

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

On this the 28th day of April' 2022
C.G.No.71 /2021-22/Ananthapur Circle

Present

Sri. Dr. A. Jagadeesh Chandra Rao
Sri. Y. Sanjay Kumar
Sri. K.Rama Mohan Rao
Sri. Dr. R. Surendra Kumar

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

M/s.Amrutha Enterprises,rep. by
Complainant Smt.G.Manjula,
(Proprietor),
19-4-13A,
Gooty Road,
Ananthapur Dt.

Complainant

And

1. Asst. Accounts officer/Ananthapur Town
2. Executive Engineer/O/Ananthapur

Respondents

ORDER

1. The case of the Complainant is that she is running M/s. AmruthaEnterprises with service No SC No.7111301149226. In the month of December'2021, the department has changed the meter and from that point they are receiving bills with abnormal disparity.Their regular bill is around ₹.15,000 in working season and around ₹.7,000 during un-season and around 1000units during season and around 400units during un-season. But after meter was changed, they received a bill for ₹.71,643 for the month of January' 2022 for the net units recorded 9392 with power factor 1 and the bill for ₹.1,59,124 for the month of February'2022 for net units recorded 1489 with power factor 0.07. Their electricity bill for the whole year of 2021 was ₹.1,15,701.

DESPATCHED

DATE

28/4

After receiving first abnormal bill for the month of January'2022, they approached the concerned AE who initially promised to average the bill as per previous months but later stated that it is not in their purview. In the next month i.e., February'2022, they received huge bill than the previous month. Then, they approached AE and he suggested checking their capacitor and accordingly they checked the capacitors and found them in working condition. They always maintain capacitors in good condition so as to get power factor billing. This time, in contradiction to their previous suggestion to increase the capacitors, they have suggested to decrease their capacitors as the software in new meter is changed. There was no intimation what so ever to them regarding the changes in software or bill calculation. The power factor in January'2022 after the new meter was installed was showing a perfect one thus nullifying the statement that capacitors are not incorrect or insufficient or in excess. They raised the issue personally with all the officers but all of them stated that it is not possible to them to change the bill. Hence the present complaint is filed with a request to reduce the bills for the month of December'2021-January'2022 and January'2022-February'2022 as per the average past bills.

2. Respondent No.2 filed written submission stating that after receipt of the complaint, Dy.EE/Operation/Town-2/Ananthapur as per his directions inspected the service premises on 7.3.2022 and found that existing CT meter was replaced with new CT Meter on 7.12.2021 as IRDA port facility was not available in the existing CT Meter.

Upon meter change the billing was done by IRDA port scanning and reading details for months 12/2021, 1/2022, 2/2022 & 3/2022 are as follows:-

MONTH	KWH	UNITS	KVAH	UNITS	MD	As per Billing PF(KWH/KVAH)
Dec-21	208893	580	233968	732	3.5	0.79
Jan-22	1413	9392	9369	9392	68.45	1
Feb-22	2902	1489	31008	21639	77.64	0.068
Mar-22	4184	1282	40409	9401	6.58	0.13

As per the reading analysis, it is evident that the KVAH readings are very high when compared to KWH readings. It was noticed during physical inspection that the capacitors of rating 37KVAR have been connected before the motors having a total capacity of 75HP. As the Capacitors were connected before the motor, the capacitors are always in 'ON' position even though motors are not running. Since the capacitors are always in 'ON' position, the capacitors generated reactive power which was recorded in the meter under KVAH, and thus huge variation in KVAH and KWH has been incurred.

The following findings were noticed during the inspection:-

S. No	Billing Parameters	Readings(When Capacitor in ON and motor in OFF Position)			Readings(When Capacitor is in ON and Motor is in ON Position)		
		Initial Reading	Final Reading (After 10 min)	Consumption	Initial Reading	Final Reading	Consumption
1	KWH	4055	4055	0	4055	4056	1
2	KVARH (lag)	362	362	0	362	362	0
3	KVARH (lead)	37668	37672	4	37672	37672	0
4	KVAH	40089	40093	4	40093	40094	1
5	I1 (Amps)	54.65	0		0	17.3	
6	I2 (Amps)	53.67	2.62		2.62	20.25	
7	I3 (Amps)	54.55	0		0	23.9	
8	PF		0.98			0.52	

From the above findings, it is evident even motor in 'OFF' position, KVAH reading has been recorded due to 'ON' position of the Capacitors. The responsibility of reactive power management lies with the consumer and capacitors are to be properly maintained by the consumer. As per Tariff order 2021-22, for loads greater than 10KWH billing to be carried out based on KVAH reading. Hence the consumer was billing under the KVAH reading.

Abnormality in consumption was incurred only due to wrong monitoring of capacitors operation at the consumer end.

3. Personal hearing was conducted on 15.3.2022. On behalf of the Complainant Mr.Karthik son of the Complainant present, on behalf of Respondents-Respondent-2 present. Both parties reiterated the same facts that are mentioned in their pleadings.
4. The point for determination is whether the bills issued for the months of January'2022 to March'2022 are liable to be revised?

Admitted facts in this case are that CT meter was replaced with new CT meter on the ground that the existing CT meter is not having IRDA port facility. It was brought to the notice of this Forum that a circular was issued by CGM/RAC/Tiruapti dated 1.11.2019 which is as follows:-

“Un blocking of leading KVARh (PARA:398,Page:247,Ch.IX Directives in Retail tariff order for FY 19-20): For the purpose of billing, leading KVARh is blocked further to for all categories of consumers in LT except Domestic and Agriculture and for all categories of consumers in HT. As KVAH billing is taking care of the reactive power management by the consumers, the Commission has decided that the blocked leading KVARh recording in the meters provided for applicable consumers be unblocked. Therefore, the licensees are hereby directed to take note of this change and action shall be taken accordingly ”

It was also informed in this case that KVARH leading is in un-block mode only from the date of IRDA facility meter is provided.

The consumption pattern for the months of January to March in 2019 to 2022 is as follows:-

Month	2019	2020	2021	2022
January	1618	5824	1177	9392
February	1488	2096	248	21639
March	2951	353	152	9401

The above consumption pattern shows that the abnormal variation had taken place only after the meter was replaced. Respondents did not specifically state that they have informed to the Complainant that the replaced meter having IRDA port facility was installed after un-blocking the leading KVARH. It appears that due to replacement of IRDA port meter after un-blocking KVARH, the consumer has to re-arrange the appropriate capacitors otherwise there is no need to change capacitors on two occasions as per the suggestions made by the field officers. Whenever a meter having additional features is arranged by the field officers, they should also explain the additional features to the consumers so as to enable them to make appropriate necessary changes in their equipment's. The contention of the Respondents that it is not their duty to explain to the consumer about the required capacitors to be used and it is duty of consumer to maintain reactive power is untenable, when they have not provided instructions/user manual for using the new meter. Had the Respondents enlightened the Complainant about the installing of CT Meter with IRDA port facility after un-blocking KVARH, she would have certainly taken precautions. Complainant only came to know that she had over rating capacitors after inspection by the field officers and on their suggestions, she had replaced them on two occasions.

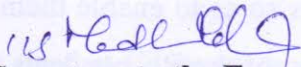
The facts of this case clearly shows that the abnormal variation between KWH and KVAH readings had occurred only as the Complainant was not enlightened about the impact of change of new meter with IRDA port facility after unblocking the leading KVARH. Complainant cannot be penalized on the ground that it is her responsibility to manage the reactive power when she was not enlightened about the necessity of having requisite capacitors due to change of the meter. Complainant immediately after she was enlightened reduced the rating of capacitors and the abnormal variation between KWH and KVAH readings was reduced in the month of April'2022.

In view of the peculiar circumstances of this case, this forum is of the opinion that the CC bills for the months of January'2022, February'2022 & March'2022 are liable to be revised. The maximum KVAH reading during the January' 2020 was 5824. Since January'2020 is prior to Covid-19 Pandemic period, the same can be taken for arriving average consumption for this disputed period. So it is just and appropriate to take the consumption of January'2020 into consideration for calculating CC bills for the three disputed months. The point answered accordingly.

5. In the result the Respondents are directed to revise the bills for the months of January'2022, February'2022 & March'2022 by taking KVAH reading as 5824 and issue revised bill within 15 days from the date of receipt of this order and submit the compliance report within 15 days thereon.

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

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 28th April'2022

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.

To

The Complainant

The Respondents

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

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

Copy Submitted 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.

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