



**ORDER
OF THE
WEST BENGAL ELECTRICITY REGULATORY COMMISSION
IN CASE NO. OA-328/19-20**

IN REGARD TO THE APPLICATION SUBMITTED BY CESC
LIMITED FOR APPROVAL OF PROCEDURE FOR NEW
CONNECTION/ LOAD EXTENSION FOR LOW AND MEDIUM
VOLTAGE SINGLE BENEFICIARY CONSUMERS WITH UP TO
150 KVA CONTRACT DEMAND

PRESENT:

**SRI SUTIRTHA BHATTACHARYA, CHAIRPERSON
SRI PULAK KUMAR TEWARI, MEMBER**

DATE: 15.09.2021



Approval of procedure for New Connection/ Load Extension for Low and Medium Voltage single beneficiary consumers with up to 150 kVA Contract Demand



Facts in brief:

- 1.0 CESC Limited (in short 'CESC') submitted an application vide letter dated 07.02.2020 as detailed under paragraph 2.0 below for approval of procedure for new connection/ load extension for Low and Medium Voltage single beneficiary consumers with up to 150 kVA Contract Demand in terms of applicable regulations 4.4 of the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation, 2013 as amended read with regulation 13.13 of the of the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended. Subsequently, CESC has submitted additional clarifications to their application vide letter dated 12.10.2020. The Commission admitted the application submitted by CESC on 07.02.2020 along with the additional clarification dated 12.10.2020 on 27.11.2020 in Case No. OA-328/19-20.
- 2.0 After admission of the petition CESC was asked to publish a gist of the petition, as approved by the Commission in newspapers and in their web site inviting suggestions and objections from the members of public and stake holders. Accordingly, a gist was published by CESC in newspapers "Bartaman", "Ei Samay", "Sanmarg" and "The Times of India" and also in their website on 04.12.2020. The last date of submission of suggestions and objections was on 18.12.2020. No suggestions and objections have been received within the due date.
- 3.0 The application of CESC dated 07.02.2020 inter-alia states the following:
 - 3.1 CESC is following the guidelines in the matter of an intending consumer / an existing consumer for inspection of his premises and preparation of estimate of expenditure for new connection / extension of load in terms of the West Bengal Electricity Regulatory Commission (Standards of performance of Licensees Relating to Consumer Services) Regulations, 2010 (hereinafter referred to as the "SOP Regulations") read with the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulations, 2013 (hereinafter referred to as the "Recovery of Expenditure Regulations").
 - 3.2 The Secretary, Micro, Small and Medium Enterprises and Textile (MSME&T) Department, Government of West Bengal (GoWB) intimated Additional Chief Secretary, Power Department, GoWB vide letter dated 29 November 2019, *inter alia*, about introduction of



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standard rates for grant of connection in rate per kVA or similar parameter and systemic generation of estimate for cases up to 150 kVA. The same was also communicated to CESC in a meeting conducted on 4 December 2019 chaired by the Secretary, MSME&T Department, GoWB.

- 3.3 CESC in order to comply with the requirements of the GoWB directions and also to comply with Regulation 3.1.4 of the SOP Regulations, would like to introduce the following changes in the procedure for providing new connection / extension of load for Low and Medium Voltage (L&MV) single beneficiary consumers with contract demand up to 150 kVA. CESC also submitted that the proposed changes will be beneficial to the existing / intending consumers.
- 3.4 CESC proposed that on submission of application for new connection/ load extension in cases where distribution service line already exists for L&MV single beneficiary consumers up to contract load of 30 kW, the applicant / intending consumer will be provided with an estimate as per the table below:

| Contract Demand (kW) | Charges for new connection (Rs.) |
|-----------------------------|---|
| Up to 1 kW (1 phase) | 450 |
| Above 1 kW but up to 2 kW | 2000 |
| Above 2 kW but up to 3 kW | 3000 |
| Above 3 kW but up to 4 kW | 4000 |
| Above 4 kW but up to 5 kW | 8000 |
| Above 5 kW but up to 6 kW | 10000 |
| Above 6 kW but up to 30 kW. | 10000 + 2500 per kW of incremental load beyond 6 kW |

CESC also stated that the above estimate will be determined based on the consumer applied load, which is subject to change based on the actual load as will be ascertained on inspection. The above charges for future years shall be duly adjusted in accordance with Regulation 11 of the Recovery of Expenditure Regulations.

- 3.5 CESC further proposed that on submission of application for new connection/ load extension in cases where distribution service line is not present for L&MV single beneficiary consumers (except Housing / Commercial / Industrial Complex) with contract demand / load up to 150 kVA, the applicant/ intending consumer will be provided with an estimate as per the table below:



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| Contract Demand (kW) * | Charges for new connection (Rs.) |
|-------------------------------|---|
| Up to 1 kW | 20000 |
| Above 1 kW but up to 29 kW | 20000 + 2500 per kW of incremental load beyond 1 kW |
| 30 kW and above, up to 150 kW | 192500 + 3500 per kW of incremental load beyond 30 kW |

* Any fractional applied load would be rounded up to the next higher integer

3.6 CESC also submitted the following:

- For Housing/ Commercial/ Industrial Complex, the bill will be on the basis of assessed cumulative requirement of load and proportionate charging as per actual involvement as ascertained by site inspection.
- The estimate for service charge excludes road restoration charge, which will be levied separately on actuals in the bill.
- In the bill, after inspection, the additional involvement of cable inside private passage not considered in estimate will be charged. Similarly, additional requirement of cable etc. beyond 100 feet in municipal / common passage will be charged in the bill in accordance with the regulations.
- The estimate will be determined based on the consumer applied load, which is subject to change based on the actual load as will be ascertained on inspection.
- If providing supply to consumer premises warrants installation of Distribution Transformer and / or associated infrastructure, then the bill will be issued on the basis of actual cost of necessary installations.
- In case of Housing / Commercial / Industrial Complex with multiple beneficiary, actual proportionate cost based on total cabling / installations will be considered at the time of billing in accordance with Regulation 4.2.1 and 4.2.3 of the Recovery of Expenditure Regulations.
- Post completion of inspection, the CESC would raise the Bill (along with Offer) with Service Charge and separate component of Road Restoration Charges (on actuals).



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- h) The above charges for future years shall be duly adjusted in accordance with Regulation 11 of the Recovery of Expenditure Regulations.
- i) For Contract Demand of 30 KW and above, CESC provide supply with consumer-specific dedicated installations. Charges include cost of such dedicated installations and associated equipment for Contract Demand of 30 kW and above.
- 3.7 CESC also submitted that the rates will not unduly burden the intending / existing consumers. The proposed procedures are applicable only for new applicants / consumers who are the sole beneficiary of the electricity connection applied for. Existing HT consumers with connected load up to 150 kVA will continue to be governed under their respective HT tariff categories.
- 3.8 CESC further submitted that regulations 3.1 and regulation 3.1.2 (ii) of the SOP Regulations mention about requirement of deposition of earnest money for processing of the application. In order to simplify new connection procedures, CESC seeks directions for waiver of mandatory deposition of earnest money for processing of online application.
- 3.9 CESC also submitted their proposed procedure along with the application.
- 3.10 In view of the above facts, CESC has prayed before the Commission to –
- (i) Waive Earnest Money while processing of online applications for new connection in respect of LV & MV supplies.
 - (ii) Allow load-based recovery of expenditure for providing new connection / extension of load as detailed in the application.
 - (iii) Approve the Procedure for new connection / extension of load up to 150 kVA for LT consumers who are single beneficiary.
- 4.0 The Commission directed CESC to provide the basis and computation of charges for new connection as mentioned in the application and comparable charges in other DISCOMs supplying power to Metro cities.



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- 5.0 CESC vide letter dated 12.10.2020 inter-alia stated that the approach to allocation of costs has been based on Recovery of Expenditure Regulations read with Standard of Performance Regulations as well as other applicable regulations of the Commission and Works of Licensees Rules, 2006. The allocation has to take into account of the nature of distribution system for the kind of job involvement and extent to which the consumer demand would necessitate development of supporting network as well as principle of inclusion of the load-based consumer coverage. CESC also stated that about 70% of the requisition of load comes from 1 kW or below consumers requiring only loop connections.

CESC further submitted that capital contribution is collected from the consumers following 'user pays' principle and unless this collected, there would be socialization of such costs amongst all consumers and balance capital expenditure for development of distribution system would impact the tariff to be made applicable for all consumers. CESC also submitted that the recovery from new connection charges is netted off from the Gross Aggregate Revenue Requirement in terms of the West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) Regulations, 2011. CESC also stated that the connection charges for consumers depends upon the extent upto which the respective Commission allows recovery by way of capital contribution from the direct consumer or indirectly through tariff of all consumers. Moreover, it depends upon a host of factors such as extent of load requisition, nature of distribution system and consumer mix. Thus, connection charges across utilities is not strictly comparable.

CESC also submitted their computation of service connection charges and charges of other DISCOMs in Mumbai and Delhi.

Observations of the Commission:

- 6.1 The Commission observes that, in terms of regulation 4.4 of the Recovery of Expenditure Regulations, the distribution licensees shall fix the rate of service connection in terms of Rs/ kVA or Rs/ kW, for application upto 150 kVA of contract demand. The regulation inter-alia also specifies that the distribution licensees shall form a procedure under regulation 13.13 of Standard of Performance Regulations for this purpose.



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- 6.2 Further, the Commission also observes that in terms regulation 13.13 of the Standard of Performance Regulations, a licensee may, at its discretion, develop a new procedure for any class/ classes of consumers with the approval of the Commission for quick disposal of applications for new connections or load enhancement or for affordability of new connection or for better complaint lodging mechanism.
- 6.3 The Commission also observes that it had notified the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) (Fourth Amendment) Regulations, 2020 wherein the Earnest Money has been made NIL for LV and MV supply in terms of clause A under 'Earnest Money' in regulation 3.1. Further, the Commission in terms of second proviso to regulation 3.1.4 of Standard of Performance Regulations, no earnest money shall be required in case of application through such online system. Therefore, the proposal of CESC for waiving of earnest money while processing online applications for LV & MV supplies has already been covered in terms of the aforesaid regulations.
- 6.4 The Commission also observed that the procedure for new connections or load enhancement with a fixed rate of service connection as submitted will be beneficial for both CESC and its consumers for quick disposal of applications for new connections or load enhancements.

Order:

- 7.0 The Commission after considering the above facts and submissions made by CESC approves the procedure as given in Annexure – I to this order along with rate of service connection charges as detailed below and related terms and conditions as detailed in paragraph 3.6 above in terms of regulation 4.4 of the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation, 2013 as amended read with regulation 13.13 of the of the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended.

**L&MV single beneficiary consumers up to contract load of 30 kW
(where distribution service line already exists)**

| Contract Demand (kW) | Charges for new connection (Rs.) |
|---------------------------|----------------------------------|
| Up to 1 kW (1 phase) | 450 |
| Above 1 kW but up to 2 kW | 2000 |



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| Contract Demand (kW) | Charges for new connection (Rs.) |
|----------------------------|---|
| Above 2 kW but up to 3 kW | 3000 |
| Above 3 kW but up to 4 kW | 4000 |
| Above 4 kW but up to 5 kW | 8000 |
| Above 5 kW but up to 6 kW | 10000 |
| Above 6 kW but up to 30 kW | 10000 + 2500 per kW of incremental load beyond 6 kW |

L&MV single beneficiary consumers (except Housing / Commercial / Industrial Complex) with contract demand / load up to 150 kVA (where distribution service line is not present)

| Contract Demand (kW) * | Charges for new connection (Rs.) |
|-------------------------------|---|
| Up to 1 kW | 20000 |
| Above 1 kW but up to 29 kW | 20000 + 2500 per kW of incremental load beyond 1 kW |
| 30 kW and above, up to 150 kW | 192500 + 3500 per kW of incremental load beyond 30 kW |

* Any fractional applied load would be rounded up to the next higher integer

- 8.0 Earnest Money shall be waived while processing of online applications for new connection in respect of LV & MV supplies under the procedure.
- 9.0 The procedure shall come into operation within one month from the date of this order and CESC shall give wide publicity of the procedure approved herein so that the consumers in general become aware of the same.
- 10.0 The petition is thus disposed off.
- 11.0 Let a copy of the order be served upon CESC.

Sd/-
(PULAK KUMAR TEWARI)
MEMBER

Sd/-
(SUTIRTHA BHATTACHARYA)
CHAIRPERSON

Dated: 15.09.2021

Sd/-
Secretary



Annexure - I

**PROCEDURE FOR LV (single phase) and MV (three phase) APPLICATION
FOR NEW CONNECTION / LOAD EXTENSION
EQUAL TO OR BELOW NOTIFIED VOLTAGE (i.e. 650 Volts)
LT SUPPLY (Load upto 150KVA)
ALL APPLICATIONS MUST BE SUBMITTED ONLINE ONLY**

Step 1: Online Application submission and processing

REGISTRATION

- Go online to CESC website <https://www.cesc.co.in>. Click on "New Conn / Addl. Load / Shifting" from "Quick Links". Click on "LT Supply (Load upto 150 KVA)".
- In case the consumer is already registered, the consumer can login using E-mail ID and Password. Else, click on "New User Register" button.
- Fill in the required details in the simple self-registration form of "Registration For New Connection".
- Once the consumer submit the self-registration form, a Login Password will be sent both to e-mail ID and Mobile Number. The consumer can use this password or may change this password.
- The Consumer's E-mail ID will be the user ID.

SUBMISSION OF APPLICATION

- The consumer can now log in and view the application form "Applicant Information Input Form (Annexure – A)".
- Fill in the required details in the application form and submit the same online. An "MR Number" (i.e. Application Reference No. to be used for all future communications) would be generated post submission of application form.

Note:

1. For load upto 6 KW, the mode of supply will be 'Single Phase'.
For load above 6 KW, the mode of supply will be 'Three Phase'.
2. Before submission, the consumer may view the cost-estimate based on load requirements and other parameters by clicking on "Cost Estimate Calculator" in the Login-page.

COST ESTIMATE CALCULATOR

- For applications except Housing / Commercial / Industrial Complexes with multiple beneficiaries, indicative Security Deposit and Service connection charge can be viewed through the calculator. The estimate for service charge excludes road



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restoration charges (to be paid by CESC subsequently to the concerned road authorities), which will be levied separately in the bill.

- For applications pertaining to Housing / Commercial / Industrial Complexes with multiple beneficiary, indicative Security Deposit based on applied load against individual applications can be viewed through the calculator. Service Charge and road restoration charges will be ascertained on the basis of site inspection.

PROVISIONAL ESTIMATE

- For applications except Housing / Commercial / Industrial Complexes with multiple beneficiaries, the consumer will receive a provisional estimate of Service Charge and Security Deposit for information, on submission of online application. However, no payment can be accepted against this provisional estimate and the payable Bill will be forwarded after Techno-Commercial assessment post inspection.

Note: This provisional estimate for service charge excludes road restoration charge (if any), which will be levied separately in the payable bill.

- Based on techno-commercial assessment if the supply is contemplated to be provided, then the actual Bill including Service Charge, Road Restoration charges (if any) and Security Deposit will be issued for payment.

Step 2: Inspection and Bill

INSPECTION

- On submission of application, the consumer shall receive instant communication of the date and time of inspection. However, in some cases instant communication of the date and time of the inspection may not be done as for such cases, we may need some further information and carry out the inspection after subsequent intimation.

OFFER LETTER AND BILL

- Subsequent to our inspection, the consumer will receive the payable Bill along with an Offer Letter to the registered E-mail ID and the hardcopy of the same will also be forwarded to the mailing address.
- The Offer Letter will mention the statutory compliance requirements viz. 'Self-Certification', on Chief Electrical Inspector (CEI) portal, along with 'Annexure-B' and 'Payment of Bill' through CESC portal. Link for each of the compliances are also provided in the offer letter to facilitate online compliance.



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- Kindly note that the link for the compliance 'Annexure-B' would be activated only after the compliance 'Self Certification' is met; as Annexure-B will contain the 'CEI Receipt Number' against the Self Certification.

Step 3: Compliances & Execution

ONLINE SUBMISSION OF SELF CERTIFICATION REPORT AT THE CEI PORTAL

- The consumer needs to visit the portal of the Chief Electrical Inspector (CEI), Govt. of West Bengal, by clicking on the link <https://cei.wbpower.gov.in> (mentioned in our Offer Letter), get registered there at and then select 'CESC area', enter the MR Number and Submit.
- The Self-Certification form will open up on CEI portal with a few pre-filled data from the application form. The consumer need to completely fill up the Self-Certification form and submit.
- An Acknowledgment Number 'CEI Receipt Number' would be system-generated upon successful online submission of the said Self-Certification Report, and would be auto-populated in the 'Annexure-B' in CESC's 'On-line New Connection' system. Post successful submission, the consumer will be able to download the CEI certificate from CEI portal, as well as from CESC's On-line New Connection System.

SUBMISSION OF ANNEXURE-B

- The 'Annexure-B' will appear as a separate compliance in the Offer Letter and to fulfil the same, a link will be provided thereat, which will be activated post submission of Self-Certification on CEI portal.
- The 'CEI Receipt Number' obtained from CEI portal, as explained, will be embedded in the 'Annexure-B' along with other variable parameters. The consumer will need to enter the Universal Identification Number (UID) of witness(s) and Submit.
- Post successful submission of Annexure-B, a PDF copy of Annexure-B in the format stipulated by WBERC, filled up in all respects and signed by the concerned District Engineer, will be mailed to the consumer.

BILL PAYMENT

Please click on the payment link provided in Consumer's offer letter to pay online through preferred mode of payment.



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Where Bill amount is below Rs. 2 lakhs

- The consumer may pay the bill through e-payment modes, i.e. NEFT/RTGS/Net Banking/Debit/Credit Card from the CESC Web Portal (<https://www.cesc.co.in>) and may download the payment receipt from our website.
- Alternatively the consumer may deposit such payment at any of the Cash Offices by cash or Demand Draft / Banker's cheque.

IMPORTANT: Money Order or Cheque Payment will not be accepted.

Where Bill Amount is Rs. 2 lakhs or more

- The e-payment channels can be used for payment of such Bills, subject to entry of PAN details.
- In case the consumer intend to make payment at our Cash Counters, payment may be made through Demand Draft or Banker's Cheque only (cash payment will not be accepted) on submission of a self-attested copy of consumer's PAN Card.

CONNECTION TIMELINE

- On fulfilment of all compliances, including payment, the connection will be provided within 7 (seven) working days where Right of Way (RoW*) is not required and within 7 (seven) working days from receipt of RoW, where the same is required.
- The above timeline may vary in case where extension of Mains and/or installation of Transformer and/or erection of Substation etc. is required.

*Note: Right of Way (ROW) is involved where any excavation has to be carried out on Public thoroughfare for laying the supply lines, for which permission of concerned Road Authorities is mandatory.

THE METER BOARD AND SERVICE

- The Meter Board and Service (including all fittings) will remain the property of the Company, who will maintain the same.
- The Licensee reserves the right to make reasonable alterations, additions and / or repairs of the same or any part thereof at any point of time.

ASK THE EXPERT

- In case the consumer need any assistance while submitting the Application online, the consumer may contact CESC through electronic media as specified by the licensee. The Support Team of CESC will contact the consumer to provide necessary assistance. This service is available between 9 AM to 5 PM from Monday to Friday and between 9 AM to 1 PM on Saturday, excluding Sunday & Public Holidays.