

Frequently Asked Questions (FAQs), HPSEB Ltd.

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A	General Questions related to supply of Electricity	Question No. 1 to 14
B	New Electricity Connection	Question No. 15 to 36
C	Services to the Existing consumers/Applicants and Time frame	Question No. 36 Appendix-IV
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A) General Questions related to supply of Electricity

Q.1. What is an Energy Meter?

Ans. Energy meter is a device to measure the consumption of energy by the consumer.

Q.2: How to calculate the load to be applied ?

Ans: Connected load expressed in kW, means aggregate of the manufacturer's rated capacity of all energy consuming devices or apparatus connected with the distribution licensee's service line, on the consumer's premises, which can be simultaneously used.

Q.3. What is contract demand?

Ans: Contact demand expressed in kVA means the maximum demand contracted by the consumer in the agreement with the licensee and in absence of such contract demand, the contract demand shall be determined in accordance with the relevant sections of tariff order approved by HPERC from time to time.

Q.4. What is the Maximum Demand Indicator (MDI)? What is its significance for consumer?

Ans. Maximum Demand Indicator is an indication about the maximum demand used by the consumer for the duration of half-an-hour in the given period. This parameter is significant both for consumer and the service company to decide the sanctioned load and also to plan the network capacity.

Kindly note ; Exceeding the sanctioned load/demand attracts the penalty

Q.5. What is the meaning of down loading of parameter?

Ans : Various parameters measured and recorded by the instrument are finally downloaded for billing/ monitoring purpose. The downloading of parameter means transferring the parameters from meter to the records of HPSEBL. Downloading can be manual i.e . by reading the LCD display recording on a notebook or using some gadgets.

Q.6. What is the meaning of MRI reading ?

Ans: The gadget/equipment used for downloading data from meter is called Meter Reading Instrument (MRI). The biggest advantage of MRI reading is that it avoids human error in recording/ transfer of data.

Q7: What is AMR?

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Ans: Downloading of the parameters using electronic gadgets/equipment which are attached to the meter without manual intervention is called Automatic Meter Reading (AMR) system. The gadget /equipment attached to the meter downloads the parameter and then automatically communicate to the computer of HPSEBL.

Q.8. What is ELCB and what is its importance?

Ans: ELCB (Earth Leakage Circuit Breaker) is a protective device. This simple device detects even small "current to earth" (earth leakage) in one's premises, automatically tripping and disconnecting the electricity supply to the premises/equipment, thus preventing serious mishaps/.threats. Another useful benefit of installing an ELCB is that it also detects faulty and intermixing of internal wiring.

Q.9. What is ToD Metering?

Ans:

- Time of Day metering (TOD), also known as Time of Usage (TOU) or Seasonal Time of Day (SToD).
- TOD metering involves dividing the day into different time slots (As defined in Tariff/regulations)
- There are higher tariff-rates in a certain time slots (peak load period) and low tariff-rates in other time slots (off-peak load period).

Q.10. What is meant by "Misuse/Unauthorised use of electricity"?

Ans: If customer is using supply other than for which supply of electricity was authorized and /or un-authorized extension beyond permissible limit, it will be treated as misuse.

Q11. What is applicable Tariff in case of Misuse?

Ans: In all the cases of misuse/un-authorized use, assessment shall be done on the rate as per Supply Code & Act on the tariff applicable for relevant category in which the service should have been classified and shall remain applicable till the cause of un-authorized use of electricity is rectified.

Q.12. What is theft of Electricity?

Ans: Dishonestly tapping connection directly from licensee's supply line, tampering meter, damaging or to destroy electric meter, apparatus etc. constitute theft of electricity.

Q.13. What is penalty for theft of electricity?

Ans: i) Payment of loss to HPSEBL as per assessment made by Authorised Officer.
ii) Deposit of compounding fee to State Govt. to drop the criminal proceedings against the person and occupant only once.

Q.14: Where to complain against theft of electricity?

Ans: Call our Customer Care Executive at Toll Free No. 18001808060, National Toll Free No. 1912 SE(Enf&EA) O/o CE(Comm.), HPSEBL, Shimla-4.

B) New Electricity Connection

Q15: Where to apply for registration of new connection?

Ans: To register a new connection request, customers may use following options:

- Online through Citizen Interface section on our website

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- Visit to the Electrical Sub-Division to apply for new connection.

Q.16. Which category should a customer apply for?

Ans: As per Tariff Order approved by HPERC from time to time. Details of Category as per latest Tariff order is mentioned in [Appendix-I](#)

Q17. What is Power Availability Certificate(PAC) ? Is it mandatory for every applicant to get PAC ?

Ans. The PAC is the feasibility and commitment of HPSEBL to supply Power to the consumer. It is mandatory only for the new connection or existing connection in case the contract demand of the new load or additional load is more than 100 kVA. However, in case the consumer requires the PAC for less than this limit for financing etc., the same can be issued by HPSEBL

Q18. Are there any charges to be paid by the applicant for getting the PAC ?

Ans. Yes, the consumer/Applicant has to deposit advance cost share towards IDC @Rs.1000/- per kVA of the contract demand applied for.

Q.19. What are the documents required?

Ans: Documents required for New Connection are mentioned in [Appendix-II](#)

Q.20. What are the charges for a new connection?

Ans: New Connection Charges are as under:-

- 1) Initial Security based on connected load (for Single Part) and Contract demand(for Two Part) as per HPERC(Security Deposit)Regulations, 2005 and its amendments from time to time.
- 2) Cost of service line as per HPERC(Recovery of Expenditure for supply of Electricity) Regulations,2012 and its amendments from time to time.
- 3) Normative IDC approved by HPERC from time to time under HPERC(Recovery of Expenditure for supply of Electricity) Regulations,2012. At present the charges are as under:-

A) Normative rates of Infrastructure Development Charges for applicants under single part tariff.

(i)	For domestic supply to BPL families upto 5 kW of connected load	Nil
(ii)	For others (not covered in (i) above)	
	(a)For the first 5 kW of connected load	Rs. 50/-per kW (or part thereof)
	(b) For the next 5 kW of connected load	Rs.100/- per kW (or part thereof) by which the connected load exceeds 5 kW
	(c) For the balance connected load in excess of 10 kW	Rs.250/- per kW (or part thereof) by which the connected load exceeds 10 kW.

B) Normative rates of Infrastructure Development Charges for applicants under two part tariff.

(i)	For the first 30 kVA of contract demand	Rs.300/-per kVA (or part thereof) of the contract demand.
(ii)	For the next 20 kVA of the contract demand	Rs.500/- per kVA (or part thereof) by which the contract demand exceeds 30kVA
(iii)	For the next 50 kVA of the contract demand	Rs.1,000/- per kVA (or part thereof) by which the contract demand exceeds 50kVA

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(iv)	For the balance contract demand, if any,	Rs.2000/- per kVA (or part thereof) by which the contract demand exceeds 100 kVA.
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Note: The charges @Rs.1000/- deposited, if any, at the time of issuance of PAC shall be adjusted against the normative IDC worked out above as per Supply Code.

Q.21. Why is it essential to verify Electricity dues for property before applying for new connection? How the same may be got checked from HPSEBL?

Ans: Electricity dues are attached to the premises and not to the person. The old dues may be in the name of some other person but it is the responsibility of the existing owner or the user of the premise to keep the premise clear of any electricity dues to be eligible to get the electricity connection. The existing user or applicant of the connection may either make the payment themselves or ask the former owner to clear the dues. It is therefore always advisable to ensure before purchasing or occupying the property that it is clear from any electricity dues and/or have a specific clause for ownership of electricity dues in the relevant document for transfer of ownership of property.

Q.22. What are the possible reasons for my application to be rejected?

Ans: An application for new connection may be rejected due to reasons including but not limited to following:

- a. Documents are not complete
- b. Wrong / forged information regarding address, supply type etc.
- c. Charges not paid.
- d. Dues on premises not paid.
- e. Wiring incomplete.
- f. ELCB not installed (in case of load more than 2 KW)
- g. Separate dwelling unit not found (in case of separate connection for floor system)
- h. Electrification pending due to non-payment from land owning agencies.

Q.23. What are the various reasons of meter change?

Ans: A Distribution Licensee can change the meter any time to ensure correct meter reading. Reasons of meter change may be any one of the following:

- Meter is burnt
- Meter is faulty
- Meter is damaged
- No display in the meter
- Suspected to be tampered

Q.24. Can the meter be replaced on customer's request?

Ans: Meter can be replaced on customer's request if the meter is burnt, damaged or consumer claims the meter to be faulty.

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Q.25. What are the documents required for Meter testing, Fast, slow, Burnt, Damaged, Stop, Faulty, Change of location of meter in a premises?

Ans:

- Meter Stop, Meter Jump, Meter Burnt, Meter Slow, Meter Fast, Meter Damage - No Documents required.
- Meter Stolen – Application, Police FIR copy, ID proof.
- Change of meter location within the premises – Application/Request Form, receipt of last paid bill, ID proof.

Q.26. What are the charges for Meter /other Services?

Ans: Charges approved by the Commission are as per [Appendix-III](#).

Q.27. Can a customer get his own meter installed?

Ans: The customer, if so elects, obtain his own meter and/or metering equipment of the make(s) and specifications, as per the CEA (Installation and Operation of Meters) Regulations and the same , after getting tested and sealed at the licensee’s laboratory, be installed by the licensee.

The consumer shall claim the meter purchased by them as their asset only after it is permanently removed from the system of HPSEBL.

Q.28. What are the different avenues available for making payment?

Ans:

- Online on website www.hpseb.com
- Offline in Electrical Sub-Division.
- Cash Counters at sectional level.

Q.29. How to make online payment of Bills?

Ans: Logon to www.hpseb.com and follow the below process.

Click on Pay Bill Online under Home Page; For Quick Pay Enter K No and tick the bill to be paid; Select the Payment Mode; Enter the details and pay.

Q.30. Whom to approach (contact details) in case my registration for E Payment fails or if registered, there is some issue?

Ans: Consumer can contact Call Center Executive on Toll Free No. 18001808060, 1912.

Q.31. What if I have not paid my bill?

Ans: Disconnection Notice is served and on non-payment of dues within a period of 15 days, connection will be disconnected temporarily and where default in payment(s) is continued for a period of six months, from the date of the payment first became due, the supply may be disconnected permanently.

Q.32. When HPSEBL is constrained to disconnect consumer electricity?

Ans: Where consumer did not pay arrear/outstanding dues of electricity, after serving 15 days of disconnection notice. Moreover, where statutory body intimate to HPSEBL for disconnection.

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Q.33 How to apply for disconnection/ surrendering of connection?

Ans: Visit your Electrical Sub-Division and submit following documents of registered customer: ID proof, Last Paid Bill along with request form.

Q.34 Can a customer apply for the same meter after surrendering of current meter?

Ans: No, the customer has to apply for new connection which will be with new meter number and Account Number.

Q.35. How to apply for reconnection after making the part payment of outstanding amount?

Ans: No Reconnection on part payment is allowed. In order to get a reconnection, customers are requested to clear 100% outstanding amount against their connection and then may approach the concerned Sub-Division for reconnection. In case the disconnection is on the order of statutory authority, the order for resumption of supply is required from that statutory authority.

C) Services to the Existing consumers/Applicants and Time frame

Q36: Where are the services provided to existing consumers and new applicants? Is there any time frame and compensation provision ?

Ans. HPERC vide notification dated 8.10.2010 has notified HPERC(Distribution Performance Standards) Regulations,2010 with Guaranteed Standards of Performance with time frame and compensation. The gist of services and time frame is as per [Appendix-IV](#).

D) Complaints and Grievances.

Q.37 Where to complain for services [like tripping/No electricity etc.]

Ans. The consumer can contact Customer Care Centre on Toll Free Number **18001808060** and National Toll Free Number **1912**.

In addition to above, Complaint Offices are also functional at local Electrical Sections to attend the days to day complaints manually. The list of such complaint offices are as per [Appendix-V](#)

Q.38: Where to approach in case of any grievance?

Ans: The consumer can approach to the following authority based on the type of grievances:-

Authority/Forum	Type of Complaint the authority can handle	The complaint not in the purview
Sub-Divisional Level Dispute Settlement Committee	The billing complaint involving an amount up to Rs.5000/-	Other than billing
Divisional Level Dispute Settlement Committee	The billing complaint involving an amount up to Rs. 10000/-	Other than billing
Consumer Grievances Redressal Forum(CGRF)	i) Non-Supply related ii) Connection/disconnection related iii) Meter-related issues iv) Billing related issues v) Failure of licensee to resolve a grievance/complaint in accordance with Standards of	i) The same complaint is under consideration/pending before any court, tribunal, arbitrator or final order has already been passed by such court, tribunal, arbitrator or

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	Performance	authority. ii) The cases falling under section 126,127,135 to 139, 152 and 161 of the Act. iii) Limitation of two years old case.
Electricity Ombudsman	The consumer has approached the CGRF and not satisfied with the redressal by CGRF or order has not been passed by CGRF with in time frame or Licensee has not implemented the CGRF order	i) The same complaint is under consideration/pending before any court, tribunal, arbitrator or final order has already been passed by such court, tribunal, arbitrator or authority. ii) The cases falling under section 126,127,135 to 139, 152 and 161 of the Act.

Q.39. **Where to complain against corruption / harassment?**

Ans: Executive Director(Personnel), HPSEBL, Shimla-4.