

GOVERNMENT OF KARNATAKA

No. ENERGY 111 PSR 2020

Karnataka Govt, Secretariat,
Vikasa Soudha,
Bangalore, dated: 09.04.2020

Circular

Sub: Addendum to the directions issued regarding Meter reading, Billing, and Collections.

Ref: Circular from GoK, ED No – ENERGY 111 PSR 2020, dated: 03.04.2020

1. The Energy Department in its Circular dated 03.04.2020 issued directions to all the ESCOMs to issue average bills or previous month bills to all the consumers during April 2020. But, some of the Industrial & Commercial consumers have approached the Government and have requested to issue the bills as per actuals since the average bills would be higher than actuals since the operations come to a stand still due to Lock down imposed by the Government with effect from 24.03.2020 midnight onwards.
2. Also, few complaints have been received where apprehensions have been expressed by the consumers regarding excess billing by application of higher slab when the actual meter reading for the months of March & April 2020 on the basis of consumption happens in May 2020.
3. The average bill is being / will be issued by taking the consumption of previous 3 months which includes 29 days consumption of February. However, the actual consumption in March 2020 would be more due to peak summer and which may not be vary different from the bill on the basis of average consumption. Moreover, the average bill is subject to revision in the month of May 2020 where 2 months consumption will be billed and proportionately apportioned for each month slab billing. The surplus / deficit amount will be adjusted in the subsequent bill on the basis of actual reading of the meter.
4. In respect of residential category of consumers, the actual consumption will be more since most of them are at home and the IT/BT personnel are working from home. Further, with seasonal variation like peak summer where fans and ACs would be used more, billing is being / will be done on average of preceding 3 months, which likely to be lesser than the actual consumption.


5. Further, the billing has been done by the ESCOMs so far as follows –
- a) Billing of all HT Installations & LT-40HP and above installations have been done as per actual meter reading by the staff of DISCOMs duly visiting to the consumer premises and also Online Automatic Meter Reading (AMR).
 - b) In some cases of LT-40 HP and above bills have been generated on average basis where physical meter reading is not possible due to door lock by the small industries.
 - c) For other categories, average billing has been issued to consumers till 8th of April 2020.

However, as per the KERC norms self-reading (trust and verify)) furnished by the consumers will be accepted by the jurisdictional subdivision officer and revised bill will be issued to those consumers who feel their average bill is on the higher side. Consumers having grievance that the average bill is more than actual consumption can furnish the self-reading (trust and verify)) through SMS/Whatsapp of Local sub division office or 1912 Helpline (contact details available in the respective ESCOMs website) and by giving their mobile numbers, consumers can get the actual meter reading bills on their mobile through whatsapp or e-mail.

Hence, following modifications to the directions are issued to the Circular dated 03.04.2020 -

- 1) For all HT Installations, bills shall be issued as per the AMR (Automatic Meter Reading)/Online or Actual meter reading, wherever the AMR is not yet implemented
- 2) For all LT 40 HP and above Installations, bills shall be issued as per the AMR (Automatic Meter Reading)/Online or Actual reading wherever the AMR is not yet implemented
- 3) For all remaining installations, Average billing shall be made. If the consumer has any grievance that the average billing is higher than the actual bills, they can furnish the self-reading (trust and verify)) and get the bill revised as per the actuals.
- 4) ESCOMs are advised to calculate the bills proportionately apportioned for each month slab billing when the 2 months bills are calculated in the month of May 2020.

Necessary press notification in this regard shall be issued from the ESCOMs in the larger interest of the consumers.


(N. Mangalagowri)
Under Secretary to Govt
Energy Department.

To:

The Managing Director, BESCOM, MESCOM, HESCOM, GESCOM & CESC.

Copy to:

1. The P.S to Secretary, Ministry of Power, GoI, Shram Shakthi Bhavan, Rafi Marg, New Delhi.
2. The P.S to Chief Secretary to Govt. of Karnataka, Vidhana Soudha, Bangalore.
3. The P.S to Additional Chief Secretary to Hon'ble Chief Minister of Karnataka, Vidhana Soudha, Bangalore.
4. The P.S to Additional Chief Secretary to Finance Department, Vidhana Soudha, Bangalore.
5. The P.S to Additional Chief Secretary to Govt., Energy Department, Vikasa Soudha, Bangalore.
6. The Secretary, KERC, No.16 C-1, Miller Tank Bed Area, Vasantha Nagar, Bengaluru-560052.
7. The P.S to Managing Director, KPTCL/KPCL/PCKL/KREDL.
8. The P.S to Joint Secretary, Energy Department, Vikasa Soudha, Bangalore.
9. File.

