

# **FORUM OF REGULATORS**



## **STANDARDIZATION OF ELECTRICITY BILL**

**JULY, 2015**

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## 1. Introduction

- 1.1 The Forum of Regulators (FOR) has been constituted by the Government of India in terms of Section 166 (2) of the Electricity Act, 2003. The Forum consists of Chairperson of the Central Commission and the Chairpersons of the State Commissions. Chairperson of the Central Commission is the Chairperson of the Forum of Regulators and secretarial assistance to the Forum is provided by the Central Commission.
- 1.2 In furtherance to its mandate, The Forum of Regulators, in 2015 constituted a Working Group under the Chairmanship of the Chairperson of the CERC/FOR to study and make recommendations on “Standardization of Electricity Bills” for domestic consumers so that the bills are easy to comprehend by any class of consumers.
- 1.3 The Scope of Work of the Working Group (WG) was to
- To recommend a standard format of Easy Electricity Bill which can be adopted in the country
  - To study the existing structure of electricity bills and propose a standard format which is easy to understand, simple to check the calculations and easy to know where and how to make payments
- 1.4 The Chairperson of the FOR was authorised to nominate SERCs on the WG. Accordingly, the WG on “Standardization of Electricity Bills” was constituted as follows:
- |       |                         |     |             |
|-------|-------------------------|-----|-------------|
| i.    | Chairperson, CERC       | ... | Chairperson |
| ii.   | Chairperson, DERC       | ... | Member      |
| iii.  | Chairperson, MSERC      | ... | Member      |
| iv.   | Chairperson, GERC       | ... | Member      |
| v.    | Chairperson, HERC       | ... | Member      |
| vi.   | Chairperson, KERC       | ... | Member      |
| vii.  | Secretary, CERC         | ... | Member      |
| viii. | Joint Chief (RA), CERC  | ... | Member      |
| ix.   | Deputy Chief (RA), CERC | ... | Coordinator |
- 1.5 The Secretariat of the FOR acted as the Secretariat of the WG.

## **2. Deliberations of the working group**

- 2.1 In its first meeting, the Working Group perused the samples of electricity bills of 16 States where it was seen that the bills of some distribution companies were quite in detail and gave important information on various components of a bill.
- 2.2 After deliberations, the Working Group decided to constitute a sub group (SG) under the Chairmanship of Chairperson, Meghalaya State Electricity Regulatory Commission (MSERC) to study the electricity bills of different distribution companies (discoms) , evolve a model electricity bill for household consumers and submit its report to the Working Group.
- 2.3 The Sub Group comprised of the following members:
  - Representative from Prayas Energy Group, Pune.
  - Representative from Consumer Unity and Trust Society (CUTS) Jaipur.
  - Representative from Government distribution licensee of Haryana.
  - Representative from private distribution licensee - Tata Power Delhi Distribution Ltd, New Delhi and Torrent Power Ltd, Ahmedabad.
- 2.4 The sub group was required to submit its report for consideration of the FOR Working Group.

## **3. Deliberations of the Sub Group**

- 3.1 The first meeting of the Sub Group was convened on 25.05.2015 at CERC Office, New Delhi. The meeting was attended by representatives from consumers i.e. CUTS, representatives from utilities i.e. Tata Power Delhi Distribution Ltd, New Delhi, Haryana Vidyut Vitaran Nigam and representatives from Regulatory Commissions.
- 3.2 The Sub Group (SG) examined the formats of bills being used by different States in the country. It was observed that though the formats are more or less similar, they vary from State to State according to the tariff schedules and provision of electricity supply specified by the respective State Regulatory Commissions.

- 3.3 Uttar Haryana Bijli Vitran Nigam , Haryana distribution utility presented a prototype of the electricity bill containing necessary particulars. The proto type of the bill is attached at **Annexure I**. The members opined that the front page of the bill should be made simpler and the basis of calculation of the charges also mentioned in the bill. Representatives from Tata Power informed that Delhi Electricity Regulatory Commission had recommended that the consumption history of the consumer to be mentioned on the bill along with safety norms .It was also seen that generally, electricity bills in each State were based on the provisions and tariff orders of their respective Commission.
- 3.4 Tata Power presented a model electricity bill presently being used in Delhi and expressed that the bill cannot be made simpler if the tariff structure is complex. This format is placed at **Annexure II**.
- 3.5 CUTS, Jaipur also suggested a model bill showing important details relating to consumption, charges and consumer details. The model bill is attached at **Annexure III**.
- 3.6 Members also agreed that definitions of the statutory terms used in the Bills be printed to make it easy for the consumers to understand. While the structure of billing should conveniently depicted, it was also agreed that the direct contact number of client manager - area wise who could address the clarifications sought by consumer should find place in the bills, in addition to the toll free number of the utility.
- 3.7 The members of SG also were of the view that the Forum could consider taking up a review of the Supply Codes of the State Electricity Regulatory Commissions in accordance to the model electricity bill because the provisions in the Codes have a direct bearing on the information to be communicated to the consumers in the electricity bills.
- 3.8 After deliberations, it was agreed that as the format shared by Tata Power New Delhi was quite informative and could be examined in detail for developing a prototype. The SG also suggested that the standard format may be customized as per the requirement of the State by their respective Commissions.

#### **4. Approach**

4.1 After examining the electricity bills of 16 States in the country , it was concluded that electricity bills should have the following key features:

- It should be simple and easy to understand.

- Font size should be visible and easy to read.
- Bill Calculations should be provided wherever required and the method of calculation also printed in the bill in such a manner that consumer can understand the amount of the charges arrived at.
- Complete contact details of consumer and relevant identification number should be available on the bill in order to identify the consumer more readily.
- The amount to pay , month of bill and due date for payment should be highlighted at the top of the bill.
- Bill should contain contact details of the distribution company so that consumer can approach them in case of any difficulty, and also display the phone numbers of call centers and other details like address of the website where all the details are available. If feasible, contact number of client manager of specific area should also be displayed.
- It should also contain history of previous consumption and payment history, preferably for previous six months. This may be given at the reverse of the bill. This can also be used for calculating average consumption in case a meter is not read.
- Nearest payment centre of the respective area should be given to facilitate payment of the bill.
- The bill should also display the contact details of Consumer Grievance Redressal Forum and Electricity Ombudsman.
- Space for display of important messages should also be available preferably on front side of the bill, if required so and if space is available.

4.2 Keeping the above features in mind, the standard billing format for LT supply was framed . Since every State Commission has a different tariff structure and different provision for billing etc, it was recommended that this format may be customised wherever required. It was recommended that electricity supply codes which carry the billing

provisions may be reviewed accordingly, so that all the States have common billing features.

4.3 The basic aim was to device a simple electricity bill which is easy for the consumer to understand. In some States, bills are generated on the spot after spot meter reading is done with the help of meter reading instrument. Such spot bills are generally simple and they give information which pertains to energy consumption and fixed charges during the month, apart from other particulars.

4.4 The finding and recommendations of the Sub group was discussed by the Working Group and thereafter taken up in the FOR.

4.5 Three options were deliberated upon as follows :

**i) Option 1**

To frame electricity bill formats keeping in view the bill period so as to charge a consumer exactly what he consumes. However, this would require computation of proportionate fixed charges and energy charges for the billing period.

**ii) Option 2**

To read the meter at 00:00 hrs of the last day of the month through automatic meter reading (as done in Mumbai ) or read a meter through meter reading instrument , the value stored in the memory of the meter at 00:00 hrs of the last day of the month. This will solve the problem of proportionate billing and bills will be simply computed as per the tariff order which gives monthly rates. In adopting this option, FOR may consult all SERCs for making electronic metering and this provision in their Code.

**iii) Option 3**

To make strict provisions in the Supply Code that all households meters have to be read within  $\pm$  3 days and bill a consumer as per the tariff and slab rates given in the Commission's Order. This practice is already in use but billing period is not transparent. In this option, it is also suggested that at the end of the financial year , the final bill may be prepared and adjustments due to total fixed charges and energy charges as per the slabs may be done in the interest of the consumer and the utility.

## 5. Key features of the model electricity bill

The following features to form part of the model electricity bill

- i) **Consumer's details** – Bills of LT consumers should contain the name and address including mobile number/email of the consumer. The identification of the consumer i.e. index number and the service connection number should also be included.
- ii) **Category of consumer** – A bill should display the category of the consumer such as domestic, non-domestic, institution, etc. This is necessary because the tariff for each category is determined separately by the State Regulatory Commission.
- iii) **Sanctioned load** – A bill should display the sanctioned or contracted load given to a consumer by the distribution company. This is necessary because fixed charges are generally determined on per kilowatt on the load sanctioned.
- iv) **Bill basis** – This is an important feature because billing can be on actual meter reading of a meter / non-reading of a meter / the meter is defective. The consumer must know that his bill is based on actual meter reading or on average basis.
- v) **Bill period** – A bill should also display the period for which electricity is consumed. Generally, charges are fixed on monthly basis. For example fixed charges are on per kilowatt per month basis. It means that if a consumer uses electricity for more than 30 days or his meter reading is taken after 30 days then, as per regulations he has to pay fixed charges on pro rata basis. Similarly, different rates are charged for different slabs based on electricity consumed. The first slab (say, 0-100 units) is charged at the lowest rate. The slabs are fixed for consumption in one full month. For example, if consumer is charged first 100 units at the lowest rate then it means he is entitled to use 100 units in one month. Suppose he is billed for 25 days, then he will be entitled for  $(100 \times 25 / 30) = 83$  units for getting the benefit of lowest rate.
- vi) **Meter reading** – The date of taking the meter reading and the reading should be displayed in the bill. The difference of previous meter reading and the present meter reading will give the total number of units consumed. Similarly, the period between the dates of the two meter readings will give the billing period.
- vii) **Bill details and calculations** – A bill should display the rates of fixed charges, energy charges, fuel surcharge if any, electricity duty, arrears and any other charges as may be determined by the Commission and should also show the



calculation of bill factor (if required so), fixed charges, energy charges, fuel surcharge, electricity duty, arrears, security deposit, meter rent, interest on security deposit etc, separately in the bill.

## **6. Recommendations**

a) The standard bill should have the following details on its front and reverse.

### **The Front page to contain the following:**

- i)** At the top of the bill, the summary of the details such as bill month, amount and the due date for payment
- ii)** Name and address of Distribution Company.
- iii)** Helpline number and website address of the distribution licensee with relevant details.
- iv)** The bill format will have four tables as follows:

#### **Table 1**

- Details of the consumer like name, address, contact details, relevant master data/connection details, load , tariff category etc.
- Basis of the billing can either be done on actual meter reading of a meter or on average basis

#### **Table 2**

- The meter number and its type and status, the previous and current reading with units consumed, date of the meter reading and other related information.
- This table to also reflect Meter Rent, Security Deposit and Interest on Security Deposit.

#### **Table 3**

- This table to display the procedure of computation of the bill. The fixed/energy charges, fuel surcharge, arrears and electricity duty, etc, to also be shown.

#### **Table 4**

- This is the main table which will contain the details of the electricity bill and total payment to be made. This bill will display all components of tariff. Each component will show a connecting link/mark for looking at the computation method of the same in the Table 3.
- In addition to above, dynamic information such as modes of payment and other details including important messages if any like promotion/advertisement of any scheme, new payment channel etc., can be given.

#### **The reverse of the bill should contain the following:**

- i) Brief description of important components of the tariff, statutory information in consumer friendly language and in adequate font size.
- ii) Address and telephone number of relevant collection centres.
- iii) Information regarding complaint lodging and resolution mechanism, information about different payment channels and information related to restrictions if any, such as acceptance of payment through different payment modes.
- iv) Contact details of electricity ombudsman and consumer redressal forum.
- v) Consumption/payment history for past six months.
- vi) In case of any adjustment due to bill revision, retro billing in tariff change, assessment of faulty meter, charging of energy / non-energy charges, consumers ask for complete details of previously billed and revised bill components along with Net charges credited / debited. Provision for such information flow should be made a part of the bill format or in standard annexure.

- b) The model format for the electricity bill for domestic consumers enclosed at Annexure IV is with a billing cycle of 30 days
- c) All SERCs may modify their Supply Code accordingly so as to accommodate the features of the Model Electricity Bill.

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# **ANNEXURES**



Electricity Bill

Account No: 0304340000



3 0 4 3 4 0 0 0 0 7 9 9 1 5 0 4 2 0 1 5 8 2 2

Name: N M SHARMA		Account No: 0304340000	Net Payable Amount on or before Due Date (₹): 799.00
Address: 1449/21 PKL, PANCHKULA, Panchkula, HR, IND		Old Acct No: 2113601UPS460129	Due Date: 15/04/2015
		K No: A27PS460129	Surcharge(₹): 23.00
Circle : Ambala	Cycle/Group: AIYE/01U	Issue Date: 08/04/2015	Gross Amount Payable After Due Date(₹): 822.00
Division: Panchkula	Bill Month: APR/2015	Bill No: 030432304309	
Sub Division: A27-Sub-Urban Panchkula		Net Payable Amount in words: Seven Hundred Ninety Nine Rupees Only	

Meter and Read Details (\* Latest MCO is shown in case of multiple MCO in one billing cycle)

Meter No.	Meter Reading Date		Period Days	MDI	Unit	Meter Reading		M.F.	Consumed Units	Billed Units	Bill Basis	Read Rmrk	Mtr Sts
	Old	New				Old	New						
2113601UP S460129	20/11/2014	20/01/2015	61	1.00	KWH	8624	9305	1	481	481	OK	OK	A

Arrears Outstanding for the Financial Year (₹)

Description	Previous	Current	Total (₹)
SOP Charges	0.00	0.00	0.00
F.S.A.	0.00	0.00	0.00
Surcharge	0.00	0.00	0.00
E. Duty	0.00	0.00	0.00
M. Tax	0.00	0.00	0.00
Fixed Charges	0.00	0.00	0.00
Excess Credit	0.00	-802.55	-802.55
<b>Total Arrear</b>	<b>0.00</b>	<b>-802.55</b>	<b>-802.55</b>

Slab Calculation

Unit	Rate	Amount (₹)
81.33	2.70	219.59
399.67	4.50	1798.52
<b>Total</b>		<b>2018.11</b>

Applicable Tariff on Read Date:

Connection Details

Tariff Category	DS
Fiats in BS (DS)	NA
Supply Voltage(kV)	0.40 KV
Sanctioned Load (kW)	7.20
MMC(₹)	1138.67
Cons. Security (₹)	0.00
Meter Security (₹)	0.00
Meter Ownership	CM
Meter Make/Meter Type	NA /3-PH-MTR

Details of Charges for Current Cycle

Details of Amount Payable

Last Payment Details

Description	Amount (₹)	Description	Amount (₹)	Amount(₹)	2499.00			
Fixed Charges	0.00	Current Cycle Charges	2494.77	Receipt No	030434081088			
Energy Charges	2018.11	Arrears/Outstanding Dues	-802.55	Receipt Date	11/02/2015			
MMC/FC for Reconnection	0.00	Sundry Charges/Allowances	1605.55/-802.55	Mode of Payment	Cash			
Amount to cover MMC	0.00	Provisional Adjustment/BR Adj.	-1696.45	Previous Consumption Pattern				
Fuel Surcharge Adjustment	404.51	LPS Adjustment	0.00	Bill month	Units (KWH)	Units (KVAH)	MDI	Status
Reliability Charges	0.00	Other Non-Energy Charges	0.00	Mar-2014	261	0	0	OK
Excess Load Surcharge	0.00	<b>Net Payable Amount</b>	<b>799.00</b>	May-2014	406	0	0	OK
Capacitor Surcharge	0.00	<b>On Or Before Due Date(₹)</b>	<b>799.00</b>	Jul-2014	681	0	0	OK
Meter Service Charges	0.00	Surcharge(₹)	23.00	Sep-2014	682	0	0	OK
Line Service Charges	0.00	Gross Amount Payable After Due Date(₹)	822.00	Nov-2014	470	0	0	OK
Capacitor Service Charges	0.00	Brief details of Sundry charges /allowances			In case of bill is not paid within 7 days of due date the supply shall be liable to be disconnected without any further notice.			
Solar Rebate	0.00	Transfer Adjustment from Over Payment			Date from which bill other than "OK" is being issued: Reason:			
Women Rebate	0.00	Transfer Adjustment from Over Payment						
Electricity Duty	48.10	Transfer Adjustment from Over Payment						
Municipal Tax	24.05	Transfer Adjustment from Over Payment						
<b>Total Current Cycle Charges (₹)</b>	<b>2494.77</b>							

Cheque/DD to be drawn in favour of SDO 'OP' S/Divn UHBVN - A27-Sub-Urban Panchkula

Important Information for consumers:

Payment of this bill can be made online by logging on the Website:www.uhbvn.org.in at any time and at office counter on all working days during working hours i.e. 09:00AM to 03:00PM.

Under Section-56 of EA-2003, the supply of electricity shall not be cut off if the consumer deposits, under protest, a) an amount equal to the sum claimed from him, or b) the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during the preceding six months, whichever is less, pending disposal of any dispute between him and the licensee

Address and Telephone Number(s) of the authorities relating to consumers grievances

Grievance pertaining to this bill can be lodged with	Address & Telephone number(s) of the		Address & Telephone number(s) of complaint centers
SDO 'OP' S/Divn UHBVN - A27-Sub-Urban Panchkula	Consumer Grievance Redressal Forum	Ombudsman	18001801615,155333 (Toll Free)
	C-6, Shakti Bhavan, Sector-6, Panchkula, Haryana. uhbvncgrs@gmail.com SMS No. - 51969	HERC, Sec-4, Bays No. 33-36, Panchkula, Haryana Email ID : herc-chd@nic.in Contact No. - 0172-2582531	



TATA POWER-DDL

TATA POWER DELHI DISTRIBUTION LIMITED  
A Tata Power and Delhi Government Joint Venture

Annexure-2

Sampark Kendra  
011 - 66404040

www.tatapower-ddl.com

## Electricity Bill

FINAL BILL

Name : "M/S JAIN BROTHERS  
Billing Address : B - 1 SMA IND. AREA GTK  
ROAD, NEW DELHI 110033  
Supply Address : PLOT NO 1 STREET NO. G  
T KARNAL ROAD BLK-B RAJASTHAN  
UDYOG NAGAR CITY DELHI 110033  
Mobile / Tel. No. : 9650393920/011  
E-Mail ID : yogita@swissautoproducts.com

Sanctioned Load (KW/KVA): 130.00/140.00  
Contract Demand : 106.00  
MDI Reading :  
Power Factor : 0.29  
District : SHALIMAR BAGH  
Zone : Bhalswa  
MRU No. : SBKP503  
Walking Sequence : 9999/9999/999  
Pole / Pillar No. :

CA NO. : 60000016661  
Energisation Date: 24/01/2005  
Security Deposit : 17900.00  
Connection Type: PERMANENT  
Tariff Category : LIP > 100 kW-11.00 KV  
Bill Basis : Actual(KVAH)  
Bill Remark : Bill On Reading  
Bill Date : 30/04/2015  
Bill No. : 010005387844

Client Mgr- Mr. ketan

(देय तिथि एवं राशि)  
Due Date  
**15-MAY-2015**  
Amount Payable  
**₹ 27558.91**

### Your Electricity Bill Summary / बिल सारांश



11060000166610000027558910000000000000000000

Arrears / Refund बकाया / वापसी (₹)	Adjustments समायोजन (₹)	Current Demand वर्तमान शुल्क (₹)	Subsidy सब्सिडी (₹)	LPSC एलपीएससी (₹)	Net Amount Payable कुल देय राशि (₹)
18175.07	-1074.00	10204.95		252.89	27558.91

Your Last Payment of ₹ 14610.00 received on dated 28-FEB-2015

Meter No. / Type / Status (मीटर नं.)	Unit (यूनिट)	TOD Period (टीओपी)	Current Meter Reading		Previous Meter Reading		Reading Difference (रीडिंग अंतर)	MF (गुणांक)	Current Consumption (वर्तमान खपत)
			Date (तिथि)	Reading (रीडिंग)	Date (तिथि)	Reading (रीडिंग)			
50000160 HT CT Meter OK	KWH	Cumml	17/03/2015	133727	15/03/2015	133622	105	3.00	315
	KW	Cumml		0.00		0.00			0.00
	KVAH	Cumml		143764		143397	367		1101
	KVA	Cumml		0.00		0.00			0.00
	KVAH	Peak		27496		27365	131		393
	KVAH	Normal		72740		72602	138		414
	KVAH	OffPeak		15880		15782	98		294

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ओक्सीकेश कार्ड | इटज केश कार्ड

### Energy Charges Detail / विद्युत शुल्क विवरण

Type	Units	Rate (₹)	Amount(₹)
Peak	393 x	7.40	2908.20
Off Peak	294 x	7.40	2175.60
<b>Total</b>	<b>1101</b>		<b>8147.40</b>

### Current Demand Details / वर्तमान शुल्क का विवरण

Bill Period 16/03/2015 to 17/03/2015 Days : 2 Slab: 0.0645	Amount (₹)
Fixed Charges / स्थायी शुल्क 106.00*125.00*0.0645=854.63.	854.63
# Energy Charges / ऊर्जा शुल्क	8147.40
# TOD Surcharge	581.64
# TOD Rebate	-543.90

Power Purchase Cost Adjustment Charge (PPAC)  
क्रय मूल्य समायोजन शुल्क  
PPAC on Fixed Charges / स्थायी शुल्क पर

# PPAC on Energy Charges / ऊर्जा शुल्क पर

Surcharge / अधिभार On Fixed Charges @8% / स्थायी शुल्क पर	68.37
# On Energy Charges @8% / ऊर्जा शुल्क पर	654.81
Electricity Tax @5% (on #) / विद्युत कर	442.00
<b>Total Current Demand / कुल वर्तमान शुल्क</b>	<b>10204.95</b>

### Consumption History

Billing Period	Days/Slab (Months)	Units (KWH/KVAH)	Current Demand	Total Bill Payable	Bill Basis (Actual/Prev.)
07/02/15 - 15/03/15	37 / 1.2696	0	18167.98	18170.00	Actual
07/01/15 - 06/02/15	31 / 1.0208	0	14607.65	14610.00	Actual
07/10/14 - 06/01/15	92 / 3.0000	0	42930.00	42930.00	Actual
14/08/14 - 06/10/14	54 / 1.7741	0	25387.38	25380.00	Actual
12/07/14 - 13/08/14	33 / 1.0646	1323	26435.71	26440.00	Actual
11/06/14 - 11/07/14	31 / 1.0215	1266	25805.12	25800.00	Actual

- Make your cheque/DD payable to TPDDL CA No. 60000016661
  - Cheque should be A/c payee & payable at Delhi and not post-dated
- Interest accrued for FY 2014-2015 ,already adjusted in bill no. 20013125230 (Generated for the period 16.03.2015 TO 17.03.2015) for Rs. 1074.00 ,TDS deducted Rs. 0.00



060000016661

Nearest Payment Centres / निकटतम भुगतान केन्द्र

- (1) ATPM, Near MCD School, A- Block, Saroop Nagar
- (2) TPDDL Payment Centre/ATPM, Ex Engg. Office, Raj, Udhog Nagar

Notice: In event of all dues (incl. previous bill/s arrear) non-payment by due date, connection shall be disconnected after expiry of 15 days notice period as per sec 56(1) of EA, 2003.  
नोटिस: विद्युत अधिनियम 2003, धारा 56(1) के अंतर्गत नोटिस देने के 15 दिनों के बाद देय राशि (पिछले बिलों के बकाया राशि) का भुगतान न किया जाने पर कनेक्शन को जापूरीत बन्द करने के लिए बाध्य होवे।

IMPORTANT MESSAGE  
गुप्तता

- Opt for 'e-Bill' and 'ECS Payment' and get one time rebate of Rs. 50/- . Conditions apply.
- Final Bill Subject to Satisfactory removal of meter From Site and clearance of any existing obligations
- Arrears are payable immediately & Due Date is for Current Demand only
- PAN number AAFAFJ2038B is available as per our system



## MODEL ELECTRICITY BILL FOR HOUSEHOLD CONSUMERS

BILL SUMMARY	
Name	
Month	
Due Date	
Total Consumption	
Total Amount (till due date)	
Payment (after due date)	

BILLERS INFORMATION	
Name	
Address	
Circle	
Division	
Sub-division	
Type of Supply	
Bill No.	
K. Number	
Bill Date	
Due Date	
Electronic Bar Code	

ENERGY CONSUMPTION	
Month	
Closing Reading	
Closing Reading Date	
Opening Reading	
Opening Reading Date	
Date of Reading	
TOD Period	
Total Consumption	

ACTUAL CONSUMPTION		
Units Consumed	Rate per unit	Amount
<b>TOTAL</b>		

METER INFORMATION	
Meter No	
Type of Meter	
Meter Load	

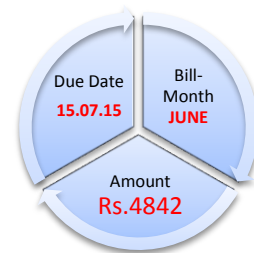
BILLING DETAILS	
Energy Charges (Rate per unit in Rs.)	
Fixed Charges	
Taxes/Duties	
Adjustments	
Arrears	
Subsidies	
Discounts	
Total Amount (till due date)	
Payment (after due date)	

IMPORTANT DETAILS	
Mode of Payment	
Nearest Payment Centres	
Customer Care	
Grievance Redressal Contact	
Complaint Management Details	

Other Details to be included in the bill:

- Consumption History (Chart with figures/Table: Monthly/ Quarterly/ Yearly)
- Security Deposit; Detailed Arrears
- Detailed Taxes and Surcharge; Detailed Subsidies
- Detailed Fixed Charges (Maintenance Charges, Meter Rent, Transfer Rent, Service Rent etc)

## Annexure-4



ABC DISTCOM  
NEW DELHI

For Your help  
011-88888888  
www.abc.in

ABC Distribution Company Limited, New Delhi

### Your Electricity Bill

<b>Consumer Name:</b> Mr. A. Kumar	<b>Sanctioned Load/Demand:</b> 7 KW (KVA/KW)	<b>Consumer No:</b> 1345271587 <b>Tariff Category:</b> DOMESTIC (LT)
<b>Billing Address:</b> 14 A The Mall, Delhi	<b>Recorded Demand(MDI):</b> NA (KVA/KW)	<b>Bill Basis:</b> Actual Reading (Actual Meter Reading/Average)
<b>Mobile No.:</b> 9863076024 <b>Email ID:</b> devinaanand@gmail.com	<b>Meter Energisation Date:</b> 23.02.1999	<b>Bill Date:</b> 28.06.2015 <b>Payment Due Date:</b> 15.7.2015 <b>Bill Period:</b> 23.5.15 to 22.6.15 <b>Bill Days:</b> 30

Meter No./Type/Status	Bill Unit	Security deposit	Meter rent	Interest on security deposit	Present Meter Reading		Previous Meter Reading		Unit Consumed (C=A-B)
					Date	Reading (A)	Date	Reading(B)	
1344/1 Phase-Electronics/ OK	KWH	NA			22.6.15	2052 2	23.5.15	19826	696

BILL CALCULATIONS					
Fixed charges (A)		Energy charges (B)			
Rate (Rs/KW/Month)	30	Slabs per month	Rate (Rs/unit)	Units Consumed	Amount (Rs.)
Fixed charges for a month	Rate X Sanctioned load	0-100	4	100	400
Fixed charges to be paid	30 x 7 = 210	101-200	5	100	500
		201-300	6	100	600
		301-Above	7	396	2772
<b>Total fixed charges</b>	<b>210</b>	<b>Total Energy Charges</b>		<b>696</b>	<b>4272</b>

DETAILS OF YOUR BILL	
Item	Amount (Rs.)
Fixed Charges (A)	210.00
Energy Charges (B)	4272.00
FPPPA (C)	139.20
Electricity Duty (D)	69.60
<b>Total Bill</b>	<b>4690.80</b>
Previous Arrear (E)	151.50
<b>Payment to be made</b>	<b>4842.30 = 4842.00</b>

(C) FPPPA : As per the Commission's order dated ..... @ 20 paisa per unit for 696 units = Rs.139.20.  
 (D) Electricity duty : As per State Government Order dated.....@ 10paisa per unit for 696 units = Rs.69.60  
 (E) Previous Arrear : Last month arrears Rs.150 + late payment surcharge @ 1% per month = 151.50



### **ON REVERSE OF BILL**

- Brief description of important components of the tariff, statutory information in consumer friendly language and in adequate font size.
- Address and telephone number of relevant collection centres.
- Information regarding complaint lodging and resolution mechanism, information about different payment channels and information related to restrictions if any, such as acceptance of payment through different payment modes.
- Contact details of electricity ombudsman and consumer redressal forum.
- Consumption/payment history for past six months.
- In case of any adjustment due to bill revision, retro billing in tariff change, assessment of faulty meter, charging of energy / non-energy charges, consumers ask for complete details of previously billed and revised bill components along with Net charges credited / debited.