

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

**On this the 10th day of April 2019
C.G.No:187/2018-19/Kadapa Circle**

Present

Sri. A. Jagadeesh Chandra Rao
Sri. A. Sreenivasulu Reddy
Sri. D. Subba Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Finance)
Member (Technical)
Independent Member

Between

Depot Manager,
APSRTC,
Mydukur,
Kadapa -Dist

Complainant

AND

1.AE/Mydukur
2.AAO/ERO/Mydukur
3. ADE/O/Mydukur OCC
4. DE/O/Mydukur

Respondents

* * * * *

ORDER

1. The case of the complainant is that they have received bills for the month of Sep/Oct'2017 for an amount of Rs. 1,51,605/-. At that time the existing DTR of Licensee was failed. Dy. E.E. (Ele) of APSRTC, Kadapa zone has brought to the notice of the APSPDCL officials and requested to reduce the bill due to failure of DTR. The bill has been reduced by Rs.94,246/- and they have paid the balance amount . They have received a bill for an amt of Rs. 2,52,555/- for the month of Oct/Nov'17 . The same has been brought to the notice of respondents and they requested to check the energy meter. They have also paid an amount of Rs.2,635/- on 07.02.2017 for meter testing charges. The meter was tested without intimation to the electrical staff of APSRTC and fixed the same. The fact has been brought to the notice of higher officials of APSPDCL. The respondents have also replaced DTR twice and replaced the meter also. The respondents have also taken up recondition of earthing of DTR during Apr'2018. On repeated requests by Dy .E.E(Ele) of APSRTC, APSPDCL officials have inspected their Depot. On 26.04.2018 for checking existing load and power capacitors and found O.K. Apr/May bill was came down to

C.G.No.187/2018-19/Kadapa Circle

DESPATCHED

DATE

16/4

OK

Rs.71,146. The higher officials of APSRTC have framed charges for recollection of abnormal bill amount from their staff. Hence requested to do justice.

2. Respondent No.3 in his written submission has informed that Service Connection No. 2611301002996 was released in the name of Depot Manager, APSRTC with contracted load of 55.75 HP under LT Cat -III with HT metering. The service was billed with unity factor up to 09/2017 but a demand notice for Rs.1,51,605/- was issued during 10/2017. With that the staff of APSRTC approached him for clarification of abnormal bill. Based on the request, the premises of meter was inspected and observed that the power factor recorded during the month was 0.34 and the same was intimated. He also submitted that prior to issue of the above bill the DTR was failed due to internal problem. Based on that the complainant reported that due to internal fault of DTR the meter recorded low power factor. On oral instructions of SE/O/KDP and on the reference of letter given by DE/M& P/ KDP average units were recommended for the month of 10/2017 by taking one year consumption. Later during 11/2017 the energy meter again billed for Rs.2,52,555/- with power factor of 0.25 and the same was intimated to APSRTC officials and explained them something wrong in their LT Circuit. On request of APSRTC officials, he along with Respondent No.2 and staff members of APSRTC inspected the panel board and capacitors and noticed that 25 KVAR was defective the same was intimated to the complainant for replacement. But they have not responded immediately. Instead of replacing the defective capacitor they have challenged the meter on 07.12.2017. Meanwhile a bill for Rs. 2,11,038/- was issued with power factor of 0.31. The meter was tested on 20.12.2017 by ADE/HT meters KDP in the presence of APSRTC staff and they found that the results are satisfactory. The fact was intimated to the complainant and also served the test results. The allegation of the complainant that the meter was tested in the absence of officers of complainant is not correct. He further submitted that DTR was replaced in the first instance due to failure. The replaced healthy DTR was worked normally but since the meter reading recorded low power factor, on request of complainant the healthy DTR was also replaced with another DTR. In spite of replacement of DTR power factor was not increased due to defective capacitors. The service is having HT metering and bills are being issued on recorded KVAH units, it is the responsibility of the complainant to maintain power factor of ≥ 0.95 . The same was also informed to the complainant many a time. The complainant has informed that recondition of earthing to the DTR was done during Apr'2018 by the respondents but no such activity was done at the transformer and the recondition of earthing was

done in Mar'2017 only. By reconditioning of earthing the power factor will not increase, at the same time without doing anything on respondent side the power factor increased to 0.99 in the month of Apr'2018 there after the meter recorded almost unity power factor. Finally he had submitted that the complainant has approached SE/O/KDP to pay the arrears of Rs.6,92,284/- in installments and accordingly the SE has sanctioned 5 installments to pay the amount.

3. A personal hearing was conducted on 05.2.2019 in court hall. Both the complainant and respondents No.1,2 and 3 attended and reiterated their arguments.
4. The point for determination is whether the bills from Nov'2017 to Apr'2018 are liable to be revised since the meter has recorded low power factor?

As per Para 3.3 (3) ii of Category wise specific conditions of LT tariff issued by the Hon'ble APERC for the year 2017-18 for loads above 50 HP to 100 HP the metering shall be provided on HT side of the distribution transformer. As per Para 3.3 (3) iii energy charges shall be billed on KVAH basis for all consumers with contracted load of 20 HP and above. Since the complainant's service is having the contracted load of 55.75 HP the service was provided with HT metering and billing is done on KVAH reading as per the above para. It is the bounden duty of the complainant to ensure that the power factor is maintained over and above 0.95 or unity power factor by providing adequate capacitors. The Hon'ble APERC vide para 1.3.1 (c) of Part A of LT tariffs has clearly denoted that if the metering is on HT side, 1% of total energy consumed shall be deducted from recorded energy for the purpose of billing. As could be seen from the account copy of the service connection under question it is observed that 1 % of deduction is being allowed on the energy charges. Further the allegation of the complainant that due to defect in the energy meter the power factor has recorded very low is ruled out as the meter was tested on 20.12.2017 in the presence of officers of the complainant and found that the results are within the permissible limits and satisfactory. Further the complainant has not placed any valid documentary evidence to plead that the recording of low power factor is owing to defects of the meter. Hence the complainant is liable to pay the bills which are issued on KVAH basis and as per the tariff orders issued by the Hon'ble APERC from time to time. Thus the point is answered accordingly.

5. In result the complaint is dismissed as it is bereft of merits.


DESPATCHED

DATE

16/4

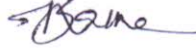
C.G.No.187/2018-19/Kadapa Circle

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

This order is passed on this, the day of 10th April 2019.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member Chairperson

Forwarded By Orders



Secretary to the Forum

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidhyut Ombudsman, Andhra Pradesh , 3rd Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC, 11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.