

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

On this the 25th day of November' 2022
C.G.No.29/2022-23/Tirupati Circle

Present

Sri. K. Ramamohan Rao

Chairperson(I/c) &

Member (Finance)

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. G. Eswaramma

Independent Member

Between

N. Shanmugam

Complainant

Plot No.22,

Industrial Estate,

Chittoor

AND

1. Assistant Accounts Officer/Chittoor Town

Respondents

2. Dy. Executive Engineer/O/Chittoor Town.

3. Executive Engineer/O/Chittoor Town

ORDER

1. The case of the complainant is that he received abnormal CC bill in the month of July'2022 after replacement of meter. He never received abnormal bill in the previous months. Hence requested to resolve his grievance.
2. Respondents filed joint written submission stating that Sri.N. Shanmugam, Plot No.22 Industrial Estate, Chittoor is utilizing service connection bearing No.5112402005118 to his granite factory with a contracted load of 74.67 HP for which a CT operated tri vector meter is provided for recording consumption. The meter provided to the service was stuck up during the month of May'2022 and it was noticed by the Assistant Engineer/O/K.R. Palle on 03.06.2022 while taking readings for issue of bills, the same was informed to the CT Meters wing for replacement of meter with a healthy one. The stuck up meter was replaced with a healthy one by the AE/CT Meters/Chittoor on 04.06.2022. The service was billed during May'2022 dt: 03.06.2022 with average units of 1769. In the month of July'2022 the

bill was issued for Rs.77,472/- based on consumption recorded for 9098 units (KVAh) by the Assistant Engineer/O.K.R.Palle.

The meter readings and the consumption recorded are as follows:

Date	KWH			KVAh			Remarks
	FR	IR	Consumption	FR	IR	Consumption	
03.06.22	28979	28978	1769	31447	31447	1769	Meter stuck up Average unit billed
04.06.22	-	-	-	-	-	-	Meter replaced
05.07.22	3763	0	3763	9050	0	9050	
	Average units for 2 days					48	
						9098 Units	

Respondents further submitted that on request of the complainant, the healthiness of the meter was tested by the CT Meters wing on 01.08.2022 in the presence of AE/O.K.R. Palle and the complainant. The meter test results were found satisfactory and error was within the permissible limits as certified by the AE/CT Meters/Chittoor. In addition, the check readings recorded on 01.08.2022 are submitted as follows:

KWH	KVAh	KVARh Lag	KVARh lead	RMD
4415	12300	921	8874	3.3

During inspection of the said service, it is observed that the high reactive power consumption is due to over compensation of reactive power by installing more capacitors to the load than required resulting in high KVAh consumption.

As per APERC Regulations, unblocking of leading KVARh is insisted for the existing meters and the new meters are designed with the features of lead unblock. Hence the new meter installed has recorded high KVAh consumption due to improper maintenance of the capacitors by the consumer. Hence the high KVAh consumption during 06/22 was due to over compensation and not due to the defect of the meter.

Respondents also submitted inspection notes of the said service inspected on 4.6.2022 inspected by Mr. E. Janardhana Naidu, AE/CT-3/CTR.

The incriminating points furnished are as follows:-

'On complaint received from the AE/O/K.R. Palli through phone and said that the CT meter showing no display. Hence inspected the CT meter and replaced the new CT meter. New CT meter Test results found satisfactory'.

3. Personal hearing was conducted through video conferencing on 11.10.2022 at 11.30A.M. AEE/O/K.R. Palli, Dy.EE/CT Meters/Chittoor and complainant's representative K.Subramanyam present. Heard both sides.

Dy. EE/CT Meters/Chittoor has stated that the existing stuck up meter was replaced with a healthy one for the said service by the AE/CT Meters/Chittoor on 04.06.2022. As per Hon'ble APERC Regulations, unblocking of leading KVARh is insisted for the new meters and designed with the features of lead unblock. Due to improper maintenance of the capacitors by the consumer and due to high reactive power consumption (Kvarh consumption (over compensation) the KVAh consumption increased during 06/2022. Hence stated that the high consumption was recorded only due to non-maintenance of required rated capacitors by the complainant, but not due to new meter.

The complainant's representative Mr. K. Subramanyam stated that the department personnel did not inform about unblocking of leading KVARh insisted to the new meter provided, this impact fallen on consumption. Hence high consumption recorded by the meter. In the month of July'2022 the bill was issued for Rs.77,472/- based on consumption recorded for 9098 (9050+48) units (KVAh). During inspection at the time of replacement of meter, the department personnel not informed to the complainant about the unblocking of leading KVARh and not issued any notice duly informing to the consumer that the new meter fixed with features of KVARh unblocked and also not informed to install required rated automated capacitors to maintain PF to unity. On request of the complainant the department tested the existing CT meter and informed that the meter test results were found satisfactory and error is within the permissible limits only. The department simply stated that the complainant has installed high rated capacitors resulting high Kvah consumption.

AEE/O/K.R.Palli has stated that he is newly joined and he had inspected the premises during 10/2022 and informed to the complainant to provide automated capacitors to their unit.

4. Point for determination is whether the abnormal CC bill issued for the month of July' 2022 for service No. 5112402005118 can be revised or not?

The consumption particulars for the service from December'2020 to October'2022 are as follows:-

Bill - Date	Opening Date	NO MB	Open Status	Close Status	Open Reading Kwh	Close Reading Kwh	Bill Units Kwh	Open Reading Kvah	Close Reading Kvah	Bill Units Kvah	Amt	POWER FACTOR
05-Oct-22	06-Sep-22	1	1	1	5012	5698	686	12947	13663	716	13641	1
06-Sep-22	05-Aug-22	1	1	1	4511	5012	501	12406	12947	541	11953	0.93
05-Aug-22	05-Jul-22	1	1	1	3763	4511	748	9050	12406	3356	33202	0.22
05-Jul-22	03-Jun-22	1	4	1	28979	3763	9098	31447	9050	9098	77472	1
03-Jun-22	05-May-22	1	1	2	28978	28979	1769	31447	31447	0	19196	1
05-May-22	05-Apr-22	1	1	1	27899	28978	1079	30364	31447	1083	13773	1
05-Apr-22	04-Mar-22	1	1	1	26909	27899	990	29374	30364	990	12106	1
04-Mar-22	03-Feb-22	1	1	1	24795	26909	2114	27168	29374	2206	20574	0.96
03-Feb-22	05-Jan-22	1	1	1	23945	24795	850	26316	27168	852	11241	1
05-Jan-22	04-Dec-21	1	1	1	23070	23945	875	25440	26316	876	11410	1
04-Dec-21	05-Nov-21	1	1	1	21946	23070	1124	24316	25440	1124	13133	1
05-Nov-21	05-Oct-21	1	1	1	20793	21946	1153	23162	24316	1154	13192	1
05-Oct-21	04-Sep-21	1	1	1	18921	20793	1872	21217	23162	1945	18850	0.96
04-Sep-21	06-Aug-21	1	1	1	18141	18921	780	20426	21217	791	11788	0.99
06-Aug-21	03-Jul-21	1	1	1	17006	18141	1135	19254	20426	1172	13321	0.97
03-Jul-21	07-Jun-21	1	1	1	16136	17006	870	18351	19254	903	11449	0.96
07-Jun-21	04-May-21	1	1	1	15007	16136	1129	17196	18351	1155	13991	0.98
04-May-21	03-Apr-21	1	1	1	14037	15007	970	16220	17196	976	12598	0.99
03-Apr-21	05-Mar-21	1	1	1	13237	14037	800	15419	16220	801	11381	1
05-Mar-21	04-Feb-21	1	4	1	330980	13237	681	353395	15419	683	10608	1
04-Feb-21	04-Jan-21	1	1	2	330980	330980	716	353395	353395	716	10936	0
04-Jan-21	04-Dec-20	1	1	1	330248	330980	732	352663	353395	732	10950	1
04-Dec-20	03-Nov-20	1	1	1	329535	330248	713	351950	352663	713	10917	1

As per the **bill statement**, it is observed that closing status of the meter during 5/2022 is '2' i.e. Meter stuck-up, the opening status of the meter is Meter change '4' during 7/2022, department changed the meter on 4.6.2022. It is also noticed that the power factor recorded is between 0.9 to 1.0 from November'2020 to June'2022 i.e., up to replacement of the existing meter the complainant maintained PF between 0.9 to 1.0. After replacement of meter during

7/2022 i.e. one month only the PF recorded as 0.2. This forum is of the opinion that the lead PF recorded in the meter is after replacement of meter only. During the month of August'2022, September'2022 the complainant again maintained PF between 0.9 to 1.0. It is very clear that the PF recorded 0.2 during the month of 7/2022 is only due to unblocking of leading KVARh as new meter is designated with the features of lead unblock. The department neither intimated orally nor issued notice to the complainant regarding unblocking of lead KVARh which results lead PF recorded in the meter. During video conferencing conducted on 11.10.2022 the AEE/O/K.R. Palli not stated any reason that they have not informed in advance to the complainant to provide automated capacitors/ to remove over rated capacitors available at their unit as he is newly joined AEE in K.R.Palli section.

The Para 6.9 Chapter -X in Tariff for retail sale of Electricity for the F.Y. 2022-23 issued by Hon'ble APERC is as follows:-

6.9 :- "Maintenance of power factor at consumer end

HT consumers, who are provided with metering capable of measuring active and reactive power under the orders of the Commission, shall maintain their power factor preferably in between 0.95 Lag and 0.95 Lead in the interest of the system security. The consumers should not maintain the power factor leading side less than 0.95 Lead. If any consumer maintains the power factor less than 0.95 Lead for a period of 2 consecutive months, it must be brought back in the range of ± 0.95 within a period of 3 months failing which without prejudice to such other rights as having accrued to the licensees or any other right of the licensees the supply to the consumer maybe discontinued. "

As per the billing information it clearly shows that the complainant followed the guidelines in Para 6.9 Chapter -X in Tariff for Retail Sale of Electricity for the F.Y. 2022-23 correctly.

As per Chapter- IX Para 398 in Tariff for Retail sale of Electricity during F.Y. 2019-20

Unblocking of leading kVARh : Para 398 For the purpose of billing, leading KVARh is blocked hitherto 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.

The department un-blocked leading *kVArh* to the new meter provided, as per directions of Hon'ble APERC in *Chapter- IX Para 398 atpage 247 of 375 in Tariff for Retail sale of Electricity during F.Y. 2019-20.*

The respondents kept quiet when the question was raised in the video conferencing that why they have not informed in advance to the complainant to provide adequate rated capacitors/ to remove over rated capacitors available at their unit.

It is observed by this Forum that the contracted load of the Sc.No.5112402005118 is 74.67 HP. As per Tariff for Retail Sale of Electricity for the F.Y. 2022-23 Vol-I at Page No.182 of 534 :

2. Metering and Billing:

(iii). For loads above 37.5 KW /50HP to 75 KW/100 HP, the metering shall be provided on HT side of the distribution transformer.

At present the above service has been provided with CT operated meter for the CMD of 74.67 HP which is above 50 HP. It is contrary to the above mentioned Tariff Orders issued by the Hon'ble APERC for the F.Y 2022-23. This service may be provided with the HT side metering as per the Hon'ble APERC Tariff Orders.

Finally by reviewing the billing information and also as per the complainant statement this forum is of the opinion that department should revise the CC bill of 7/2022.

The respondents have to arrive average units for the defective period (low PF recorded period) as per the Clause. 7.5.1.4.1 of GTCS which is as follows:

"7.5.1.4.1- The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles werenot different from those which prevailed during the period in which the Meter

ceased to function or became defective.

This forum is of the opinion that the billing should be done during the period in which the meter PF recorded low , due to the departmental fault.As per Clause. 7.5.1.4.1 of GTCS by taking preceding three billing cycles i.e., as per the billing information PF recorded low 0.22 during the month of 7/2022 . The respondents are directed to revise the bill as per the Clause.7.5.1.4.1 of GTCS immediately and submit complaince report within 15 days from the date of receipt of this order. The point answerd accordingly.

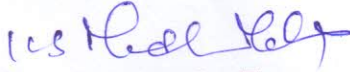
5. In the result, the complaint is disposed off.

Sd/-
Member (Technical)

Sd/-
Independent Member

Sd/-
Chairperson(I/c)

Forwarded By Order


Secretary to the Forum

This order is passed on this, the day of 25th November'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 Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tirupati.

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.