

ANSWER TO Q.NO.1

1.a) The functions of Tamilnadu Electricity Regulatory Commission (TNERC Distribution Code Ch.2 of 5)

The functions of Commission as set out in the Act and rules made there under and in particular, to,-

(i) determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk, and retails the case may be within the State;

(ii) introduce non-discriminatory open access as per the provisions contained in the Act and in phases. Where open access has been provided to a category of consumer, the Commission shall determine the wheeling charges and surcharge thereon;

(iii) regulate electricity purchase and procurement process of distribution licensees including the price at which the electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;

(iv) facilitate intra state transmission and wheeling of electricity;

(v) specify and enforce standards with respect to quality, continuity and reliability of service by Licensees.

1.b) Additional charges for harmonics dumping Tariff Order 9, dated:12.12.2014 clause 6.1(ii)

Harmonics: As specified in the Supply Code, when the consumer fails to provide adequate harmonic filtering equipment to avoid dumping of harmonics into Licensee's network beyond the permissible limits as specified by CEA regulations, the consumer is liable to pay compensation at 15% of the respective tariff. As and when the consumer brings down the harmonics within the limit, compensation charges shall be withdrawn. The measurement of harmonics shall be done by the Distribution Licensee using standard meters/equipment in the presence of consumers or their representatives. This compensation charges is applicable to HT & HT-III category of consumers. TANGEDCO shall give three months clear notice to all consumers under these categories stating that they shall pay 15% compensation charges if the harmonics introduced by their load is not within the limits set by CEA. The TANGEDCO shall implement the compensation provision after three months period from the date of measurement if the harmonics measured is more than the permissible limits.

1.c) Capacitor Compensation Charges. Supply code chapter 2 caluse 5(1)

(a) No new LT service with a connected load of motors of 3 HP and above or for using welding transformers shall be given unless capacitors of adequate ratings with ISI marking are installed; 2[The licensee shall specify appropriate capacitor ratings for different capacity motors / welding transformers]

(b) In the case of existing LT service connections(which are not coming under the purview of power factor incentive/disincentive scheme) with connected load of motors of 3 HP and above or for using welding transformers (irrespective of their rating), the consumer shall install adequate capacitors within

a period of two months 1[(from the date of issue of notice issued by the licensee in this connection] and shall be liable to pay a compensation charge of ten percent of the price of electricity supplied to him for the preceding four months of consumption till such time adequate capacitors are installed; and where inadequate capacitors are installed or where some of the capacitors are defective, the ten percent shall

be reckoned proportionate to the extent of inadequacy or defect, as the case may be ;

(c) Where it is found that the capacitors installed are either inadequate or defective, the Licensee shall, in addition to the levy and collection of capacitor compensation charges, by notice in writing, call upon the consumer to install adequate capacitors or to rectify or to replace the defective capacitors, as the case may be, within two months from the date of notice.

ANSWER TO Q.NO.2

2.a)

M/s Sai Industry Ltd,
HT.SC.No.205
Tariff IA

Sanctioned Demand : 1000 KVA
Demand Quota permitted: 800 KVA
Energy Quota permitted : 80,000 Units

a) Energy Charges

1. Industrial consumption units @Rs.6.35 per unit	90,000	5,71,500.00
2. Peak Hr. consumption units @Rs.1.27 per unit	5,000	6,350.00
3. Night Hr. consumption charges 5% rebate @Rs.6.35 per unit	15,000	<u>(-) 4,762.50</u>
4. Total Energy Charges		5,73,087.50

b) Demand charges

5. Demand charges at Rs.350.00 per KVA	900 KVA	3,15,000.00
6. Add Meter Rent		2,000.00
7. Add Extra Levy for exceeding limits		
a) Quota consumption units at Rs.12.70 per unit	10,000 units	1,27,000.00
b) Quota demand at Rs.700 per KVA	100 KVA	70,000.00
8. Electricity Tax		44,642.50
9. Rounding off		0.00
10. Assessment amount		<u>11,31,730.00</u>

(Rupees Eleven Lakhs thirty one thousand seven hundred and Thirty only)

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2.b)

M/s Gokulam Textiles
SC.No.201
Contracted Load:8 KW

Reading as on 25.02.2015	..	13,150
Reading as on 25.12.2014	..	11,250
Consumption	..	1,900 units
CC charge 1900 x 8.05	..	Rs.15,295.00
E.Tax	..	Rs. 764.75
Fixed charge 8x140	..	Rs. 1,120.00
Total Bill amount	..	Rs. 17,179.75

Or say .. Rs. 17,180.00

2.c)

SC.No.505, Thiru.K.Ramachandran, Tariff: Domestic

Reading as on 22.02.2015	..	1860
Reading as on 22.12.2014	..	1050
Consumption	..	810 units

S.No.	From	To	Units	Rate	Amount(Rs)
1	1	200	200	3.5	700
2	201	500	300	4.6	1380
3	501	810	310	6.6	2046
Total CC Charges					4126
Electricity Tax					0
Fixed Charge					50
Total Bill Amount in Rs					4176

ANSWER TO Q.NO.3

3. a) AGREEMENTS regarding Service connection (Distribution code clause 33)

(1) All intending consumers shall execute an agreement governing the supply of electricity in the form prescribed at the time of paying the Security Deposit and the service connection charges. The work of extension of supply will be taken up for execution only after the agreement is executed and the Security Deposit and the service connection charges, etc. are paid. For LT consumers other than agricultural and industrial consumers the application is treated as application cum-agreement. In case of LT agriculture and industrial services, the agreement shall be in Form 7 in Annexure III and in case of HT consumers, the agreement shall be in Form 8 in Annexure III.

(2) Every agreement is for a specific purpose and a specified location. The Engineer may at his/her discretion permit a consumer to change the point of supply from one place to another on such terms as may be prescribed by the Licensee including payment of charges incidental to such change.

(3) The agreement can be terminated by the consumer at any time by giving one month's notice in writing to the Licensee expressing his/her intention to do so.

(4) The Licensee can terminate the agreement of a consumer at any time by giving one month's notice if the consumer has violated the terms of the agreement or the terms and conditions of this Code or the provisions of any law relating to the agreement including the applicable Acts and Rules under the Act and other orders from time to time. 1[The Licensee shall inform the consumer regarding the grounds for such termination] It is obligatory on the part of the Licensee to inform the consumer regarding the grounds for such termination. In the case of termination of the agreement either by the consumer under sub – regulation (3) or by the licensee under sub – regulation (4), as the case may be, the licensee shall recover the dues if any due from the consumer after making such adjustment of the dues, due to him by the consumer as may be necessary to clear the dues from the consumer against the security deposit or additional security deposit or any other deposit made by the consumer and after making such adjustment, refund the balance deposit, if any, to the consumer within three months from the date of termination of the agreement.]”

3 b) Excess demand charge and excess energy charge during Restriction and Control of supply :(supply code chapter II clause 5(13)

(i) The maximum demand charges for HT supply shall be based on the actual recorded demand at the point of supply or at 90% of the demand quota as fixed from time to time through restriction and control measures whichever is higher. In case the maximum recorded demand is in excess of the quota fixed, the demand in excess of the quota fixed shall be charged at rates specified by the Commission from time to time.

(ii) The energy consumption over and above the energy quota fixed shall be charged at the rates specified by the Commission from time to time in respect of such class of consumers upon whom the restriction and control measures apply.

(iii) The services which draw electricity from TNEB Grid for using welding sets during the restricted hours shall be charged at the rates specified by the Commission from time to time.

3 c) Temporary supply LT Tariff VI:(Tariff order 9 date 11.12.2014 clause 6.22)

Fixed Charges: 345 per KW per month

Energy charges: 1200 paise/kwh

i. This tariff is applicable for supply of power for temporary activities, construction of buildings and lavish illumination.

ii. The electricity supply for the additional construction beyond 2000 square feet in the premises of an existing consumer shall be provided only through a separate service connection and charged under this tariff.

iii. For temporary supply, the initial/in-principle approval for such construction or to conduct such temporary activity obtained by the applicant from the appropriate authority, wherever necessary, is adequate to effect the supply.

iv. In case of conversion of temporary supply into applicable permanent supply, the same shall be done subject to compliance of codes/regulations/orders.

v. In case of lavish illumination, if the illumination is done frequently or permanently, separate regular service connection shall be provided for lavish illumination and charged under this tariff.

vi. If the supply is availed for short duration for the temporary activity/illumination from an existing metered service connection, the computation of energy/energy charges for temporary illumination/activity shall be done based on the connected load and duration of temporary supply. Connected load shall be accounted in kW or part thereof. Energy charges shall be for a month or part thereof. Due credit for such computed energy, limited to the meter consumption of the respective billing period, shall be given in the energy recorded by the meter during the respective billing period for the purpose of regular billing of the existing service connection. The consumer shall abide by the safety norms for wiring. Suo-Motu Determination of Tariff for Generation and Distribution – Order dated 11-12-2014

vii. The following are considered as Lavish Illumination.

a) Illumination done for hoardings & advertisement boards.

b) Extra/additional illumination done outside the building and in the open areas for parties/functions/occasions.

c) Illumination done in the outer surface/outside the buildings/shops by display lights, serial lamps, decorative lights, special effect lamps, neon lamps, ornamental lamps, flood lights etc.

d) Temporary illumination done for public meetings in pandals/shamianas, path ways, streets and roads.

Explanation: The supply used for the purpose of indicating/displaying the name and other details of the shop/buildings shall not be considered as lavish illumination.

ANSWER TO Q.NO.4

4.a) Constitution of Consumer Grievance Redressal Forum (Regulation for CGRF and Electy. Ombudsman 2004 part II (3))

(1) Every distribution licensee shall establish a forum or forums for redressal of grievances of the consumers in accordance with these Regulations. Constitution of forum(s) for redressal of consumer Grievances

(2) A licensee may establish more than one forum so as to ensure that any consumer in the area of supply of the licensee shall not have to travel more than 100 Kilometers to submit his complaint with the forum for redressal. The concentration of the consumers in a particular area and the number of complaints expected to be received and the constraints of the forum in disposing of the complaint within the stipulated time frame may also be taken into account to determine the places and the number of forums to be established.

(3) The head office of the forum shall be at such place(s) as each distribution licensee may specify in accordance with the sub-clause 3 (2)

(4) The forum shall consist of three members to be appointed by the distribution licensee with the following composition.

(a) Chairperson of the forum shall be a full time officer of the licensee not lower in rank than the rank of Superintending Engineer.

(b) One member shall be a person with 15 to 20 years experience in financial / legal profession and shall be nominated by the District Collector of the district where the forum is head quartered.

(c) Another member shall be from a registered society of NGO or a consumer organization or a consumer activist and shall be nominated by the Commission.

(5) Every member of the forum except the Chairperson shall hold office for a term of three years and shall not be eligible for reappointment as such. Provided that no member shall hold office as such after he has attained the age of sixty two years. The person occupying the designated post of the Distribution Licensee to act as Chairperson shall be deemed to be the Chairperson of the forum

(6) The quorum of the forum shall be two among the three members, which includes the Chairperson. The post of the Members shall not be kept vacant for more than two months.

(7) The honorarium for each sitting shall be decided by the Licensee subject to approval by the Commission and TA / DA and other allowances payable to the members shall be as applicable to Class I officers of the State Government.

The Chairperson shall make use of his office space, secretarial staff and other facilities for efficient functioning of Forum. The members by virtue of their office shall not be entitled to claim any separate accommodation in the office premises of Chairperson or any separate secretarial staff and other facilities. The members of the forum may avail of the office premises of the Chairperson and the secretarial staff, only for the limited purpose of attending the sittings of the Forum on the days on which they are scheduled to be held and dictating the decisions of the forum to the secretarial staff appointed for the above purpose without causing any inconvenience or prejudice to the normal use of office premises and secretarial staff for discharging their normal functions.

(8) Notwithstanding anything contained in sub-clause 3(5), a Member (other than the Chairperson) may relinquish his office by giving in writing to the Licensee a notice of not less than two months (9) Notwithstanding anything contained in sub-clause 3(5), where the Commission is satisfied that in the public interest or for the reason of incapacity of any Member, it is necessary so to do, it may for reasons to be recorded in writing remove any Member from his office.

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4.b) Appointment and tenure of Electricity Ombudsman

(Regulation for CGRF and Electy. Ombudsman 2004 part III (10))

(1) The Tamil Nadu Electricity Regulatory Commission will designate / appoint one or more persons to be known as Electricity Ombudsman to carry out the functions entrusted to him by these Regulations.
Appointment and tenure

(2) The minimum age of the person to be considered for appointment as Electricity Ombudsman shall be 58 years.

(3) The appointment of Electricity Ombudsman under this clause may be made for a period not exceeding three years. Provided that the tenure of an Electricity Ombudsman, may be extended by the Commission for further period not exceeding three years subject to an overall age limit of 65 years.

(4) The Electricity Ombudsman appointed under sub-clause 10(1) shall devote his whole time to the affairs of his office.

(5) Where the Commission is satisfied that in the public interest or for the reason of incapacity of the Electricity Ombudsman, it is necessary so to do, it may for reasons to be recorded in writing and by giving him three months' notice or by paying three months' consolidated emoluments in lieu of the notice period, remove any Electricity Ombudsman from his office.

4. c) Powers and duties of Electricity Ombudsman

(Regulation for CGRF and Electy. Ombudsman 2004 part III (16))

16 The Electricity Ombudsman shall have the following powers and duties. Powers and duties of Electricity Ombudsman (a) To receive the appeal petitions against the order of the consumer grievance redressal forum and consider such complaints and facilitate their satisfaction or settlement by agreement, through conciliation and mediation between a licensee and the aggrieved parties or by passing an award in accordance with the Act and Rules or Regulations made there under.

(b) The Electricity Ombudsman shall exercise general powers of superintendence and control over his office and shall be responsible for the conduct of business thereat.

(c) The Electricity Ombudsman shall have the powers to incur expenditure on behalf of the office. In order to exercise such power, the Electricity Ombudsman will draw up an annual budget for his office in consultation with Commission and shall exercise the powers of expenditure within the approved budget. The Commission will indicate the share of expenditure to be borne by the distribution licensees.

ANSWER TO Q.NO.5

5.a) Additional Security Deposit (Supply Code 5(5))

(i) The adequacy of security deposit may be reviewed and re-fixed once in a year in case of HT consumers and once in every two years in case of LT consumers taking into account the interest due for credit. Such reviews shall be made in the month of April/May. The rate of interest on the security deposit shall be on the basis of the Commission's directive to the Licensees in this regard.

(ii) The adequacy of security deposit shall be based on the periodicity of billing for the respective category.

(a) For the categories of consumer under monthly billing, the Security Deposit is equivalent to two times of the monthly average of the electricity charges for the preceding twelve months prior to April.

(b) For the categories of consumer under bi-monthly billing, the Security Deposit is equivalent to three times of the monthly average of the electricity charges for the preceding twelve months.

(c) For the categories of consumer under half yearly billing, the security deposit is equivalent to seven times of the average charges per month.

(iii) Interest at Bank rate or more as specified by the Commission shall be calculated and credited to the Security Deposit accounts of the consumers at the beginning of every financial year i.e. April and the credit available including the interest shall be informed to each consumer before the end of June of every year.

(iv) If available deposit is less than the revised Security deposit, the balance shall be collected as Additional Security deposit. Intimation of such Additional Security Deposit shall be through a separate notice in the case of HT services and by a distinct entry in the consumer meter card or separate notice in the case of LT services. Thirty days notice period shall be allowed for the payment. However on request by consumers, the Licensee is permitted to collect such Additional Security Deposit in three installments commensurate with the billing cycle.

(v) Where, on review, the amount of Security deposit held is found to be in excess of the requirement, the excess shall be adjusted against two future demands for the electricity supplied. Where, after such adjustment in future two demands, there is balance to be refunded, the refund shall be made by cheque before the due date for payment of the third demand.

(vi) In the event of the consumer failing to pay to the Licensee any sum that may become due for payment to the Licensee on the dates fixed for payment thereof, the Licensee may, in addition to and without prejudice to the other rights of the Licensee, appropriate a part or whole of the Security Deposit and interest thereon towards the sum due from the consumer.

vii) a) For the consumers under monthly billing who are not the owners of the premises and are unable to produce the consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, the Security Deposit shall be equivalent to four times of the monthly average of the electricity charges for the preceding twelve months prior to April.

b) For the consumers under bi-monthly billing who are not the owners of the premises and are unable to produce the consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, the Security Deposit shall be equivalent to six times of the monthly average of the Electricity charges for the preceding twelve months prior to April; and

c) The provisions in (a) and (b) above shall be applicable to existing service connections where the applicant is not the owner of the premises and is unable to produce consent letter in Form 5 of Annexure III to the Distribution Code from the owner of the premises for availing supply, collection of security deposit shall be governed by the orders on Non-Tariff related Miscellaneous Charges of the Commission as amended from time to time and regulation 27(4) of the Tamil Nadu Electricity Distribution Code. Such new consumers will be reviewed for adequacy of security deposit under (a) or (b) above, as the case may be.

5 b)

LT commercial service connection no.1238,

Consumed for from 01.04.2014 to 31.03.2015	= Rs.2,40,000/-
Required Deposit	= (Rs.2,40,000 / 12) x 3
	= Rs.60,000/-
Available Security Deposit with interest as on 01.04.2015	= Rs. 46,000/-
Required Additional current consumption Deposit	= 60,000 – 46,000 = Rs.14,000/- (Rupees Fourteen thousand only)

ANSWER TO Q.No 6.

6.a) Different kinds of tenders.

1) Open Tender (Tender Regulation 1991 - Clause 6)

Open Tender is invited by advertisement in dailies. It is adopted for supply of Tower Line, SS materials, Procurement of Materials. Open tender Civil Works up to 5 lakhs need not to publish in dailies. They should be sent to all Register Contractors in Division and Circle.

2) Limited Tender (Tender Regulation 1991 - Clause 7)

Limited Tender is invited if the Open Tender is not advantage. It is also adopted for emergent demand and it is economical to the board. Resort limited tender system by direct invitation to a limited number of approved/register tender. If only one quotation is received against the Limited Tender enquiry it should be treated as single Tender and only the power under single tender can be exercised by competent authority.

3) Single Tender (Tender Regulation 1991 - Clause 8)

A single Tender is invited, if materials are required for immediate use.
It is also invited, if open or limited tender will cause on due delay.
It is also invited for the purchase of proprietary items and spares.

6.b) Restoration of Supply of Electricity (Supply code Chapter 3(22))

(1) The Licensee shall restore the supply to the service immediately and in any case not exceeding twelve hours in the case of urban areas and twenty four hours in the case of rural areas] on recovery of electricity charges or such other sums together with any expenses incurred by the Licensees in cutting off and re-connecting the supply.

(2) In the case of a service connection remaining disconnected for six months or more the consumer's installation will be tested, revised test report obtained and the testing charges collected from the consumer before the same is restored. Such revised test report shall be signed by the consumer or legal owner or legal occupant of the premises.

(3) To restore supply to a High Tension service connection which remains disconnected for one year or more, approval of the competent authority with regard to safety and security of the installation shall be obtained.

(4) In the case of service connections, which have been disconnected, the Licensee shall have the power to allow installment payments of all arrears in deserving cases.

(5) The Licensee shall restore the disconnected service before issue of termination of Agreement Notice and also during the notice period for termination of agreement on recovery of total arrears due till the date of restoration.

(6) (i) When a service connection remains disconnected for non-payment of electricity charges beyond the notice period of three months, if the consumer comes forward within the period mentioned below to pay the actual dues and agrees to remit the charges in clause (ii) below, the official authorized by the Licensee may grant extension of time beyond the notice period and revoke the termination of agreement provided that the lines feeding the service connection have not been dismantled, so as to facilitate reconnection of the disconnected service.

Category	Period for reconnection of disconnected service
HT consumers	Within five years from the date of Disconnection
LT Agricultural consumers	-do-
Other LT consumers	Within two years from the date of Disconnection

(ii) In accordance with sub-regulation (4), the authorized Officer of the Licensee may permit such consumer to pay the outstanding in installments and to avail reconnection on receipt of 40% of the total arrears outstanding after closing of account due to the licensee, which include.

(a) Arrears on the date of disconnection.

(b) Tariff minimum and meter rent for the period of six months from the date of disconnection (including the notice period)

- (c) The applicable BPSC / interest up to the date of payment.
- (d) The balance 60% of the amount shall be collected in ten monthly installments.
- (e) In addition to the above, the full amount of Security Deposit adjusted while closing of account shall be collected in one lumpsum before effecting new service connection.
- (7) If the consumers of the disconnected service come forward for reconnection after the period mentioned in sub-regulation (6) (i), the licensee shall treat them as new applicants and supply effected after recovering all charges applicable to a new service connection and all other arrears with BPSC.
- (8) The facility of payment in installments will be made available to the consumer on request. To avail of this facility, the consumer shall execute an undertaking in Form (5) in the Appendix to this Code.

ANSWER TO Q.NO.7

7) a) Explain the duties and responsibility of State Load Dispatch Centre (Distribution code ch.2 cl.1)

State Load Dispatch Center (SLDC): It is the apex body to ensure integrated operation of the power system in the State. Its functions as assigned to it under the Act are

- a) Be responsible for optimum scheduling and despatch of electricity within the State, in accordance with the contracts entered into with the Licensees or the Generating Companies operating in the state;
- b. Monitor grid operations;
- c. Keep accounts of the quantity of electricity transmitted through the State Grid.
- d. Exercise supervision and control over the intra-State transmission system and
- e. Be responsible for carrying out real time operations for grid control and despatch of electricity within the State through secure and economic operation of the State Grid in accordance with the grid standards and Tamil Nadu Electricity Grid Code (TNEGC) It is vested with the power to levy and collect such fees and charges from the Generating Companies and Licensees engaged in intra state transmission of electricity, which may be specified by the Commission. In addition to the above, it shall also keep accounts of the consumers / licensees / persons engaged in generation and traders involved in open access transactions.

7 b.(i) Consumer Meter Card (supply code Chapter 1 clause 2(h))

(h) "Consumer Meter Card" means a card provided at the low tension consumer's premises for the purpose of recording the measurements relating to consumption of electricity and the charges for electricity consumed and other related charges. It shall also serve the purpose of a notice to the consumer of the due dates for payment and notice period for disconnection.

7 b.(ii) Engineer (Distribution code chapter 1 clause 2 (1-q))

“Engineer” means an engineer, by whatever name designated, employed by the distribution licensee and

is in charge of the local area of supply and includes any other person duly authorized by him or his superiors, to exercise any power of an engineer under this Code.

7 b.(iii) Connected Load (Supply code chapter 1 clause 2-d)

“Connected Load” means the aggregate of the manufacturer’s rating of all equipments connected to the consumer’s installation and of all portable equipments and also the capacity of the power source required to test manufactured products and repaired equipment in the installation.

Explanation: Where the rating is in terms of KVA, it shall be converted to KW by multiplying it by a power factor of 0.9 and where the rating is in terms of HP, it shall be converted to KW by multiplying it by a factor of 0.746.

7 b.(iv) Contracted Load (Supply code chapter 1 clause 2-e)

“Contracted Load” means the load specified in the agreement between the consumer and the Licensee engaged in the business of supplying electricity to him.

7 b.(v) Maximum Demand (Distribution Code Chapter 1 clause 2(n-b))

“Maximum Demand” in a month means the highest value of the average Kilovolt- amperes in case of HT services and KW in case of LT services, delivered at the point of supply of the consumer during any consecutive thirty / fifteen minutes in a month depending on the nature of load.

ANSWER TO Q.NO.8

8) a) Define Quality of service (Distribution standards of performance Regulation chapter 2 clause 3)

Quality of service means providing uninterrupted, reliable electric supply at stipulated voltage and frequency, which will be the end result of its planning, designing of network, operation and service management to ensure stability in supply and prompt compliance of consumers’ complaints on metering and billing. The supply with frequent power failure, fuse of calls, voltage fluctuations will not ensure continuity in supply. These factors determine the degree of satisfaction of the consumers.

8. b) Compensation for not achieving the performance in prescribed period

(Distribution standards of performance Regulation chapter 2 clause 21)

The Licensee is expected to achieve the performance prescribed. If a Licensee fails to meet the standards specified for various service areas, the affected consumer is entitled for compensation by the Licensees as stipulated in the Act. The compensation payable is set out in the table below, namely:-

S.No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.100/- per day of delay subject to maximum of Rs.1000/-
2	Complaints in billing	Rs.150/- for non-reply within the period.
3	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-
4	Interruption of supply	Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
7	Making and keeping appointments	Rs.50/- for failure of keeping appointment
8	Grievance handling	Rs.50/- for failure of grievance handling
9	Refund of deposit in respect of temporary supply after the expiry of the temporary supply period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the regulation 17 (6) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code.	Rs.100/- per week or part thereof of delay in addition to the interest at the rate specified by the Commission till the date of refund.