



## TAMIL NADU ELECTRICITY CONSUMERS' ASSOCIATION

Regd. No. 181-8524/1998 – CIN.No. U37102TZ1998GAP008524

1st Floor, SIEMA Building, 8/4, Race Course, Coimbatore - 641 018

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Sl. No.	Rule and Heading	As made available in the Draft Rules circulated for comments	As made available in the Draft Rules circulated for comments
1	2 (2) (b) <b>"applicant"</b>	2 (2) (b) "applicant" means an owner or occupier of any land/premises who files an application form with a distribution licensee for supply or receive electricity, increase or decrease in sanctioned load/contract demand, change in title, change in consumer category, disconnection or restoration of supply, or termination of agreement, shifting of connection or other services as the case may be, in accordance with the provisions of the Act, Rules and Regulations made thereunder	"applicant" means an owner or occupier of any land/premises who files an application form for supply of electricity to a distribution licensee or to the Government or to the any other person engaged in the business of handling electricity. The applicant shall also mean that when the Occupier of any land / premises who files an application form for an increase or decrease in the existing supply to alter the sanctioned Electricity Generation Load or Electricity Generation contract demand, change in title, change in applicant category, disconnection or restoration of supply, or termination of agreement, shifting of connection or clubbing of services or other services as the case may be, in accordance with the provisions of the Act, Rules and Regulations made thereunder;
2	<b>5. Metering (1)</b>	5. Metering (1) No connection shall be given without a meter. The meter shall be the smart pre-payment meter or prepayment meter. Any exception to the smart prepayment meter or prepayment meter shall have to be duly approved	(1) No Electricity Service Connection should be given without a meter. The meter shall be the smart prepayment meter or prepayment meter or Post Payment Meter. Any exception to the smart pre-payment meter or prepayment meter or Post



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		by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart prepayment meter or prepayment meter.	Payment Meter, should have to be duly approved by the Commission. The Commission, while doing so, should record proper justification for allowing the deviation from installation of the smart pre-payment meter or prepayment meter or Post Payment Meter.
3	<b>5. Metering (1)</b>	Scope of 5(1) may be expanded	<p>The stored energy profile in the meter should be shared with the consumers from the smart prepayment / credit meters</p> <p>(Since all smart meters can store load profiles / energy readings at configured intervals, the same profiles should be shared with the consumers so that they could verify their consumption pattern.)</p>
4	<b>5. Metering (3)</b>	(3) The Distribution Licensee shall make available on its website as well as various offices an updated and approved list of makes and specifications of meters and other associated equipment	(3) The Distribution Licensee shall make available on its website as well as various offices an updated and approved list of makes and specifications of meters and other associated equipment. The distribution licensee should ensure that tested and sealed meters are available to consumers for purchase.
5	<b>5. Metering (7)</b>	(7) New provision to be added as 5 (7) h)	5 (7) h) The meter test results and the meter data should be issued to the consumer even without any request from the Consumer.
6	<b>6. Billing and Payment</b>	Payment 6. Billing and Payment 6(12) Payment of Bills: New provision to be	6 (12) e) The Consumer should be given an opportunity to make



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		added as 6 (12) e)	advance payment for his bills.
7	<b>7. Disconnection and Reconnection</b>	7. Disconnection and Reconnection 7 (1) New provision to be added as 7(1) c)	7 (1) c) On request of the Consumer, temporary disconnection of service and dismantling of service connection lines should be allowed.
8	<b>8. Reliability of Supply</b>	8. Reliability of Supply Scope of Para 8 (2) can be expanded.	8 (2) The Commission shall specify the following parameters to maintain the reliability of supply by the distribution licensee with reference to the Indian Standard IS 17036: 2018 (Distribution System Voltage Quality). "The SAIDI and SAIFI for every distribution area shall be duly listed on the website of the Distribution Licensee". (This will help consumers chose the area with less power supply disturbances and also creating an environment of healthy competition among the distribution areas).
9	<b>9. Consumer as Prosumer</b>	<b>9. Consumer as Prosumer</b> 9 (4) The Regulations on Grid Interactive Roof top Solar PV system and its related matters shall provide for net metering for loads up to five kW and for gross metering for loads above five kW (This scope needs to be expanded)	9 (4) All categories of consumers should be permitted for net metering arrangement, without any load restrictions. The surplus energy available over and above the self-consumption should be allowed for export to the distribution licensee at the average pooled cost as fixed by the State Commission from time to time.
10	<b>9. Consumer as Prosumer</b>	9 (12) In case of any delay on the part of distribution	9 (12) In case of any delay on the part of distribution



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		licensee without any just cause, the Licensee shall be liable to pay compensation to the consumer at a rate which shall not be less than Rs 500 per day for each day of default. (The scope needs to be expanded)	licensee cause, the Licensee shall be liable to pay compensation to the consumer at a rate which shall not be less than Rs 500 per day for each day of default. The compensation should be credited to the consumer's bank account automatically without any specific request of consumer. (Providing justification is made available, the distribution licensee may provide all justifications for the delays).
11	<b>9. Consumer as Prosumer</b>	9 (13) The energy generated by prosumer shall be adjusted against energy consumed and not on the bill amount, depending on whether net metering or gross metering is applicable. (The scope needs to be expanded)	9 (13) The energy generated by the prosumer shall be adjusted against energy consumed and not on the bill amount, depending on whether net metering or gross metering is applicable. The prosumer should be permitted for net metering arrangement, generated energy should be allowed for 100% off-setting and the surplus available energy after self-consumption should be purchased by the distribution licensee at the average pooled cost as fixed by the State Commission from time to time.
12	<b>12. Grievance Redressal mechanism</b>	<b>12. Grievance Redressal Mechanism</b> (1) The distribution licensee shall create Consumer Grievance Redressal Forum	12 (1) The distribution licensee shall create Consumer Grievance Redressal Forum (CGRF). under sub section (5) of



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	<p>(CGRF). Under sub section (5) of section 42 of the Act at different levels i.e., sub division, division, circle, zone: company level etc. The Forum shall be headed by an officer of the licensee of appropriate seniority and have two to three members as consumer/ prosumer representatives from other than the employees of the distribution licensee. The forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved. (The scope needs to be expanded)</p>	<p>section 42 of the Act at different levels (i.e.,) sub division, division, circle, zone: company level etc. The Forum shall be headed by an officer of the licensee of appropriate seniority <b>should be headed by a retired Judicial Officer and a retired Technical Officer and three Representatives of Consumers or Consumer Organizations</b> other than the employees of the distribution licensee. The forum may be assigned different types of grievances depending up on the nature of the grievance and the level at which it can be best resolved. The consumer shall be allowed opportunity to express his grievance and his service connection should not be disconnected until the consumer's appeal is disposed off.</p>
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