, Vetapalem Mandal, Prakasam-Dist herein called the complainant, in the complaint dt: 28-05-2013 filed in the Forum on dt: 28-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. She is an industrial consumer with SCNo:4811 and with a contracted load of 74HP at Vetapalem village of Prakasam-Dist.
2. She is maintaining the capacitors perfectly, but in the bills for the months of 10, 11 and 12 of 2012 and 02/2013 she got bills on high side when compared to the consumption right from the beginning of the service.
3. From the bills she noticed that the difference between KWH and KVAH was 1:3 ratio. To her knowledge the power factor should not be less than

0.6 to 0.75 even when there are no capacitors at all or the capacitors maintained improper.

4. The power factor in the meter was shown as 0.25 though she had fixed capacitors with capacity of 30 KVAR. In their area the three phase supply will be only for 12 hrs and the balance it will be 2/3 phase and she noticed that the idle transformer itself was recording 6 units of KVAH and zero units of KWH per hour during the 2/3 supply period.
5. The same fact was intimated to the department and they immediately replaced the DTR with the another one.
6. The ADE/HT meters/Ongole inspected her service and certified that the meter performance is OK, but commented in 2/3 supply period due to availability of capacitors in service the consumption of KVAH is recorded even though the load is zero and from that day onwards they were keeping the capacitors in off condition when there is no three phase supply and after that they are getting bills reasonably when compared to the consumption because of the improper KVAH consumption the department raised penalties related to R&C because of which she suffered twice.
7. Requested to revise the bills in according to the KWH considering the above factors for the months of 10, 11 and 12 of 2012 and 02/2013.

Notices were served upon the respondents duly enclosing a copy of complaint.

The respondent-1 i.e. the Assistant Engineer/ Operation/ Town/ Vetapalem in his written submissions dt: 05-07-2013, received in this office on 11-07-2013 stated that:

1. The SCNo:4811 category-III, existing in the Vetapalem town section with connected load 74HP.
2. The consumption pattern of the service from 03/2012 to 06/2013 is herewith enclosed in the enclosed format. In the billing pattern from

10/2012 to 02/2013 huge difference was occurred in between KWH & KVAH.

3. In view of doubt about transformer, the transformer was replaced with another transformer on 21-03-2013.
4. The replaced transformer was tested by the ADE/SPM/Ongole. The test results of the transformer are hereiwth enclosed.
5. After replacing the transforemr there is no vast difference between KWH and KVAH.

Findings of the Forum:

1. The grievance of the complainant is that she received bills on high side for about 4 months because of progressive reading in KVAH during the period of 2/3 supply and the capacitors were put on while the KWH stands unaltered inspite of healthy meter condition and even without load. She suspected the transformer and reported the matter to the department who replaced the DTR with another one. She also cultivated switching of the capacitors while there is no three phase supply and the bills are reasonable with the consumption. She also contends that the PF under any circumstances shall not fall below 0.6, but where as in the meter it was shown as 0.25. She contends that the bills on high side are only due to previous transformer and requested to revise the bills taking into consideration the KWH for the said period
2. The respondent-1 i.e. the AE/Opn/town/Vetapelam reported that there was huge difference between the KWH and KVAH during the period from 10/2012 to 02/2013 and upon the doubt expressed by the consumer the transformer was replaced with an other one on 21-03-2013 and the replaced transformer was tested at SPM, Ongole and the test results were

normal and after replacement of the transformer there is no vast difference between the KWH and KVAH.

3. Though the respondents mentioned that the variance in KVAH readings occurred after replacement of the transformer, **they could not give any supporting data to establish that the transformer is defective** and consuming more KVAH while the KWH was unaltered.
4. On the other hand the consumer says that she started practicing the method of switching of the capacitors while there is no three phase supply and the problem was rectified.
5. As could be seen from the account copy of the service the problem started in the month of 07/2012 during which month the PF was fallen to 0.66 from 0.94 in 06/2012
6. The consumer is expected to put on and off of the capacitors as per the suitability of load applied and she should not have put the capacitors in on position during the 2/3 period where there is no three phase supply and cannot run the loads. The consumer unnecessarily loaded the system with reactive equipment because of which the meter recorded the KVAH even without load for which the supplier shall not be made responsible and in the earlier days since the billing was done based on the KWH the consumer could not feel the pinch and with the recent billing of KVAH only she could notice the problem and rectified the defect. More over the consumer while noticing the excess billing in the month of 10/2012 itself should have rectified the defect and should not have continued for such a long period of five months.
7. The consumer suspecting the transformer as the culprit for the high side billing is not at all accepted since the transformer was in service prior to that and also the 2/3 supply position was in a practice since long time.

8. As such it is felt by the Forum that the said problem of advancement of KVAH is not on account of the transformer, but it is only due to the presence of capacitors, while there is no load during the period of 2/3 supply and hence there is no need to revise the bills for the said months

In view of the above, the Forum passed the following order.

ORDER

The complaint is advised that she shall maintain the capacitors of suitable capacity of the loads put on and may vary from time to time according to the requirement and see that the PF is made good to bring KVAH close to KWH as far as possible for reduction of the monthly bills.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 25th day of July 2013.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents
Copy submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.