

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

On this the 16th day of November' 2021

C.G.No.40/2021-22/Kadapa Circle

Present

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

Chairperson
Member (Technical)
Member (Finance)
Independent Member

Between

T. Vijayamma,
C/o. M/s. Nandhi Feed Industry,
5-47,
Thallamapuram,
Proddatur,
Kadapa Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Proddatur
2. Deputy Executive Engineer/O/Proddatur (R)
3. Executive Engineer/O/Proddatur

Respondents

ORDER

1. The case of the complainant is that they are having service connection bearing No. 2222527000784 under Cat-III at Thallamapuram Distribution in Proddatur(R) Section of Kadapa Circle with contracted load of 47 HP. The KVAH consumption recorded from 06/2021 to 08/2021 which is abnormally high due to low power factor even though commensurate capacitors are connected. Department personnel never communicated either to decrease or increase the capacitors soon after the change of CT (IRDA) Meter. Hence it is requested to verify the record and revise the fictitious demand for the months of June, July and August duly observing the consumption prior to the change of CT (IRDA) Meter.

DESPATCHED
DATE 17/11

2. Respondents filed written submission stating that the service No. 2222527000784 in the name of complainant with a contracted load of 47 HP. The service is billing under LT Category-III with LT (CT) metering. The service was inspected by AE/CT Meters/Kadapa on 21.05.2021 and observed that the meter was burnt and the same was replaced on the same day with IRDA CT Meter. During the inspection of the service, it was observed that the connected load was 38 HP only against the contracted load of 47 HP. The 35 KVAR capacitors are connected to the service.

The consumption pattern along with PF of the service is as follows:

Month	Consumption (KWH)	Consumption (KVAH)	P.F.
09/2020	867	867	1.0
10/2020	1062	1067	1.0
11/2020	1388	1388	1.0
12/2020	1168	1168	1.0
01/2021	1069	1069	1.0
02/2021	935	935	1.0
03/2021	886	886	1.0
04/2021	1072	1072	1.0
05/2021	1304	1304	1.0
06/2021	1316	1632	0.806
07/2021	863	3240	0.266
08/2021	470	4108	0.114
04.09.2021	430	1645	0.261
21.09.2021	283	461	0.613

On the detailed examination of power factor, it shows that there is a continuous reduction from the month of 06/2021 to August '21 and increased during September'21. AE/CT meters and AE/O/Rural Proddatur suggested to the complainant to provide adequate rating of capacitors suitable for the connected load. But consumer has not responded and finally reduced the capacitors during 09/2021 and as a result of it power factor has been improved.

Consumer was being served with CC bill every month and she is aware of decreasing of power factor right from June' 21 to August'2021.

The Consumer should maintain their power factor preferably in between 0.95 lag and 0.95 lead in the interest of system security. Consumer should not maintain the power factor less than 0.95 lead for a period of two consecutive months and it must be brought back in the range of (+) or (-) 0.95 within a period of three (3) months failing which without prejudice to the other rights licensee may discontinue the service. There are no grounds to revise the bill and complaint may be dismissed.

3. Personal hearing through video conferencing was conducted on 23.10.2021. Husband of the complainant and respondent No.3 present. Heard both sides. Both parties reiterated their versions.
4. The point for determination is whether the CC bills for the month of June' 21 to August' 21 are liable to be revised?

The admitted facts in this case are that CT meter provided to the service of the complainant was burnt on 21.5.2021 and it was replaced with IRDA CT.Meter on the same day.

The contention of the complainant is that after change of the meter, there was abnormal variance between readings of KWH and KVAH. The department personnel did not inform them that the rating of capacitors either to be increased or decreased in view of replacement of IRDA CT Meter.

According to respondents, the connected capacitors rating capacity was 35 KVAR whereas the connected load is 38 HP only. AE/CT Meters and AE/O/Rural Proddatur suggested providing adequate rating of capacitors suitable for connected load but the consumer reduced the rating of capacitors during the month of 09/2021 and as a result of reduction of rating of capacitors the power factor has improved. Respondents also furnished the details of consumption in KWH, KVAH with power factor from September'2020 to September'2021 and also readings on 21.09.2021 and it shows that power factor was '1'upto May'21 and it was continuously reduced in the months of June'21 to August' 21 and slightly increased on 04.9.2021 and further increased as on 21.9.2021. .

The contention of respondents is that it is the duty of the complainant to provide adequate rating of capacitors.

The relevant provisions in respect of power factor apparatus is provided in Clause. 5.13 of GTCS which is as follows:

Power Factor Apparatus

5.13.1 Power Factor Apparatus of LT Consumers

- 5.13.1.1** *"Every LT Consumer using induction motors and or welding transformers shall install LT shunt capacitors as specified in Appendix VIII Supply to new LT Consumers with induction motors and welding transformers in Connected Load shall not be released unless LT shunt*

capacitors of the appropriate rating specified in Appendix VIII are installed.

5.13.1.2 *If so required by the consumer the Company may at its discretion install at the expense of the consumer, capacitors of required ratings and recover the total expenditure incurred thereon, subject to the provisions of clause 8.1 by including the sum in the Monthly bill of CC charges.*

5.13.1.3 *In respect of installations with induction motor and/or welding transformers the Company may refuse to provide supply to new consumers if capacitors of required rating are not installed or disconnect the supply with prior notice to the existing consumers, if the capacitors installed are defective and/or cease to function, apart from levy of surcharge as indicated in clause 12.1.1”.*

In case LT consumer fails to install and maintain capacitors, licensee is empowered to levy capacitor charge as per Clause. 12.1 of GTCS. So also when consumer failed to comply with notice issued by licensee under Clause.12.1.2 of GTCS, the licensee is empowered to terminate the contract and collect the sum equivalent to minimum charges for the balance of initial period of agreement.

No authority is placed by the complainant that it is the duty of the officers of the licensee to inform the consumers in respect of installing appropriate rating of capacitors whenever the meter was changed. So also no material is placed that the power factor was reduced only due to installing of IRDA CT meter in the place of burnt meter.

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.